

- Driver familiar with your requirements
- Trust (fare matters)
- Other (please indicate) \_\_\_\_\_

20. How long (in minutes) do you think it is reasonable to wait for a standard taxi/wheelchair accessible taxi?

\_\_\_\_\_

21. Do you have a regular time of the day, or regular day/s you regularly travel by taxi or hire car? If so, what days/ times?

\_\_\_\_\_

22. Please tell us about the Taxi Subsidy Scheme (TSS). Are you:

- a member of the Taxi Subsidy Scheme (75 percent)
- a member of the Taxi Subsidy Scheme (50 percent)
- not a member of the Taxi Subsidy Scheme

23. Do you have access difficulties using taxis or hire cars?  yes  no (Go to Q27)

24. If YES – please indicate what causes the difficulty and indicate which taxi network or provider;

CANBERRA ELITE / CANBERRA CABS

- |  |  |
|--|--|
| <input type="checkbox"/> physical access into and out of vehicle | <input type="checkbox"/> driver attitude |
| <input type="checkbox"/> using the Taxi Subsidy scheme vouchers  | <input type="checkbox"/> safety          |

waiting times

#### SILVER SERVICE

physical access into and out of vehicle

driver attitude

using the Taxi Subsidy scheme vouchers

safety

waiting times

#### CABXPRESS NETWORK

physical access into and out of vehicle

driver attitude

using the Taxi Subsidy Scheme vouchers

safety

waiting times

#### INDEPENDENT TAXIS

physical access into and out of vehicle

driver attitude

using the Taxi Subsidy scheme vouchers

safety

waiting times

#### HIRE CAR

physical access into and out of vehicle

driver attitude

safety

waiting times

25. Can you usually see the taxi driver identification card from where you are seated?

yes

no

26. Can you usually see the taxi meter from where you are seated?

yes       no

27. Please rank the key factors in determining whether you use a taxi:

	UNIMPORTANT			VERY IMPORTANT	
	1	2	3	4	5
Necessity	1	2	3	4	5
Cost	1	2	3	4	5
Service	1	2	3	4	5
Reliability	1	2	3	4	5
Timeliness	1	2	3	4	5
Safety	1	2	3	4	5
Other (please indicate)	1	2	3	4	5

28. Have you ever made a formal complaint about a taxi service or hire car?

yes       no

29. If YES - were you satisfied with the outcome of your complaint?  yes  no.

## **PART B - Information about transportation infrastructure**

30. Do you have difficulty accessing taxi ranks?  yes  no

31. If YES – please tell us which taxi rank you are having difficulty with and why...

---

32. Do you have problems using your local/regular bus stop?  Yes  No

33. If YES – what is the issue and where is the stop located?

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---

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34. Do you experience difficulty using bus interchanges, the Jolimont Centre or Kingston Railway Station?

yes  no

35. If YES – please indicate which interchange/station:

- |   |   |
|---|---|
| <input type="checkbox"/> City                   | <input type="checkbox"/> Tuggeranong              |
| <input type="checkbox"/> Belconnen              | <input type="checkbox"/> Jolimont Centre          |
| <input type="checkbox"/> Belconnen Cohen Street | <input type="checkbox"/> Woden                    |
| <input type="checkbox"/> Westfield Belconnen    | <input type="checkbox"/> Kingston Railway Station |

36. At the interchange, do you have difficulty with:

- |                                  |                                 |  |
|----------------------------------|---------------------------------|--|
| <input type="checkbox"/> signage | <input type="checkbox"/> curbs  | <input type="checkbox"/> ramps                   |
| <input type="checkbox"/> seating | <input type="checkbox"/> safety | <input type="checkbox"/> tactile indicator tiles |

- toilets                       access paths                       surfaces
- hearing loop                       timetable information
- locating physical assistance from staff
- waiting areas     bus numbering                       maneuvering areas
- behavior of other people

Additional comments: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

37. Do you have any other comments about the accessibility of public transport infrastructure?

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**PART C – Information about Public Transport Generally**

38. Do you understand how disability standards apply to taxis?

- yes       no

39. Do you think taxis generally meet these requirements? If no, please explain.....

- yes       no

\_\_\_\_\_

40. Do you believe that the taxi service has improved since the 2010 Taxi Review?

yes (please provide additional information as to why)

no     cannot really say

Additional comments:

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41. Would you like to see more use of online technologies and smart phone apps to book taxi/wheelchair accessible taxi services in the ACT?

yes     no

42. Do you believe accessibility of the bus service has improved in the last two years?

yes     no     cannot really say

Additional comments:

---

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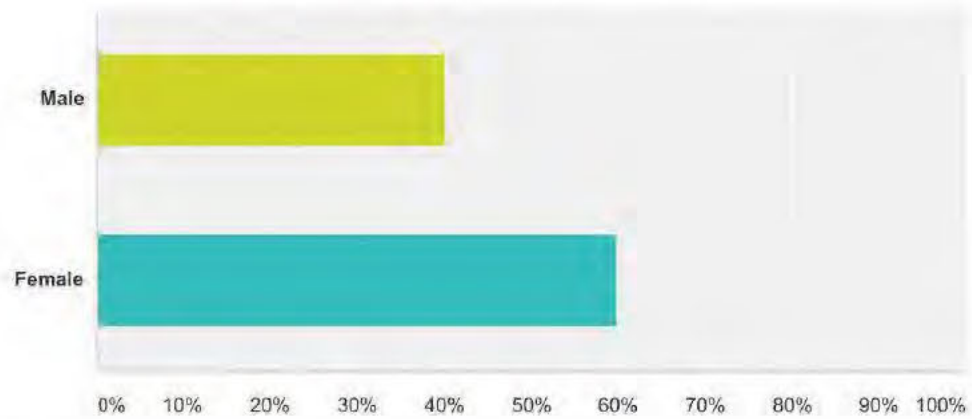
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**Thank you for taking the time to provide your feedback**

# Accessible Public Transport in the ACT

## Q1 Are you male or female?

Answered: 60 Skipped: 0

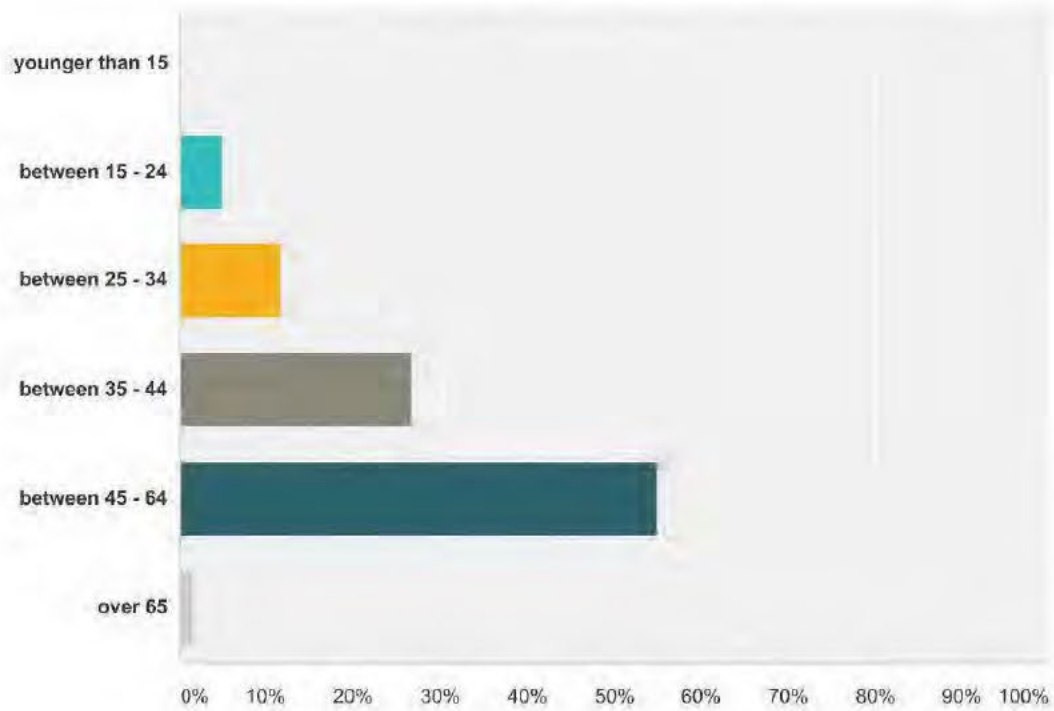


Answer Choices	Responses	
Male	40.00%	24
Female	60.00%	36
<b>Total</b>		<b>60</b>

# Accessible Public Transport in the ACT

## Q2 How old are you?

Answered: 60 Skipped: 0

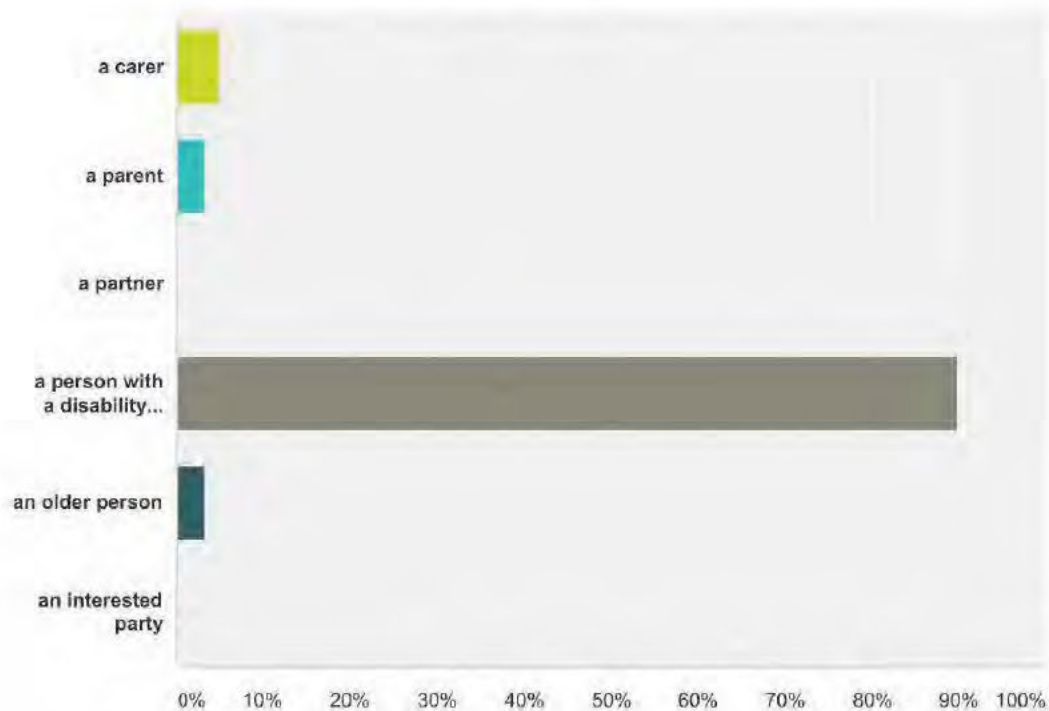


Answer Choices	Responses
younger than 15	0.00% 0
between 15 - 24	5.00% 3
between 25 - 34	11.67% 7
between 35 - 44	26.67% 16
between 45 - 64	55.00% 33
over 65	1.67% 1
<b>Total</b>	<b>60</b>

# Accessible Public Transport in the ACT

## Q3 Are you:

Answered: 60 Skipped: 0

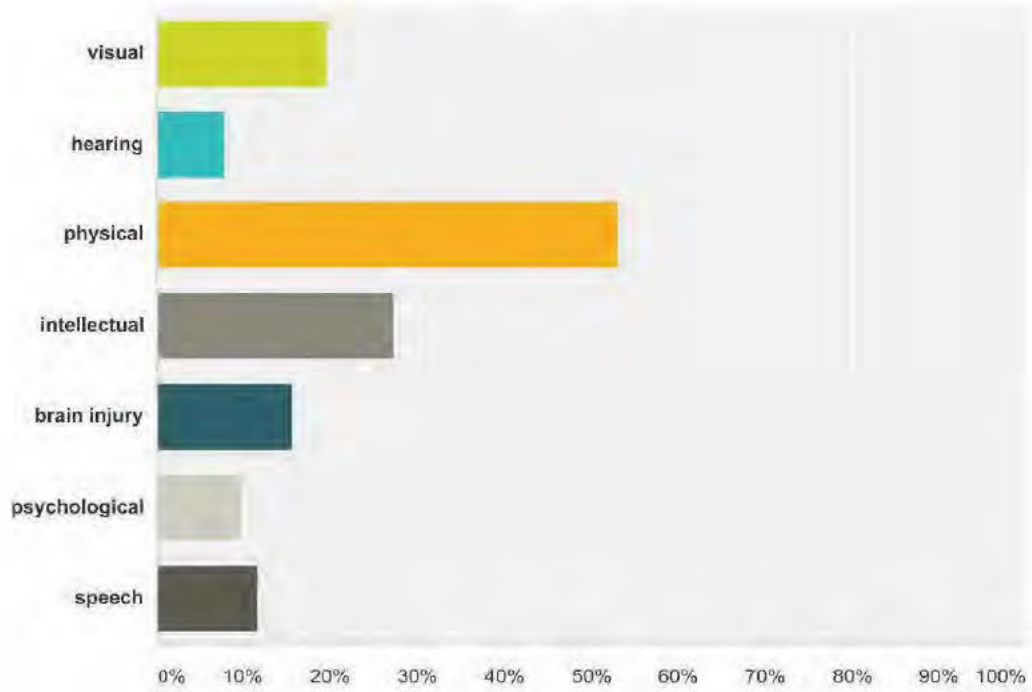


Answer Choices	Responses
a carer	5.00% 3
a parent	3.33% 2
a partner	0.00% 0
a person with a disability (Go to Question 4)	90.00% 54
an older person	3.33% 2
an interested party	0.00% 0
<b>Total Respondents: 60</b>	

# Accessible Public Transport in the ACT

## Q4 Please indicate the type of disability you have:

Answered: 51 Skipped: 9



Answer Choices	Responses
visual	19.61% 10
hearing	7.84% 4
physical	52.94% 27
intellectual	27.45% 14
brain injury	15.69% 8
psychological	9.80% 5
speech	11.76% 6
<b>Total Respondents: 51</b>	

#	Other (please specify)	Date
1	Stroke	8/7/2015 4:01 PM
2	MS	7/5/2015 8:51 PM
3	sleep apnea	7/5/2015 8:46 PM
4	Non-verbal autistic	7/5/2015 8:17 PM
5	epilepsy	7/5/2015 7:40 PM
6	walk with sticks, cannot carry, require seat cushion; sometimes may require scooter/wheelchair.	7/5/2015 4:40 PM

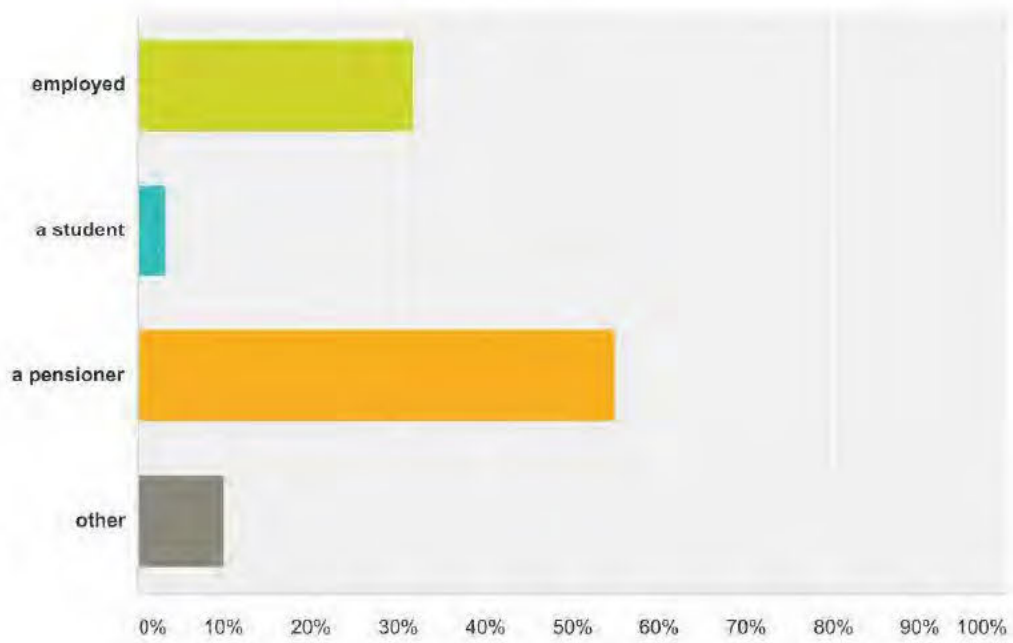
## Accessible Public Transport in the ACT

7	chronic back pain & knee	7/5/2015 4:22 PM
8	Suffered mini-strokes.	7/5/2015 4:17 PM
9	Epilepsy	7/5/2015 3:27 PM
10	Down syndrome	7/5/2015 3:04 PM
11	Trauma	7/5/2015 2:43 PM
12	Psychiatric	7/5/2015 2:20 PM
13	Double amputee - legs	7/5/2015 2:09 PM
14	Cancer	7/5/2015 1:50 PM

# Accessible Public Transport in the ACT

## Q5 Are you:

Answered: 60 Skipped: 0



Answer Choices	Responses
employed	31.67% 19
a student	3.33% 2
a pensioner	55.00% 33
other	10.00% 6
<b>Total</b>	<b>60</b>

# Accessible Public Transport in the ACT

## Q6 What suburb do you live in?

Answered: 60 Skipped: 0

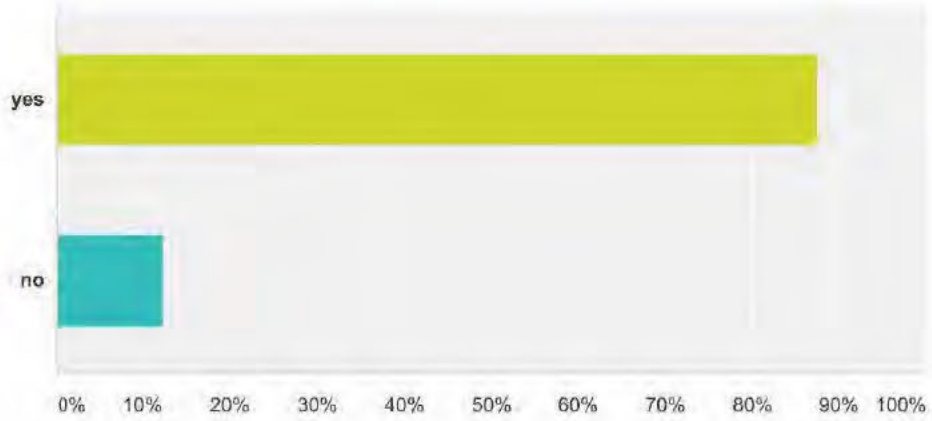
#	Responses	Date
1	Melba	8/7/2015 4:25 PM
2	Bruce	8/7/2015 4:22 PM
3	Weston	8/7/2015 4:14 PM
4	Banks	8/7/2015 4:10 PM
5	Weston	8/7/2015 4:01 PM
6	Narrabundah	7/5/2015 8:51 PM
7	Kaleen	7/5/2015 8:46 PM
8	Kambah	7/5/2015 8:43 PM
9	Naunnawal	7/5/2015 8:38 PM
10	casey	7/5/2015 8:34 PM
11	Narrabundah	7/5/2015 8:31 PM
12	Narrabundah	7/5/2015 8:27 PM
13	Page	7/5/2015 8:23 PM
14	Curtin	7/5/2015 8:17 PM
15	Duffy	7/5/2015 7:58 PM
16	Richardson	7/5/2015 7:54 PM
17	[ ]	7/5/2015 7:51 PM
18	Stirling	7/5/2015 7:46 PM
19	Stirling	7/5/2015 7:40 PM
20	Reid	7/5/2015 7:30 PM
21	Fisher	7/5/2015 7:25 PM
22	Kambah	7/5/2015 7:11 PM
23	Wanniassa	7/5/2015 6:13 PM
24	Belconnen	7/5/2015 6:06 PM
25	Chifley	7/5/2015 6:01 PM
26	Cook	7/5/2015 5:53 PM
27	Narrabundah	7/5/2015 4:40 PM
28	Watson	7/5/2015 4:22 PM
29	Richardson	7/5/2015 4:17 PM
30	Pearce, until march 2015.	7/5/2015 4:08 PM
31	Florey	7/5/2015 4:00 PM
32	Cook	7/5/2015 3:47 PM
33	Evatt	7/5/2015 3:36 PM

## Accessible Public Transport in the ACT

34	Kambach	7/5/2015 3:32 PM
35	Wanniassa	7/5/2015 3:27 PM
36	Kambah	7/5/2015 3:22 PM
37	Rivett	7/5/2015 3:18 PM
38	Garran	7/5/2015 3:15 PM
39	Bonython	7/5/2015 3:11 PM
40	Garron	7/5/2015 3:06 PM
41	Franklin	7/5/2015 3:04 PM
42	Narabunda	7/5/2015 2:43 PM
43	O'Connor	7/5/2015 2:37 PM
44	Ngunnawal	7/5/2015 2:31 PM
45	Florey	7/5/2015 2:24 PM
46	Kambah	7/5/2015 2:20 PM
47	McKellar	7/5/2015 2:15 PM
48	Holt	7/5/2015 2:09 PM
49	Also a pensioner	7/5/2015 2:03 PM
50	Forde	7/5/2015 1:50 PM
51	Kingston	7/5/2015 1:39 PM
52	Macquarie	7/5/2015 1:33 PM
53	Woden	7/5/2015 1:17 PM
54	Maquarie	7/5/2015 1:07 PM
55	Mawson	7/5/2015 1:03 PM
56	Duffy	7/5/2015 12:58 PM
57	Forde	7/5/2015 12:42 PM
58	Higgins	7/5/2015 12:34 PM
59	Kambah	7/5/2015 12:22 PM
60	Hackett	7/5/2015 12:16 PM

**Q7 Are you aware of the range of public transport services available in the Australian Capital Territory?**

Answered: 57 Skipped: 3

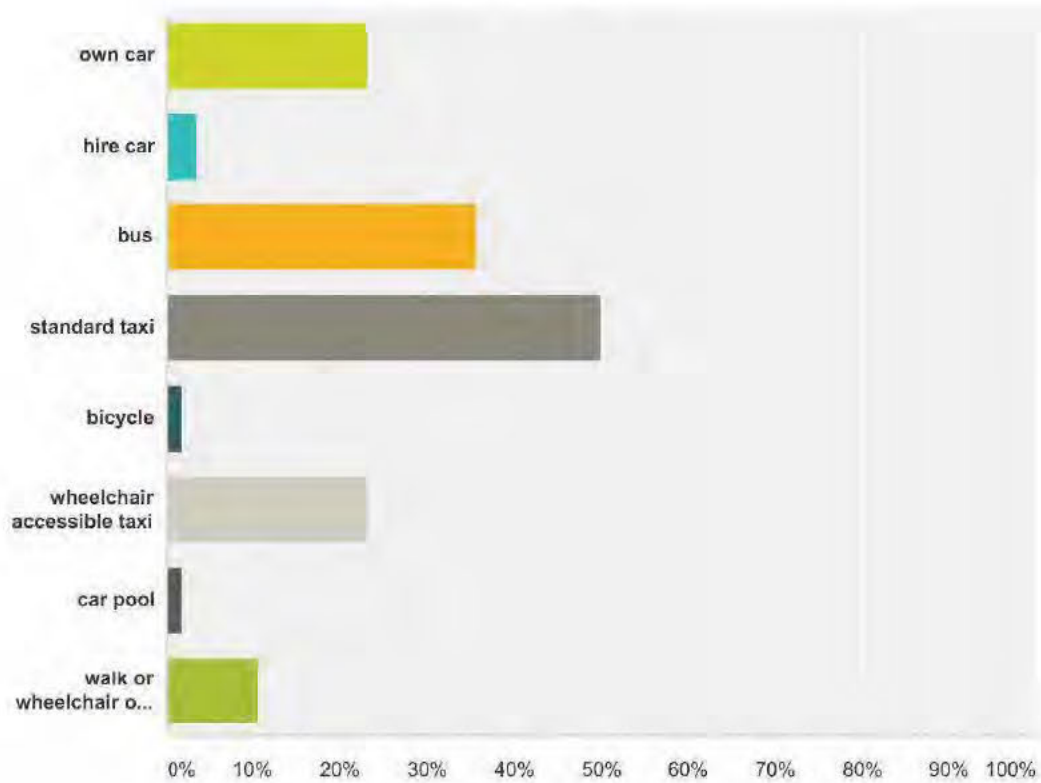


Answer Choices	Responses	
yes	87.72%	50
no	12.28%	7
<b>Total</b>		<b>57</b>

# Accessible Public Transport in the ACT

## Q8 What method of transport do you normally use to commute in Canberra?

Answered: 56 Skipped: 4



Answer Choices	Responses
own car	23.21% 13
hire car	3.57% 2
bus	35.71% 20
standard taxi	50.00% 28
bicycle	1.79% 1
wheelchair accessible taxi	23.21% 13
car pool	1.79% 1
walk or wheelchair or scooter	10.71% 6
<b>Total Respondents: 56</b>	

#	Other (please specify)	Date
1	family car	7/5/2015 8:51 PM
2	car (family member)	7/5/2015 8:43 PM
3	driven by a support worker/family	7/5/2015 7:40 PM

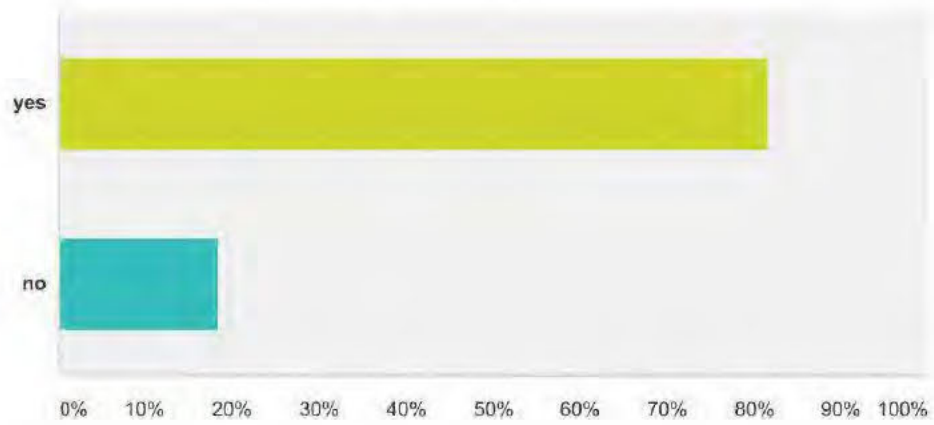
## Accessible Public Transport in the ACT

4	House van	7/5/2015 7:25 PM
5	Community transport	7/5/2015 6:13 PM
6	Carer transport / southside transport	7/5/2015 4:40 PM
7	Carer's taking me out, paying for as I need someone with me.	7/5/2015 4:22 PM
8	Mum's car.	7/5/2015 3:27 PM
9	Wheelchair-accessible van driven by parents	7/5/2015 3:22 PM
10	Service providers	7/5/2015 2:43 PM
11	Carer's car	7/5/2015 2:31 PM
12	Support workers & parents' car	7/5/2015 2:20 PM
13	Community Transport	7/5/2015 2:09 PM
14	BCTS Belconnen Community Transport Services	7/5/2015 1:33 PM
15	mother's car, and bus	7/5/2015 12:22 PM

# Accessible Public Transport in the ACT

## Q9 Do you use a taxi service or hire car?

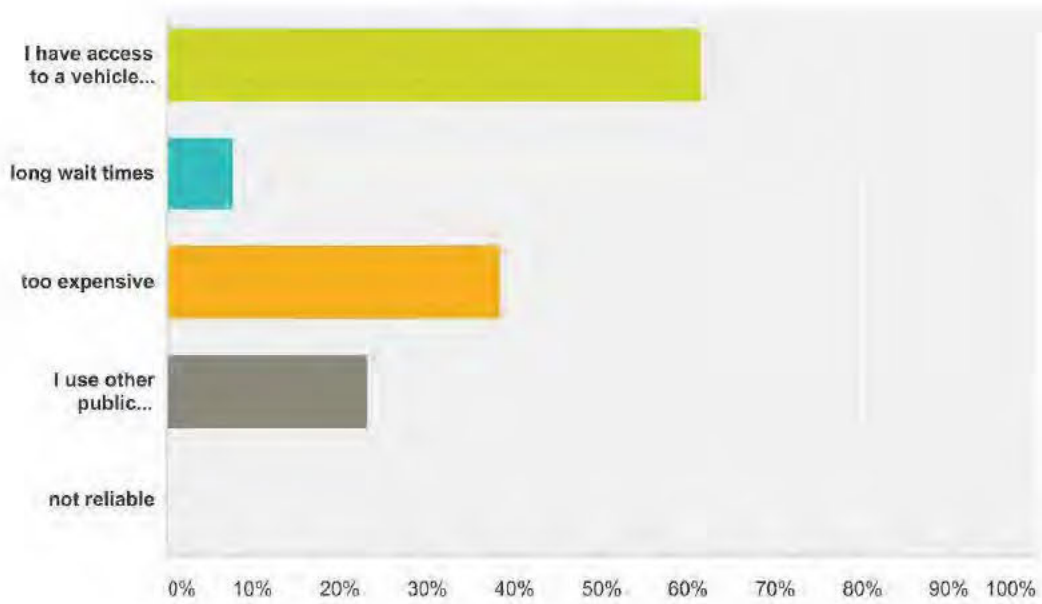
Answered: 60 Skipped: 0



Answer Choices	Responses	
yes	81.67%	49
no	18.33%	11
<b>Total</b>		<b>60</b>

**Q10 If NO - you don't use the taxi service or hire car because...**

Answered: 13 Skipped: 47

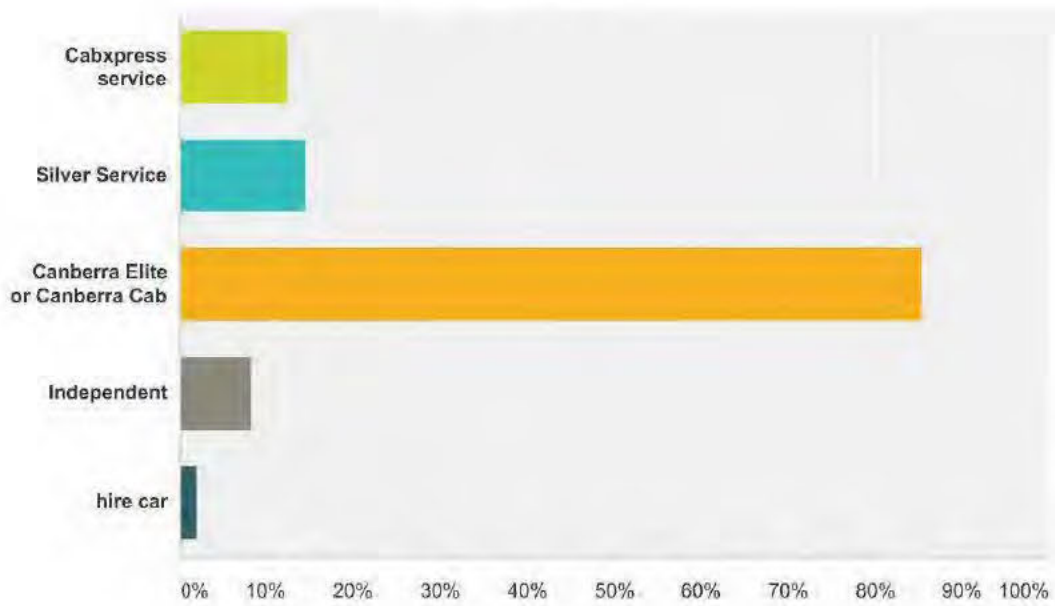


Answer Choices	Responses	
I have access to a vehicle or driver	61.54%	8
long wait times	7.69%	1
too expensive	38.46%	5
I use other public transport	23.08%	3
not reliable	0.00%	0
<b>Total Respondents: 13</b>		

#	Other (please specify)	Date
	There are no responses.	

**Q11 If YES - which taxi or hire car provider do you use?**

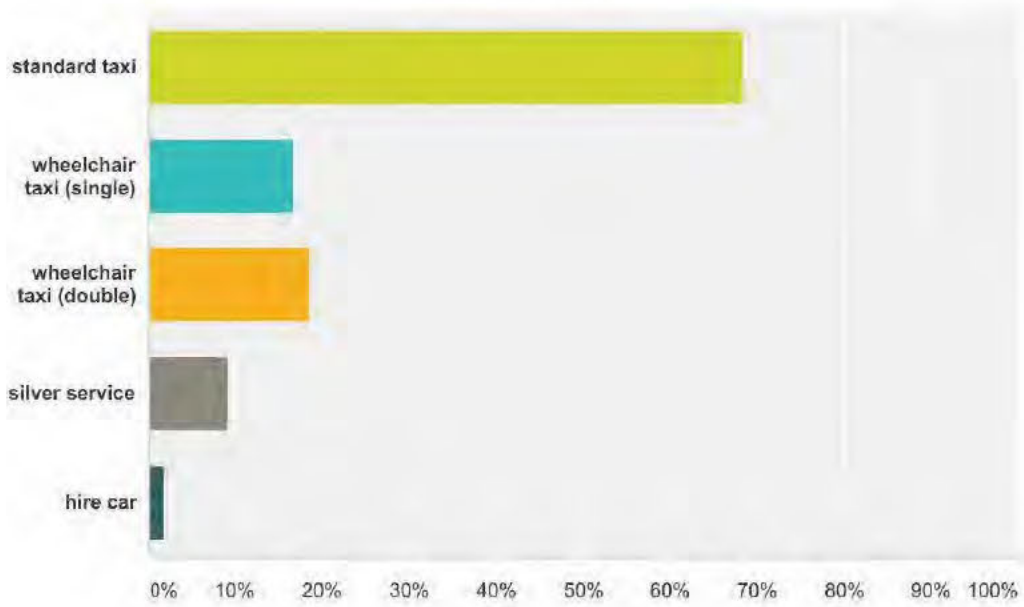
Answered: 48 Skipped: 12



Answer Choices	Responses
Cabxpress service	12.50% 6
Silver Service	14.58% 7
Canberra Elite or Canberra Cab	85.42% 41
Independent	8.33% 4
hire car	2.08% 1
<b>Total Respondents: 48</b>	

**Q12 What type of taxi do you use?**

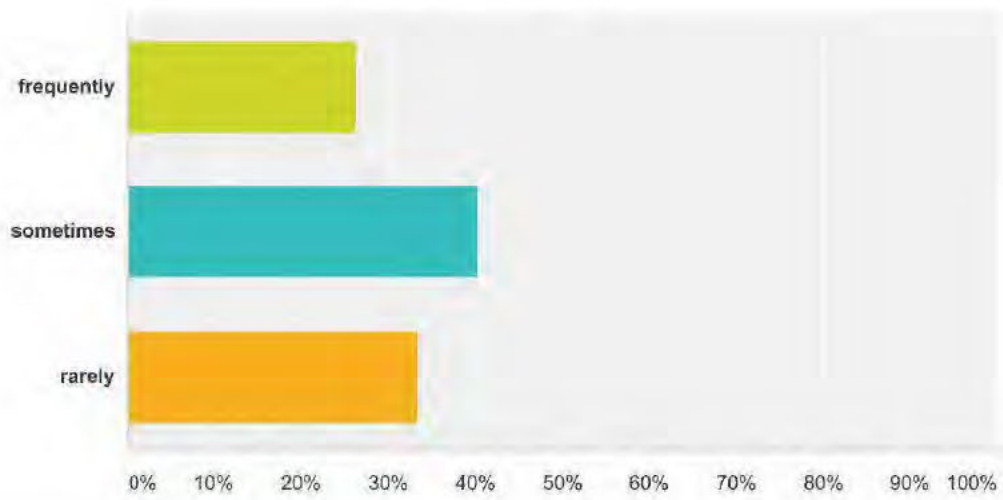
Answered: 54 Skipped: 6



Answer Choices	Responses
standard taxi	68.52% 37
wheelchair taxi (single)	16.67% 9
wheelchair taxi (double)	18.52% 10
silver service	9.26% 5
hire car	1.85% 1
<b>Total Respondents: 54</b>	

### Q13 How many times per week do you catch a taxi or hire car?

Answered: 57 Skipped: 3

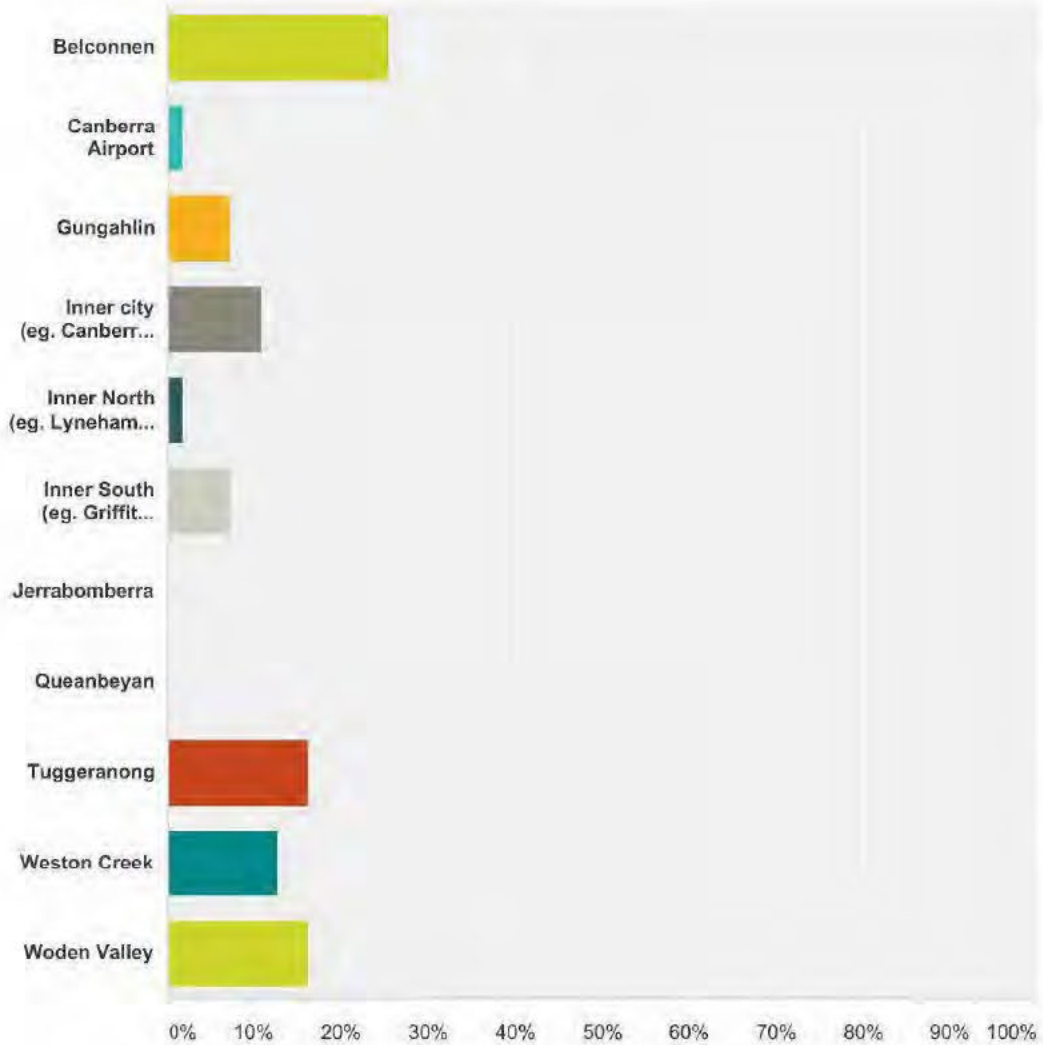


Answer Choices	Responses
frequently	26.32% 15
sometimes	40.35% 23
rarely	33.33% 19
Total	57

# Accessible Public Transport in the ACT

## Q14 When using taxi or wheelchair accessible taxi or hire car services, what is your usual region of origin?

Answered: 55 Skipped: 5



Answer Choices	Responses
Belconnen	25.45% 14
Canberra Airport	1.82% 1
Gungahlin	7.27% 4
Inner city (eg. Canberra CBD, Braddon)	10.91% 6
Inner North (eg. Lyneham, Campbell)	1.82% 1
Inner South (eg. Griffith, Kingston)	7.27% 4
Jerrabomberra	0.00% 0

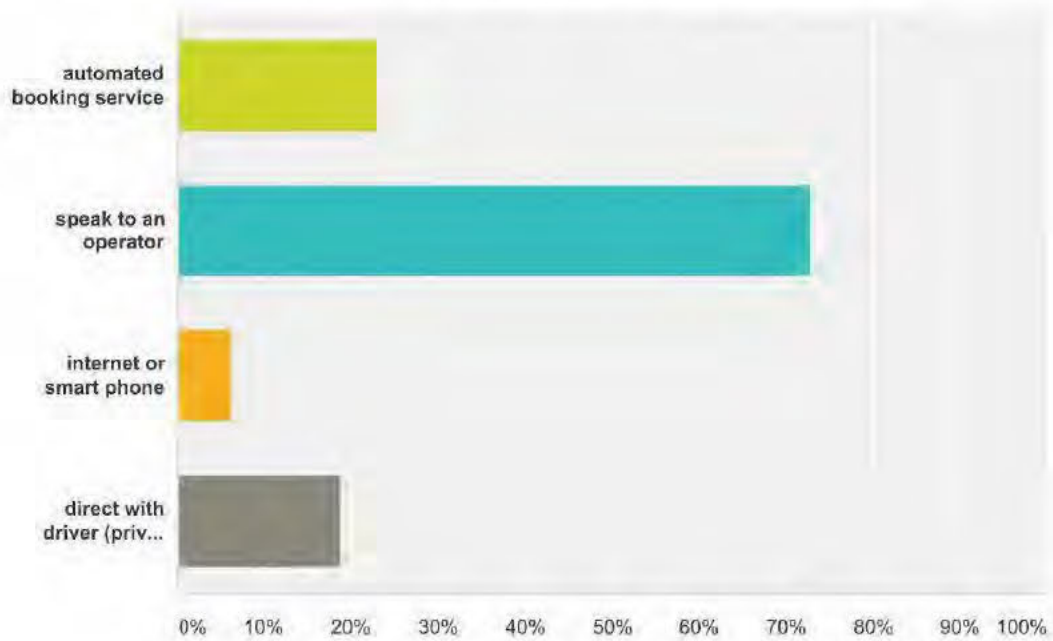
## Accessible Public Transport in the ACT

Queanbeyan	0.00%	0
Tuggeranong	16.36%	9
Weston Creek	12.73%	7
Woden Valley	16.36%	9
<b>Total</b>		<b>55</b>

#	Other (please specify)	Date
1	Canberra Airport	7/5/2015 7:43 PM
2	Woden Valley; Deakin	7/5/2015 7:28 PM
3	[ ]	7/5/2015 6:10 PM
4	Inner South	7/5/2015 5:56 PM
5	Belconnen Hospital, inner City, Woden Valley.	7/5/2015 4:27 PM
6	Woden Valley	7/5/2015 4:19 PM
7	Canberra Airport, Inner City	7/5/2015 3:39 PM
8	Canberra Airport	7/5/2015 3:25 PM
9	Inner City, Inner South, Queanbeyan, Woden Valley, Narabunda, Canberra Hospital	7/5/2015 2:49 PM
10	Weston Creek	7/5/2015 2:22 PM
11	Canberra Hospital; Woden Valley	7/5/2015 2:13 PM
12	Woden Valley	7/5/2015 1:52 PM
13	Canberra Airport, Inner City, (CBD, Braddon); [ ]; Macquarie	7/5/2015 1:12 PM

### Q15 How do you book a taxi or hire car?

Answered: 48 Skipped: 12



Answer Choices	Responses
automated booking service	22.92% 11
speak to an operator	72.92% 35
internet or smart phone	6.25% 3
direct with driver (private hiring)	18.75% 8
<b>Total Respondents: 48</b>	

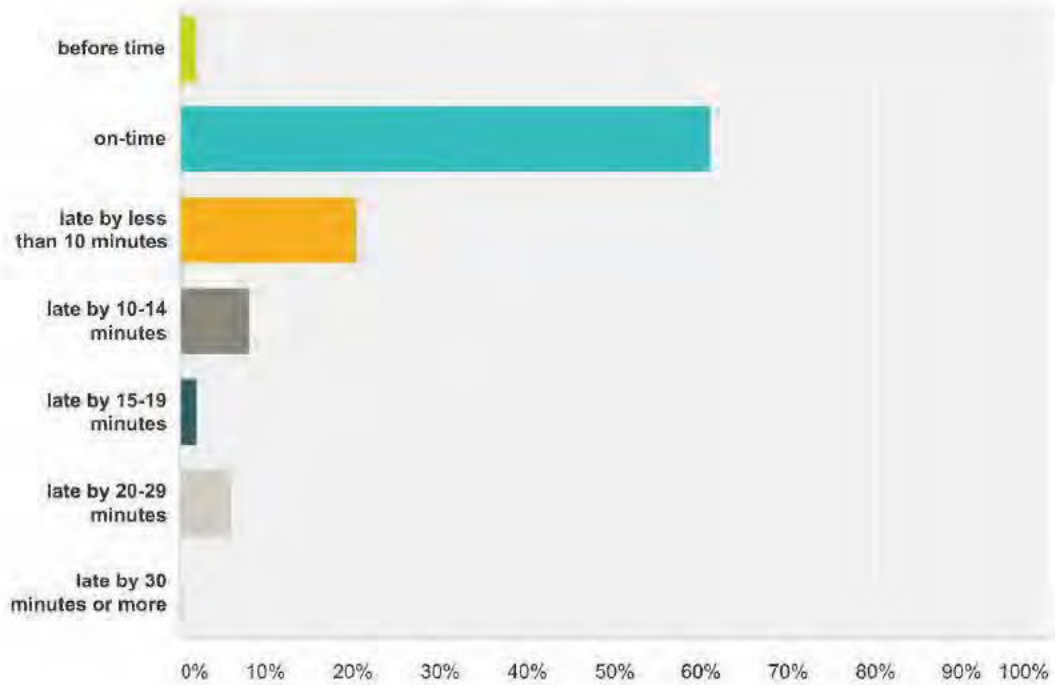
#	Other (please specify)	Date
1	The [ ] system never works properly and is frustrating	8/7/2015 4:18 PM
2	Prefer operator	7/5/2015 8:20 PM
3	Car TX902 is always early. Bookings are made early with the driver, direct.	7/5/2015 8:01 PM
4	Booked by carer	7/5/2015 7:43 PM
5	Mainly have help from the front counter people at Southern Cross Club. They are very helpful.	7/5/2015 6:04 PM
6	Speak to operator because I can not see taxi coming from inside house & due to disability can not wait out front. Operators usually not able to convey my needs to a driver, so often taxi will leave or I wait outside & suffer repercussion, physically.	7/5/2015 4:46 PM
7	...at taxi rank, if there. Then I phone...	7/5/2015 4:27 PM
8	Moses was always friendly, professional, efficient, on time, and caring. Would highly recommend his independent service.	7/5/2015 4:11 PM
9	Try to, [through] operator in taxi rank	7/5/2015 3:50 PM
10	Mum books at the beginning of the year. programs runs to school term. We get fixed fare.	7/5/2015 3:29 PM

## Accessible Public Transport in the ACT

11	It is the most pathetic taxi service for clients, with delays an with stupid answering machines that delay and frustrate clients whicle taxi drivers [ ] extra waiting times	7/5/2015 2:49 PM
12	My mother or someone books for me as I have communication problems. I aim to learn to use the Internet.	7/5/2015 1:43 PM
13	Booking services in ACT are ordinary. I use "goCatch" mostly	7/5/2015 1:12 PM
14	taxi rank Moore St.	7/5/2015 12:46 PM
15	13WATS	7/5/2015 12:18 PM

**Q16 For standard taxi wheelchair accessible taxi bookings made through 13WATS in advance, do the taxis generally arrive:**

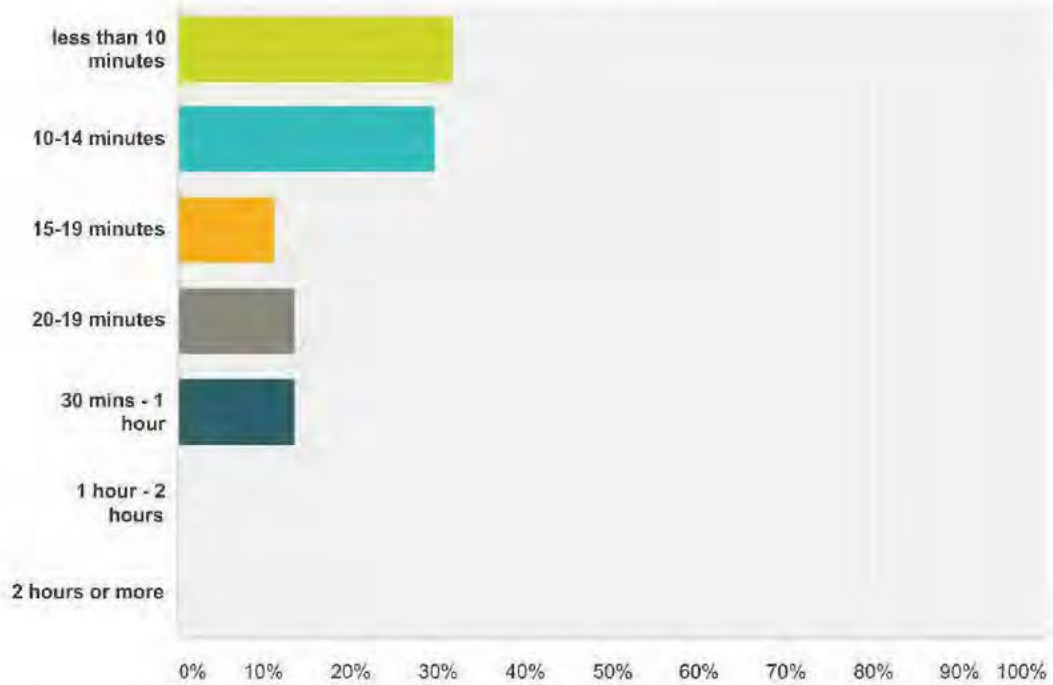
Answered: 49 Skipped: 11



Answer Choices	Responses	
before time	2.04%	1
on-time	61.22%	30
late by less than 10 minutes	20.41%	10
late by 10-14 minutes	8.16%	4
late by 15-19 minutes	2.04%	1
late by 20-29 minutes	6.12%	3
late by 30 minutes or more	0.00%	0
<b>Total</b>		<b>49</b>

**Q17 For standard taxi or wheelchair accessible taxi bookings made through 13WATS for immediate pick-up, how long do the taxis generally take to arrive:**

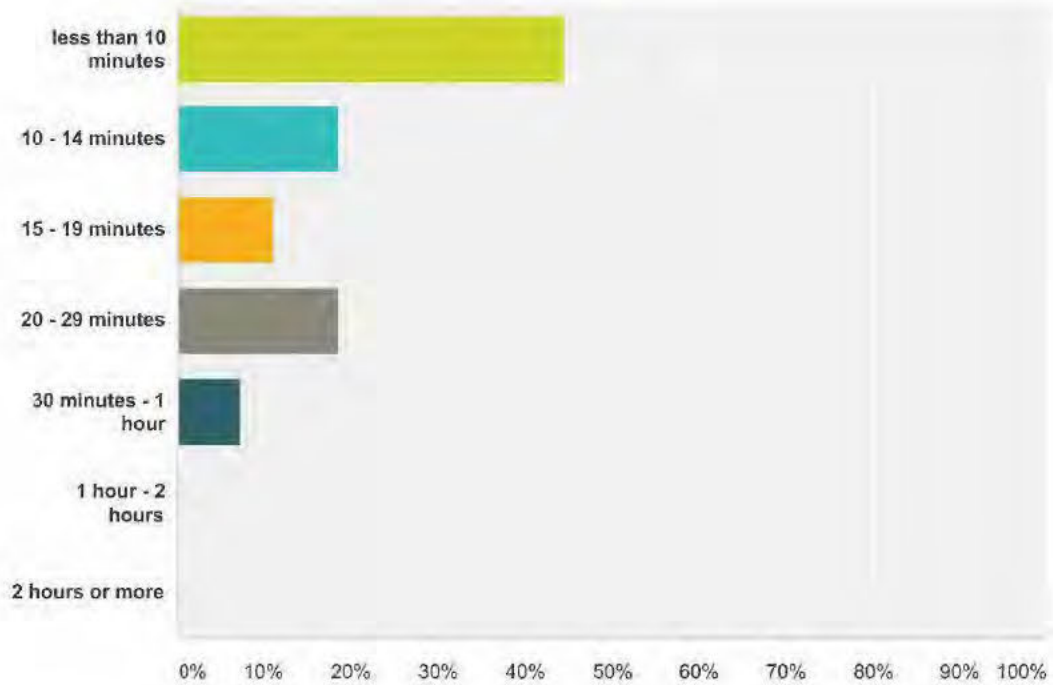
Answered: 44 Skipped: 16



Answer Choices	Responses	Count
less than 10 minutes	31.82%	14
10-14 minutes	29.55%	13
15-19 minutes	11.36%	5
20-19 minutes	13.64%	6
30 mins - 1 hour	13.64%	6
1 hour - 2 hours	0.00%	0
2 hours or more	0.00%	0
<b>Total</b>		<b>44</b>

**Q18 For standard taxi bookings made directly through a driver (private hiring), how long do the taxis generally take to arrive:**

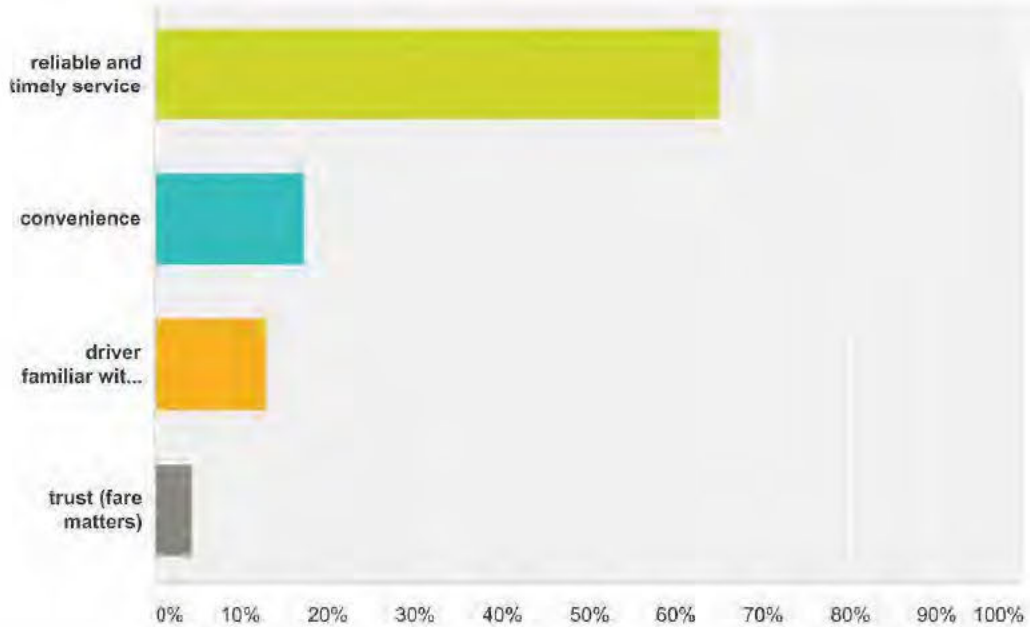
Answered: 27 Skipped: 33



Answer Choices	Responses	
less than 10 minutes	44.44%	12
10 - 14 minutes	18.52%	5
15 - 19 minutes	11.11%	3
20 - 29 minutes	18.52%	5
30 minutes - 1 hour	7.41%	2
1 hour - 2 hours	0.00%	0
2 hours or more	0.00%	0
<b>Total</b>		<b>27</b>

**Q19 If you have made a booking directly through a driver, what were your reasons for this method of hiring a taxi or wheelchair accessible taxi?**

Answered: 23 Skipped: 37



Answer Choices	Responses
reliable and timely service	65.22% 15
convenience	17.39% 4
driver familiar with your requirements	13.04% 3
trust (fare matters)	4.35% 1
<b>Total</b>	<b>23</b>

#	Other (please specify)	Date
1	And all other categories, except "trust"	7/5/2015 8:54 PM
2	driver familiar with your requirements	7/5/2015 8:47 PM
3	driver familiar with your requirements	7/5/2015 8:33 PM
4	driver familiar with your requirements	7/5/2015 8:29 PM
5	Convenience; trust; driver familiar with requirements	7/5/2015 8:01 PM
6	Convenience; trust; driver familiar with requirements	7/5/2015 7:49 PM
7	driver familiar with your requirements	7/5/2015 7:43 PM
8	driver familiar with your requirements	7/5/2015 6:10 PM
9	Convenience; Driver	7/5/2015 5:56 PM

## Accessible Public Transport in the ACT

10	Driver more flexible with pick up needs that are not communicated via operator, needs such as coming to the door to assist.	7/5/2015 4:46 PM
11	I tell them on the phone and the taxi man an extra two dollars if he will carry my bags to the porch.	7/5/2015 4:27 PM
12	Convenience, driver, trust	7/5/2015 4:11 PM
13	Trust	7/5/2015 4:02 PM
14	Some many of ACT taxi drivers cant be trusted. To[o] much disrespect of people with disabilities and aged.	7/5/2015 2:49 PM
15	Trust	7/5/2015 2:39 PM
16	driver familiar with your requirements; trust	7/5/2015 2:27 PM
17	Driver familiar with your requirements	7/5/2015 2:13 PM
18	Because the driver cares about you and WANTS to be on time.	7/5/2015 1:20 PM
19	Driver familiar with requirements	7/5/2015 1:12 PM

## Accessible Public Transport in the ACT

### Q20 How long (in minutes) do you think it is reasonable to wait for a standard taxi/wheelchair accessible taxi?

Answered: 53 Skipped: 7

#	Responses	Date
1	one half hour	8/7/2015 4:27 PM
2	10-15 minutes	8/7/2015 4:23 PM
3	10 min	8/7/2015 4:18 PM
4	10 - 14 minutes	8/7/2015 4:11 PM
5	10 mins	8/7/2015 4:02 PM
6	Booed car, 0 minutes; unbooked, 15 minutes	7/5/2015 8:54 PM
7	10 min	7/5/2015 8:47 PM
8	15 minutes	7/5/2015 8:44 PM
9	30 min	7/5/2015 8:39 PM
10	10 - 15 minutes	7/5/2015 8:33 PM
11	5 minutes	7/5/2015 8:29 PM
12	10 - 15 minutes	7/5/2015 8:24 PM
13	15 minutes	7/5/2015 8:20 PM
14	With my driver, [he] is always early.	7/5/2015 8:01 PM
15	10 min	7/5/2015 7:56 PM
16	10 min	7/5/2015 7:49 PM
17	10 min	7/5/2015 7:43 PM
18	15 minutes	7/5/2015 7:31 PM
19	10 min	7/5/2015 7:28 PM
20	20 mins	7/5/2015 7:13 PM
21	15 minutes	7/5/2015 6:15 PM
22	10 min	7/5/2015 6:10 PM
23	5 - 10 minutes	7/5/2015 6:04 PM
24	10 - 15 minutes	7/5/2015 5:56 PM
25	20 min usual times & 30 min peak hour	7/5/2015 4:46 PM
26	15 minutes for any taxi is long enough, esp in winter.	7/5/2015 4:27 PM
27	10 - 15 minutes	7/5/2015 4:19 PM
28	15 minutes	7/5/2015 4:11 PM
29	less than 15 minutes	7/5/2015 4:02 PM
30	30 minutes	7/5/2015 3:50 PM
31	5 to 10 minutes (at most)	7/5/2015 3:39 PM

## Accessible Public Transport in the ACT

32	10 minutes	7/5/2015 3:29 PM
33	Less than 10 mins	7/5/2015 3:25 PM
34	15 mins	7/5/2015 3:20 PM
35	20 minutes	7/5/2015 3:13 PM
36	15 mins	7/5/2015 3:08 PM
37	15 mins	7/5/2015 2:49 PM
38	5-10 minutes	7/5/2015 2:39 PM
39	20 minutes	7/5/2015 2:27 PM
40	5-10 minutes	7/5/2015 2:22 PM
41	10 - 15 minutes	7/5/2015 2:17 PM
42	20 minutes	7/5/2015 2:13 PM
43	10 Minutes	7/5/2015 1:52 PM
44	10 minutes	7/5/2015 1:43 PM
45	10-15 minutes	7/5/2015 1:35 PM
46	If bboked in advance - 5 minutes. If bboked spontaneously, 20-30 minutes.	7/5/2015 1:20 PM
47	10 minutes	7/5/2015 1:12 PM
48	10 mins	7/5/2015 1:05 PM
49	15 MIN	7/5/2015 1:00 PM
50	15-20 minutes	7/5/2015 12:46 PM
51	10 minutes	7/5/2015 12:36 PM
52	20 minutes	7/5/2015 12:25 PM
53	Up to 20 Minutes	7/5/2015 12:18 PM

## Accessible Public Transport in the ACT

### Q21 Do you have a regular time of the day, or regular day or days you regularly travel by taxi or hire car? If so, what days or times?

Answered: 39 Skipped: 21

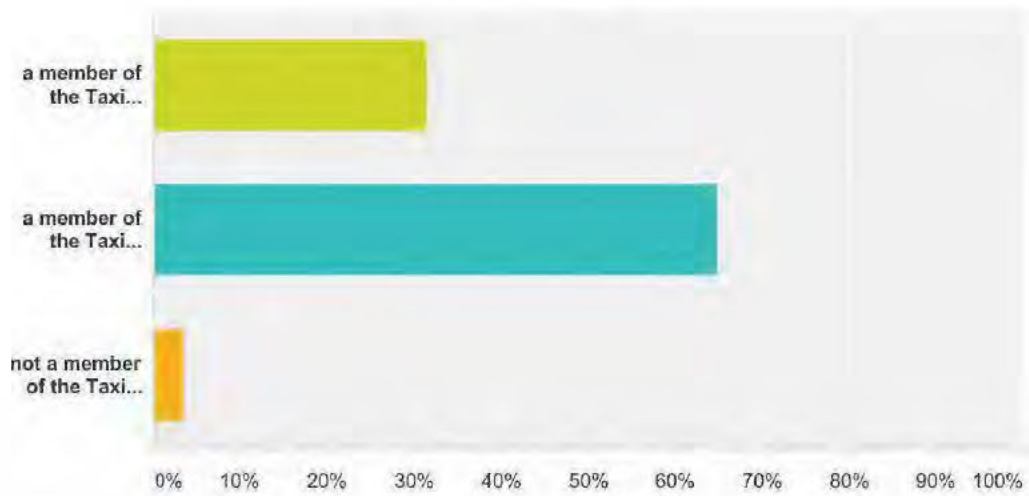
#	Responses	Date
1	No	8/7/2015 4:27 PM
2	No	8/7/2015 4:23 PM
3	No	8/7/2015 4:18 PM
4	No	8/7/2015 4:11 PM
5	No.	8/7/2015 4:02 PM
6	Not predictable	7/5/2015 8:39 PM
7	Afternoons	7/5/2015 8:33 PM
8	Lunchtime, generally	7/5/2015 8:29 PM
9	Before 8:00 am Mon & Thurs	7/5/2015 8:20 PM
10	no	7/5/2015 8:01 PM
11	Friday	7/5/2015 6:15 PM
12	Monday, Tuesday, Friday	7/5/2015 6:10 PM
13	Monday 9:45pm approx (regularly)	7/5/2015 6:04 PM
14	no	7/5/2015 5:56 PM
15	Varied	7/5/2015 4:46 PM
16	Not really but always afternoon.	7/5/2015 4:27 PM
17	They were Tuesday 12-3pm weekly, Thursday 9am - 1pm regularly.	7/5/2015 4:11 PM
18	Saturdays 11am	7/5/2015 4:02 PM
19	yes - Wednesday at 2:30pm	7/5/2015 3:29 PM
20	No.	7/5/2015 3:25 PM
21	No	7/5/2015 3:20 PM
22	Fortnightly shopping	7/5/2015 3:13 PM
23	M - F 10 am	7/5/2015 3:08 PM
24	I did but so terrible mistreatment from drivers on Sundays and drivers not knowing directions, not knowing how to use subsidy cards	7/5/2015 2:49 PM
25	Thursday, once a month, about 2pm	7/5/2015 2:39 PM
26	No.	7/5/2015 2:32 PM
27	8pm on Fridays, 6pm on Saturdays, mid-day on Sundays	7/5/2015 2:22 PM
28	No. As required	7/5/2015 2:17 PM
29	Arvo - appointments	7/5/2015 2:13 PM
30	No	7/5/2015 1:52 PM

## Accessible Public Transport in the ACT

31	No. Just use occasionally when no one can drive me.	7/5/2015 1:43 PM
32	Every day or varying times.	7/5/2015 1:20 PM
33	Early mornings and evenings	7/5/2015 1:12 PM
34	11 - 1pm	7/5/2015 1:05 PM
35	wed 11.30 am [to] 1pm	7/5/2015 1:00 PM
36	Afternoons 2:30pm	7/5/2015 12:46 PM
37	Morning/Evening	7/5/2015 12:36 PM
38	N/A	7/5/2015 12:25 PM
39	Yes Mon-Tues-Wed 8am	7/5/2015 12:18 PM

**Q22 Please tell us about the Taxi Subsidy Scheme (TSS). Are you:**

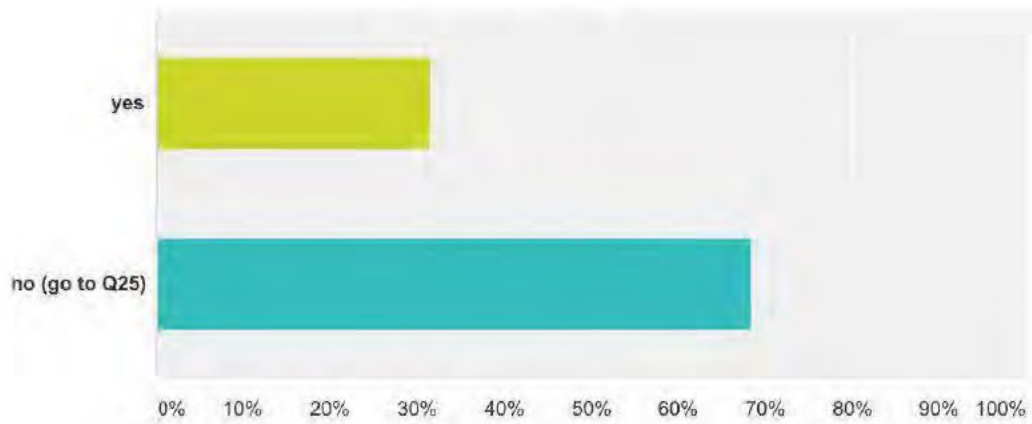
Answered: 57 Skipped: 3



Answer Choices	Responses	
a member of the Taxi Subsidy Scheme (75 percent)	31.58%	18
a member of the Taxi Subsidy Scheme (50 percent)	64.91%	37
not a member of the Taxi Subsidy Scheme	3.51%	2
<b>Total</b>		<b>57</b>

### Q23 Do you have access difficulties using taxis or hire cars?

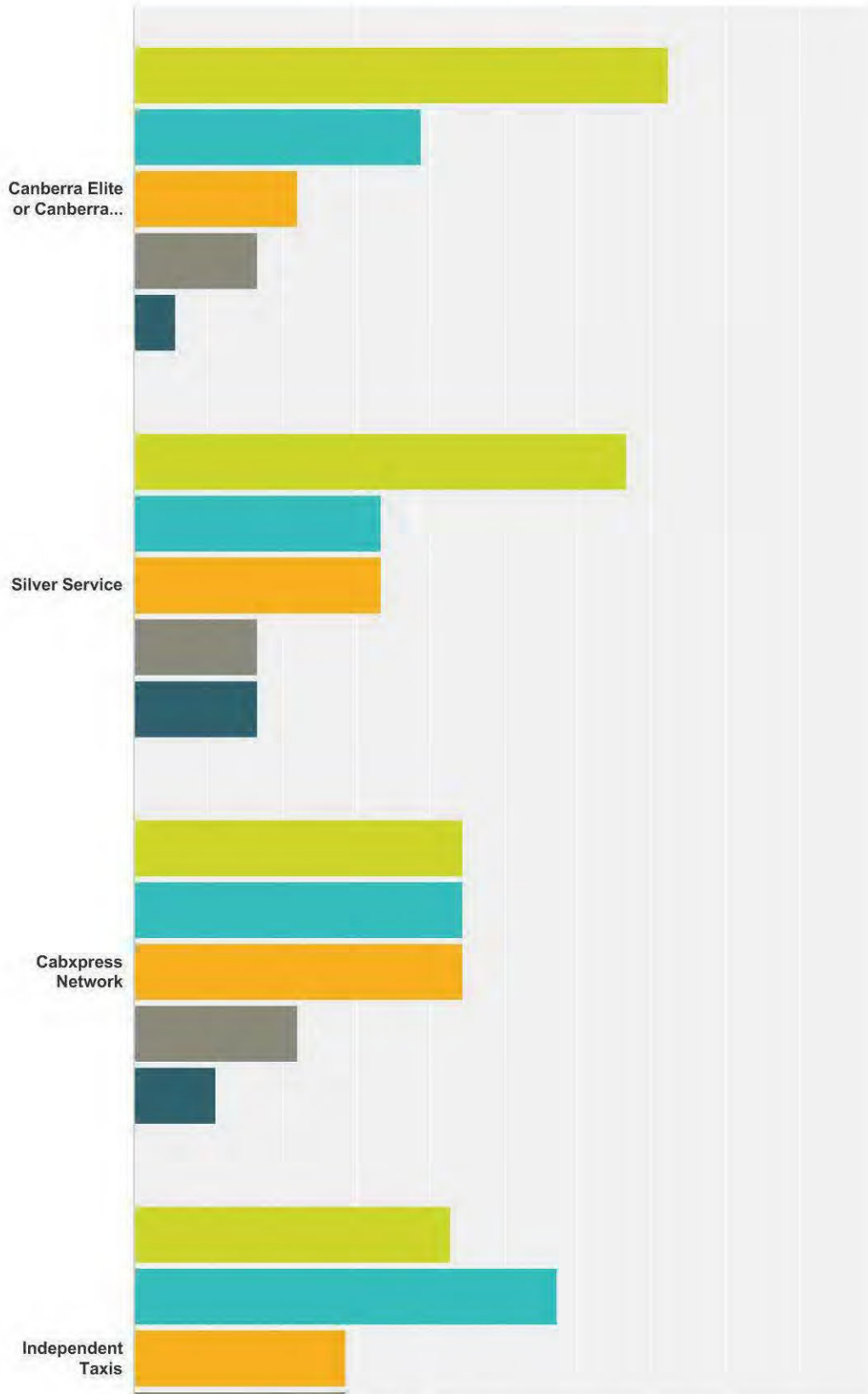
Answered: 57 Skipped: 3



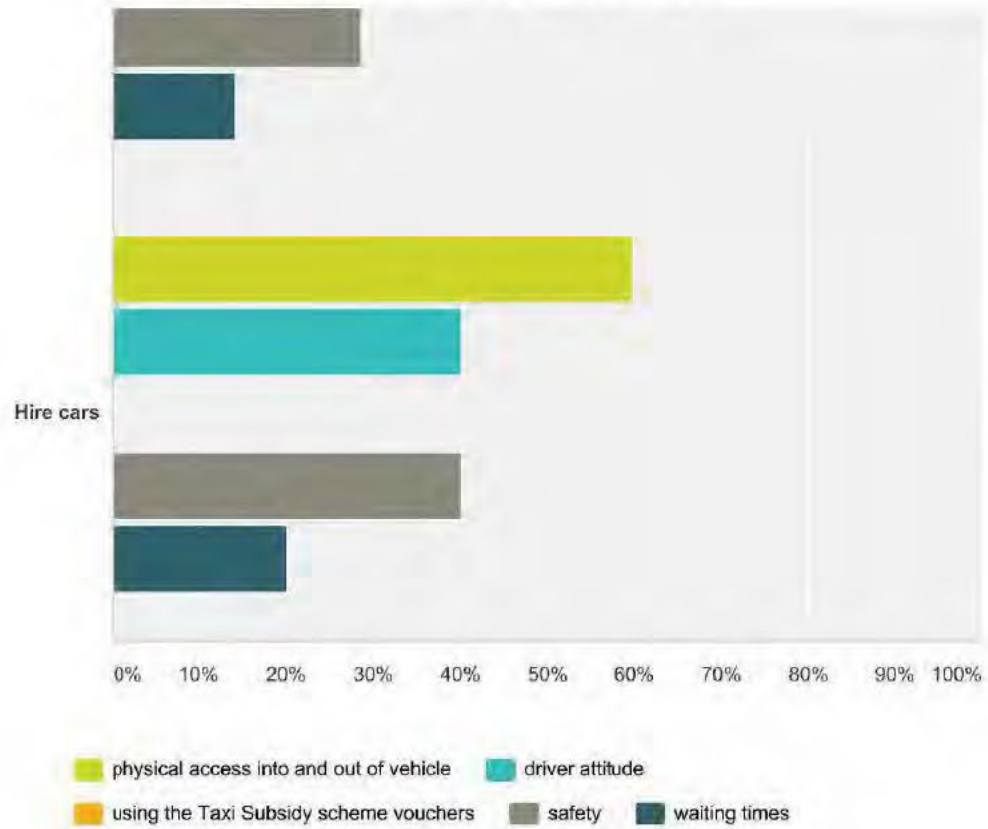
Answer Choices	Responses	
yes	31.58%	18
no (go to Q25)	68.42%	39
<b>Total</b>		<b>57</b>

**Q24 If YES – please indicate what causes the difficulty and indicate which taxi network or provider;**

Answered: 19 Skipped: 41



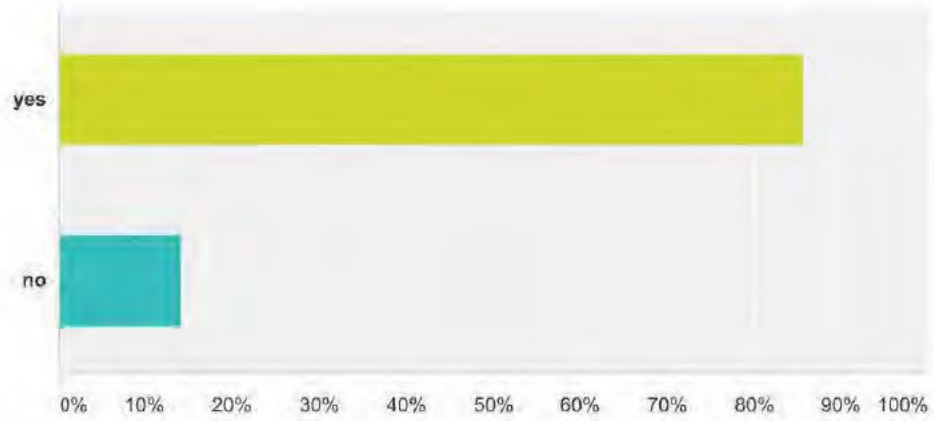
## Accessible Public Transport in the ACT



	physical access into and out of vehicle	driver attitude	using the Taxi Subsidy scheme vouchers	safety	waiting times	Total Respondents
Canberra Elite or Canberra Cabs	72.22% 13	38.89% 7	22.22% 4	16.67% 3	5.56% 1	18
Silver Service	66.67% 4	33.33% 2	33.33% 2	16.67% 1	16.67% 1	6
Cabxpress Network	44.44% 4	44.44% 4	44.44% 4	22.22% 2	11.11% 1	9
Independent Taxis	42.86% 3	57.14% 4	28.57% 2	28.57% 2	14.29% 1	7
Hire cars	60.00% 3	40.00% 2	0.00% 0	40.00% 2	20.00% 1	5

**Q25 Can you usually see the taxi driver identification card from where you are seated?**

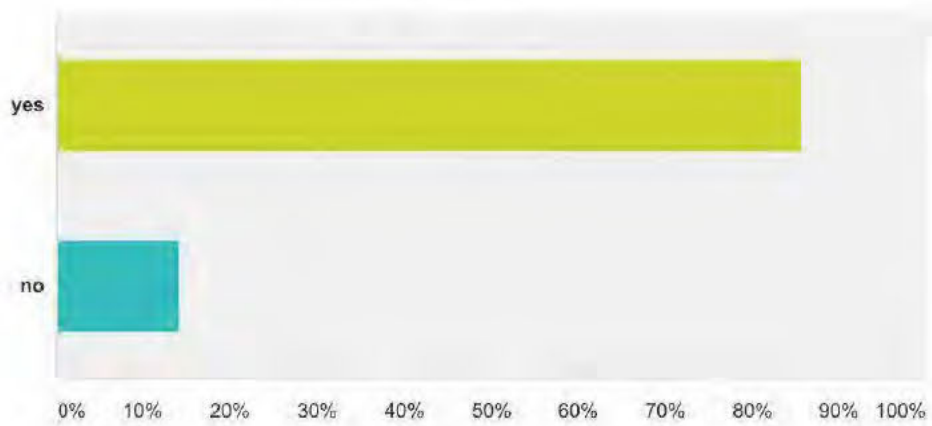
Answered: 28 Skipped: 32



Answer Choices	Responses	
yes	85.71%	24
no	14.29%	4
<b>Total</b>		<b>28</b>

**Q26 Can you usually see the taxi meter from where you are seated?**

Answered: 28 Skipped: 32

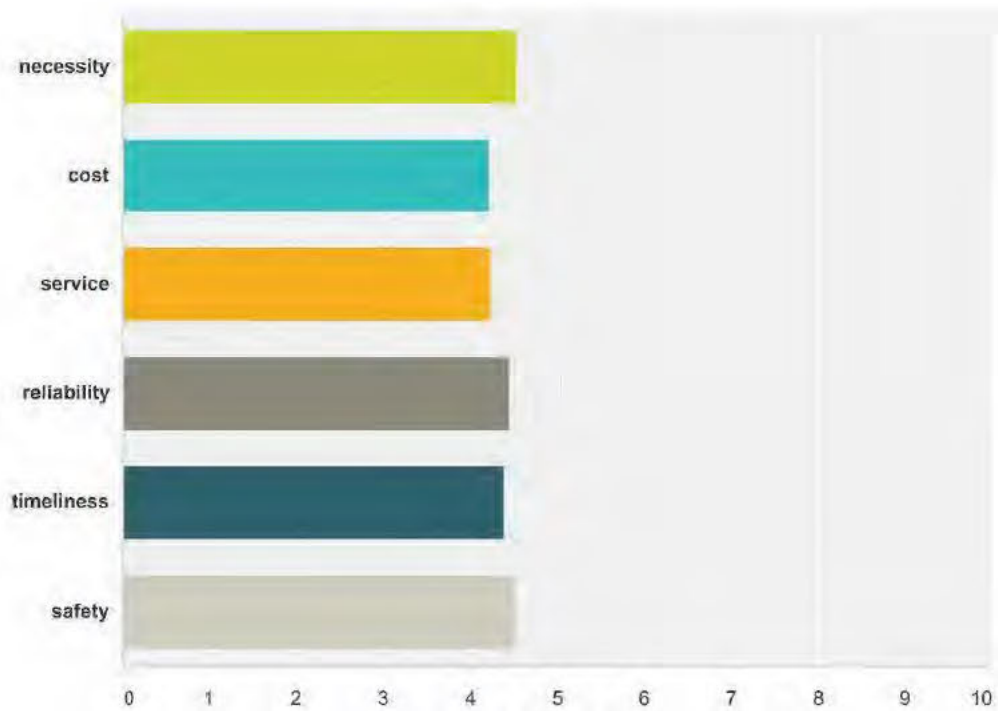


Answer Choices	Responses
yes	85.71% 24
no	14.29% 4
<b>Total</b>	<b>28</b>

# Accessible Public Transport in the ACT

## Q27 Please rank the key factors in determining whether you use a taxi:

Answered: 59 Skipped: 1



	very unimportant	unimportant	neither unimportant or important	important	very important	Total	Weighted Average
necessity	1.69% 1	3.39% 2	8.47% 5	13.56% 8	72.88% 43	59	4.53
cost	1.85% 1	1.85% 1	16.67% 9	31.48% 17	48.15% 26	54	4.22
service	3.64% 2	1.82% 1	9.09% 5	38.18% 21	47.27% 26	55	4.24
reliability	3.64% 2	0.00% 0	9.09% 5	23.64% 13	63.64% 35	55	4.44
timeliness	3.57% 2	0.00% 0	14.29% 8	19.64% 11	62.50% 35	56	4.38
safety	1.85% 1	0.00% 0	9.26% 5	24.07% 13	64.81% 35	54	4.50

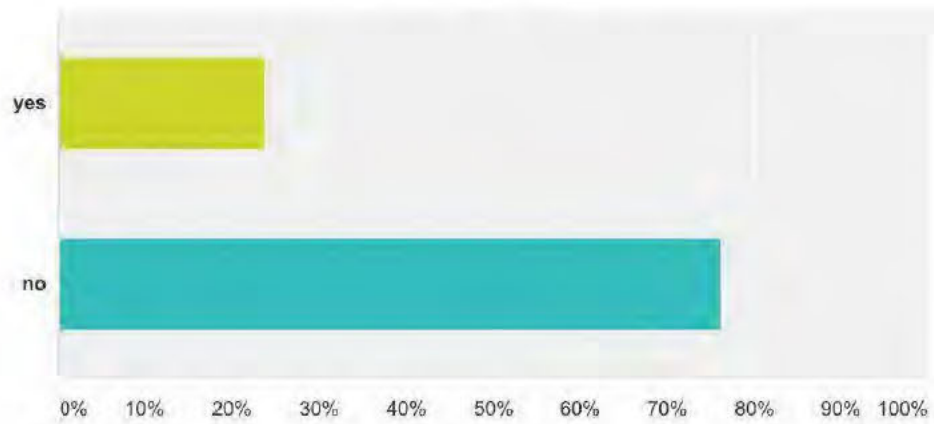
#	Other (please specify)	Date
1	3	7/5/2015 7:43 PM
2	Well-mannered, friendly.	7/5/2015 6:04 PM
3	5 - they will assist with minimal access needs?	7/5/2015 4:46 PM
4	helpful for my needs	7/5/2015 4:27 PM
5	3	7/5/2015 2:39 PM
6	Drivers who understand & not have a question about TSS	7/5/2015 1:12 PM

## Accessible Public Transport in the ACT

7	[ranks a "4"]	7/5/2015 12:46 PM
8	Mother not available	7/5/2015 12:25 PM

**Q28 Have you ever made a formal complaint about a taxi service or hire car?**

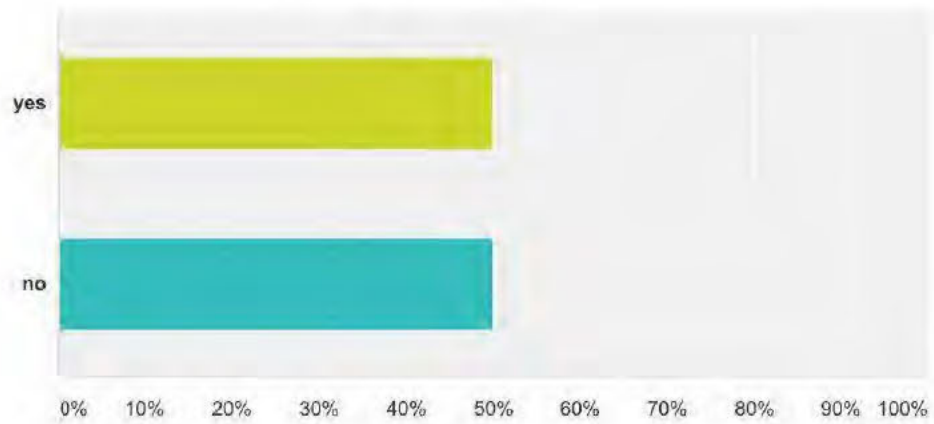
Answered: 59 Skipped: 1



Answer Choices	Responses	
yes	23.73%	14
no	76.27%	45
<b>Total</b>		<b>59</b>

**Q29 If YES - were you satisfied with the outcome of your complaint?**

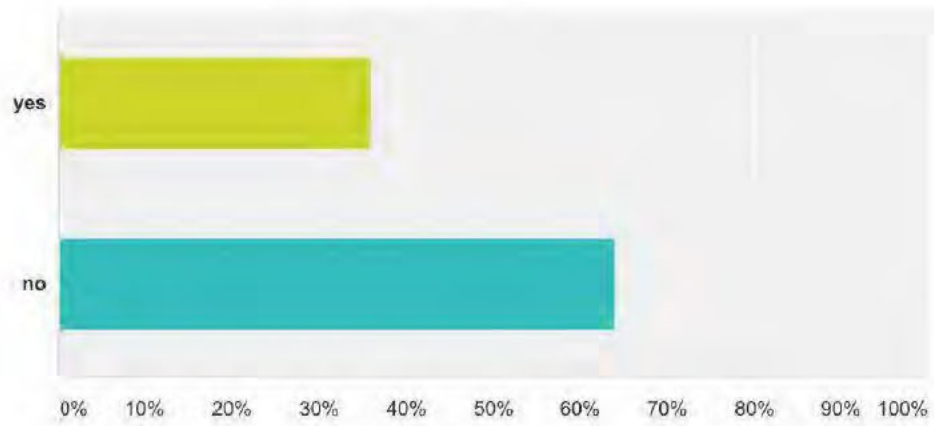
Answered: 18 Skipped: 42



Answer Choices	Responses	
yes	50.00%	9
no	50.00%	9
<b>Total</b>		<b>18</b>

### Q30 Do you have difficulty accessing taxi ranks?

Answered: 50 Skipped: 10



Answer Choices	Responses	
yes	36.00%	18
no	64.00%	32
<b>Total</b>		<b>50</b>

## Accessible Public Transport in the ACT

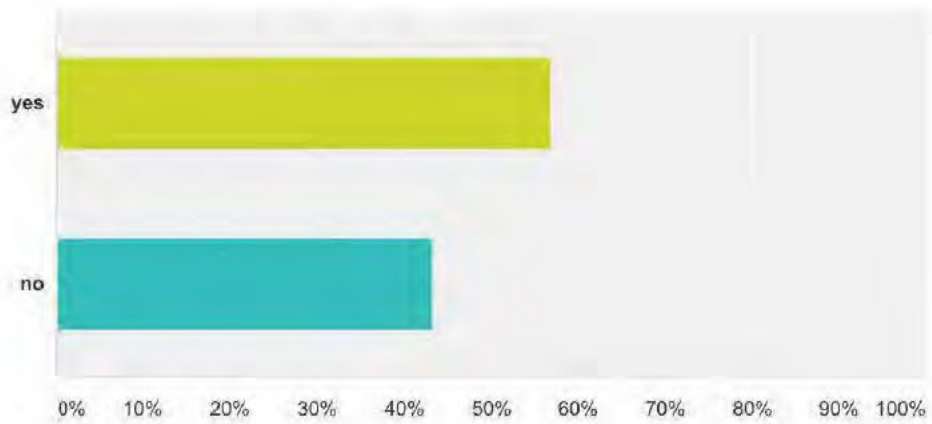
### Q31 If YES – please tell us which taxi rank you are having difficulty with and why...

Answered: 16 Skipped: 44

#	Responses	Date
1	All - I am a quad & non-verbal	7/5/2015 7:29 PM
2	Kingston & Civic taxi rank - I can not walk very far & operator has told me my location was close to taxi rank & so I needed to walk there. Even when I say I cannot they will not send	7/5/2015 4:55 PM
3	Gunghalin & Dickson.	7/5/2015 4:31 PM
4	Avoided them.	7/5/2015 4:15 PM
5	Canberra Airport. Confusing for me & the [commissionaire] is not good for matching an appropriate Taxi for the passenger.	7/5/2015 3:42 PM
6	All due to physical problems	7/5/2015 3:09 PM
7	Manuka and Kingston available taxis from 3pm, onwards.	7/5/2015 2:55 PM
8	I have an electric scooter. I can't get down kerbs.	7/5/2015 2:33 PM
9	Belconnen Mall / Lathlane St - Only 1 ramp which is not good & often blocked by cars	7/5/2015 2:28 PM
10	Taxi rank outside Tuggs. Hyperdome has no taxis at times.	7/5/2015 2:23 PM
11	Visual impaired (Blind)	7/5/2015 2:18 PM
12	All difficult with wheelchair	7/5/2015 2:13 PM
13	Gunghalin Market, Canberra Hospital main bld entrance	7/5/2015 1:53 PM
14	- Belconnen [Westfield?]; Jamieson Centre - [for both] not many around.	7/5/2015 1:15 PM
15	No taxi ranks in Higgins	7/5/2015 12:39 PM
16	No wheelchair taxis avaialbel	7/5/2015 12:20 PM

### Q32 Do you have problems using your local or regular bus stop?

Answered: 51 Skipped: 9



Answer Choices	Responses	
yes	56.86%	29
no	43.14%	22
<b>Total</b>		<b>51</b>

## Accessible Public Transport in the ACT

### Q33 If YES – what is the issue and where is the stop located?

Answered: 29 Skipped: 31

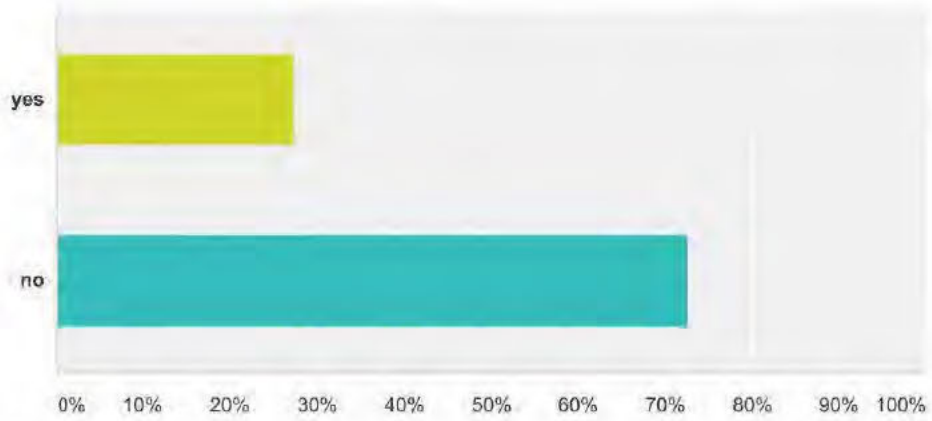
#	Responses	Date
1	too far away	8/7/2015 4:27 PM
2	Too far away to push wheelchair	8/7/2015 4:24 PM
3	Regular bus service - not sure of the steps.	8/7/2015 4:20 PM
4	have to walk down a very steep hill	8/7/2015 4:12 PM
5	Cannot walk the distance.	8/7/2015 4:05 PM
6	Scared I [am] going to get attack[ed] and my mental disorder does not help	7/5/2015 8:49 PM
7	Due to hand disability exchange of \$, hand holding bars on bus & pushing button on bus	7/5/2015 8:41 PM
8	Unavailable to access die to disability	7/5/2015 7:29 PM
9	Due to [ ] not location	7/5/2015 6:16 PM
10	My physical situation means I can't catch buses.	7/5/2015 5:57 PM
11	Can not climb on board with scooter. Can not access bus stop waiting area because can not comfortably move across the grass or down the curb! Bus access is not clear or wheelchair accessible for challenged walking needs.	7/5/2015 4:55 PM
12	Pethebridge St. uneven footpaths! Traffic getting access to the bus ie., accessibility. Avoided catching buses. Note: in electric wheelchair. Holes in roads too time-consuming and stressful.	7/5/2015 4:15 PM
13	The bus stop on Bindui St near Cross St [ ] is only used in peak times - there is no footpath to the next stop on [Lyhter] St. The alternative access is by a footpath which ends in a set of stairs near the Bindui Busstop. The steps are covered in slippery leaves & the handrail is onstrcuted by plants.	7/5/2015 3:55 PM
14	I do not use/catch Action buses. My balance & eyesight don't allow me [to].	7/5/2015 3:42 PM
15	Located 4/5 blocks away.	7/5/2015 3:25 PM
16	Distance from home/house.	7/5/2015 3:21 PM
17	Can't walk to get there.	7/5/2015 3:17 PM
18	Using the stairs on & off the bus.	7/5/2015 3:14 PM
19	Health decline	7/5/2015 3:09 PM
20	One street away. Profound disabilities in family, rude passengers, some clients on buses have been verbally and psychologically abused on buses by abusive people, drivers do nothing.	7/5/2015 2:55 PM
21	need ramp-accessible bus. Not sure even then I can get on and off.	7/5/2015 2:33 PM
22	Not sheltered - near home in Kambah	7/5/2015 2:23 PM
23	too far from my house (I use a walker) Lack of proper footpaths	7/5/2015 2:06 PM
24	Confusing when the bus timetable keeps changing eg have to plan to leave home (get up) at different times and arrive at work at different times. This is very difficult for me to figure out!	7/5/2015 1:47 PM
25	Wheelie walker; too far from stop; times	7/5/2015 1:36 PM
26	I can't get there. I need door-to-door pick up.	7/5/2015 1:23 PM
27	Mobility/assistance - work in Moore St, bus departs City interchange.	7/5/2015 12:50 PM
28	44 and 17 Two Action bus route operat[jions]. Sometimes have to wait one hour to catch a bus.	7/5/2015 12:39 PM

## Accessible Public Transport in the ACT

29	Kreft St & Florey. no way to get off street curb in wheelchair - needs a ramp. Antil St & Dickson - no pathway leading to bus is wheelchair-friendly - rough gravel	7/5/2015 12:20 PM
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**Q34 Do you experience difficulty using bus interchanges, the Jolimont Centre or Kingston Railway Station?**

Answered: 44 Skipped: 16

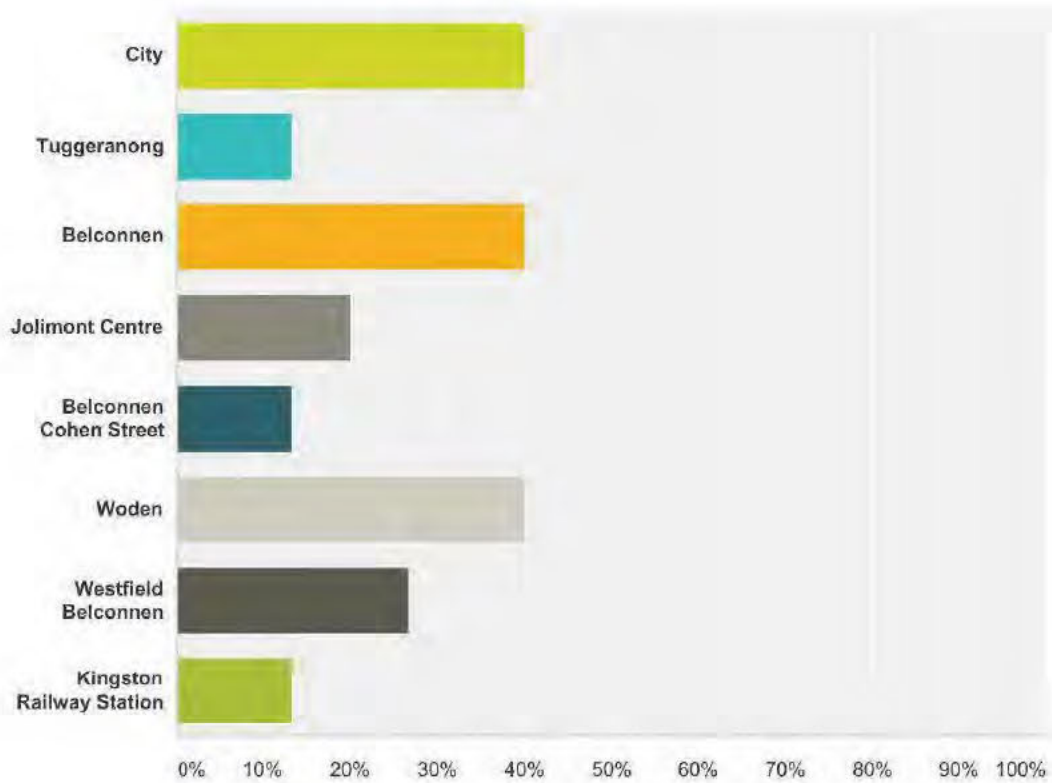


Answer Choices	Responses	
yes	27.27%	12
no	72.73%	32
<b>Total</b>		<b>44</b>

# Accessible Public Transport in the ACT

## Q35 If YES – please indicate which interchange or station:

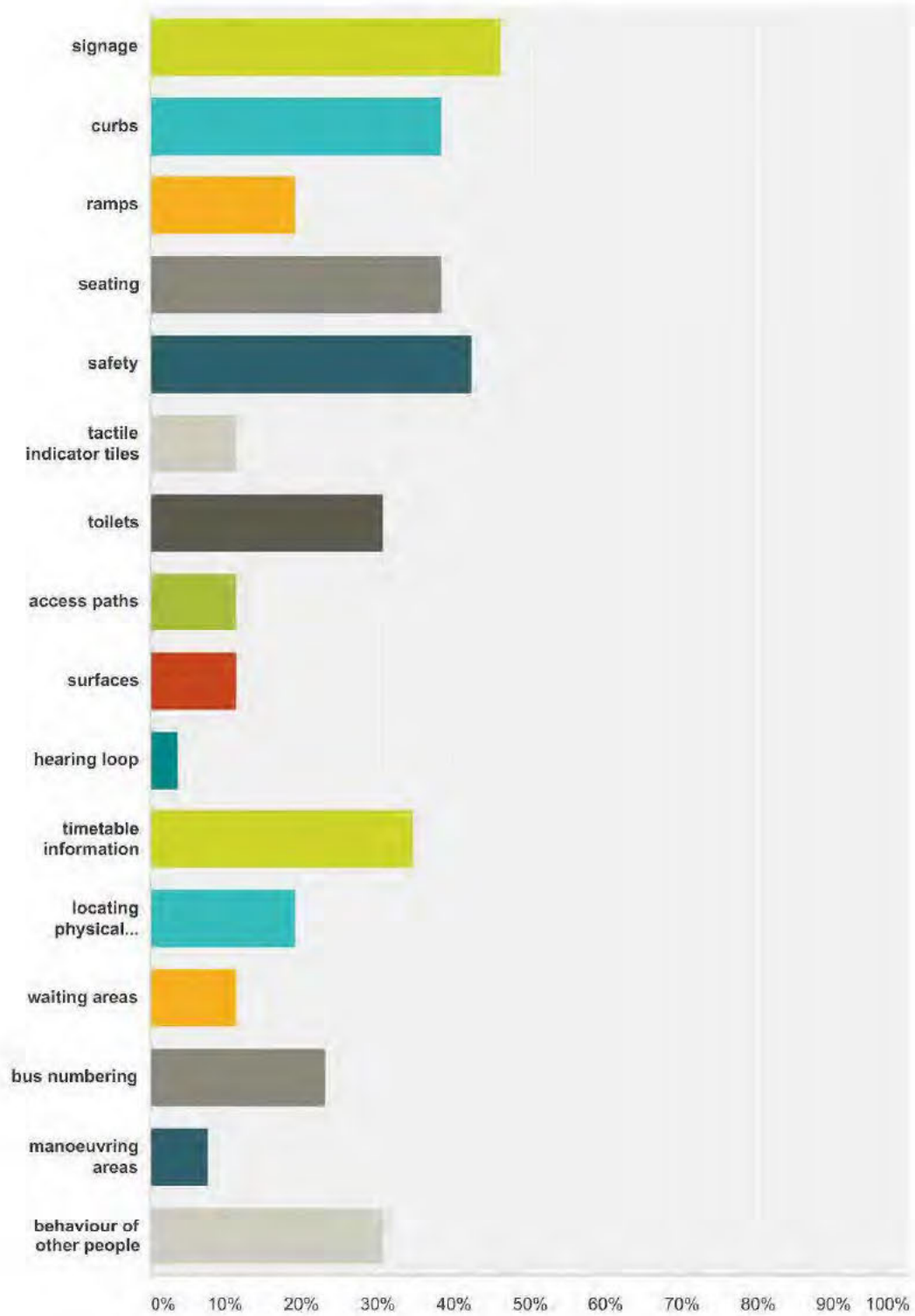
Answered: 15 Skipped: 45



Answer Choices	Responses
City	40.00% 6
Tuggeranong	13.33% 2
Belconnen	40.00% 6
Jolimont Centre	20.00% 3
Belconnen Cohen Street	13.33% 2
Woden	40.00% 6
Westfield Belconnen	26.67% 4
Kingston Railway Station	13.33% 2
<b>Total Respondents: 15</b>	

### Q36 At the interchange, do you have difficulty with:

Answered: 26 Skipped: 34



Answer Choices

Responses

## Accessible Public Transport in the ACT

signage	46.15%	12
curbs	38.46%	10
ramps	19.23%	5
seating	38.46%	10
safety	42.31%	11
tactile indicator tiles	11.54%	3
toilets	30.77%	8
access paths	11.54%	3
surfaces	11.54%	3
hearing loop	3.85%	1
timetable information	34.62%	9
locating physical assistance from staff	19.23%	5
waiting areas	11.54%	3
bus numbering	23.08%	6
manoeuvring areas	7.69%	2
behaviour of other people	30.77%	8
<b>Total Respondents: 26</b>		

#	Additional comments	Date
1	Reading bus numbers	8/7/2015 4:20 PM
2	steps	8/7/2015 4:12 PM
3	Drugs are openly sold at depots and stop	7/5/2015 8:20 PM
4	Unable to travel on [ ]	7/5/2015 7:44 PM
5	I take buses to and from the railway station sometimes. There are not buses available , when I go to and come back from the railway station, when it's early in the morning, or late at night. Sometimes, the train arrives only 15 minutes later than the bus.	7/5/2015 7:33 PM
6	Skateboarders and people begging for money & cigarettes are sometimes a problem.	7/5/2015 6:05 PM
7	Challenge in moving my bag on & off bus presents issue - driver not obliged to help, will usually help but have to rely on their willingness & kindness. Can not book seats & so because I cannot easily manouever it is important to have front seats....	7/5/2015 4:55 PM
8	Gunghalin shopping centre is muder in wheel chair on the powers and so is Dickson better to have cement where [ ] isn't bumping my cronic back problem. You don't notice if can walk.	7/5/2015 4:31 PM
9	My poor vision makes it dangerous to cross the road, speed limit should be reduced.	7/5/2015 3:55 PM
10	Even though I no longer use buses, people I socialise with talk about the things I have marked.	7/5/2015 3:42 PM
11	Need security. Some people extremely aggressive, also intoxicated drugs and alcohols, on buses some people steal others' froceries and belongings.	7/5/2015 2:55 PM
12	No difficulties once someone has shown me which waiting areas to use	7/5/2015 1:47 PM

## Accessible Public Transport in the ACT

13	most people have no sensitivity / awareness of making was for people with [ ] (walking stick) or surrendering seats.	7/5/2015 12:50 PM
14	In bus interchanges, trouble-creators roam about mostly asking for money.	7/5/2015 12:39 PM

## Accessible Public Transport in the ACT

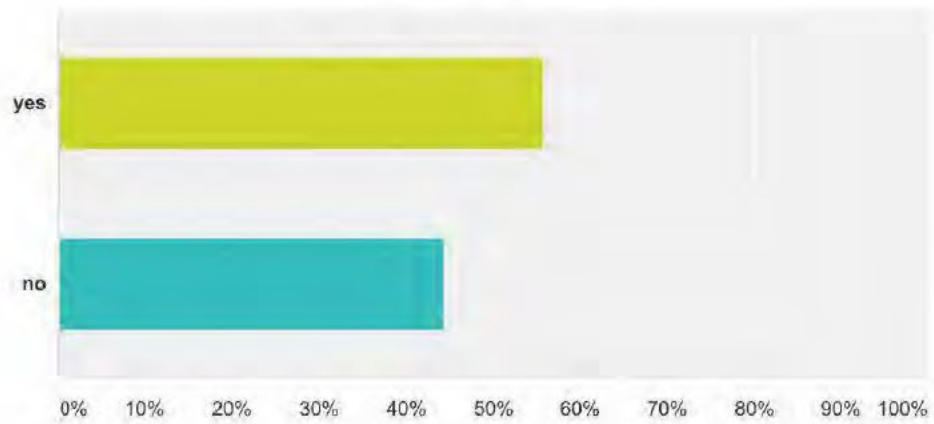
### Q37 Do you have any other comments about the accessibility of public transport infrastructure?

Answered: 16 Skipped: 44

#	Responses	Date
1	It could be better. Buses do not run at suitable times. Hourly is not good.	8/7/2015 4:20 PM
2	I think this is a very good service. When I need to go to QBYN my return journey is void on the subsidy Scheme. I visit QBYN for doctors. Please allow ACT to QBYN transport on the Subsidy.	8/7/2015 4:05 PM
3	I'm happy with TX902	7/5/2015 8:03 PM
4	It's because of my [ ] injury, not accessibility	7/5/2015 6:16 PM
5	The challenge is that all areas/ building/toilets accessible and without carer support it is likely that I get stuck - being able to rely on taxi pickup is not guaranteed as there is no direct communication of my needs to the driver ie - please come to the taxi rank, please carry my seat etc..	7/5/2015 4:55 PM
6	Yes, bus stops are too far to walk to. plus I can't use them now because of the breaking & stopping. I have to use a special back cushion to ride in a motor car.	7/5/2015 4:31 PM
7	I have difficulty if I have to catch more than one bus to get appointments. Timing issues, hearing & some balance issues. Taxi service is a necessary service.	7/5/2015 4:20 PM
8	Bus drivers regularly drive off before I am seated - this causes me to fall [m]ore!	7/5/2015 3:55 PM
9	At times serious OHTS issues. Drivers begin to drive before a person with a disability or aged person or pregnant mother is securely seated.	7/5/2015 2:55 PM
10	They need to put [in timetable] when is the wheelchair bus is coming (Timetable)	7/5/2015 2:40 PM
11	I have a carer who is my driver	7/5/2015 2:33 PM
12	No	7/5/2015 2:18 PM
13	I can't get on a normal bus (due to hip conditions) - lack of disability access buses	7/5/2015 2:06 PM
14	Again, the difficulty when the bus timetables change sometimes by 5 or 10 minutes. Have to have someone help me readjust my journey. If I had no help I would be late or too early at my workplace.	7/5/2015 1:47 PM
15	The lack of wheelchair suitable pub[lic] transport in Canberra worst problem. in my case wheelchair taxis are the only (expensive) option for me to use. I cannot use the flexible bus service as I am not an independent traveller.	7/5/2015 1:23 PM
16	Action buses should go direct to City from Higgins.	7/5/2015 12:39 PM

### Q38 Do you understand how disability standards apply to taxis?

Answered: 52 Skipped: 8

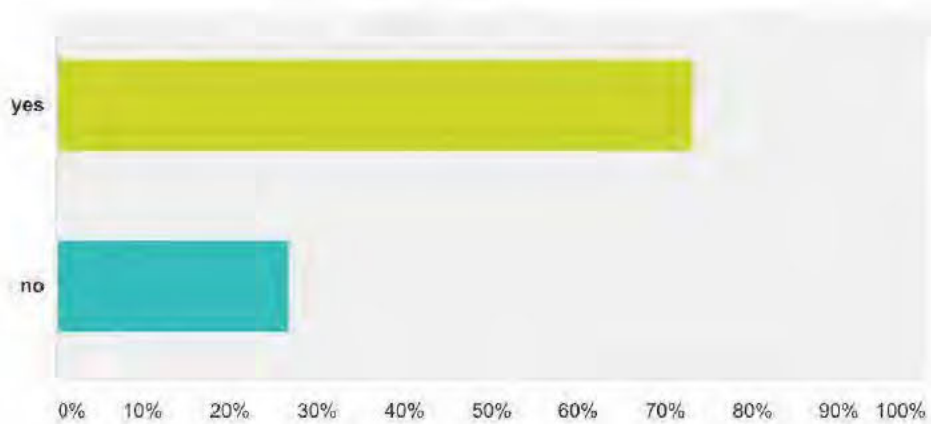


Answer Choices	Responses	
yes	55.77%	29
no	44.23%	23
<b>Total</b>		<b>52</b>

## Accessible Public Transport in the ACT

### Q39 Do you think taxis generally meet these requirements? If no, please explain...

Answered: 45 Skipped: 15

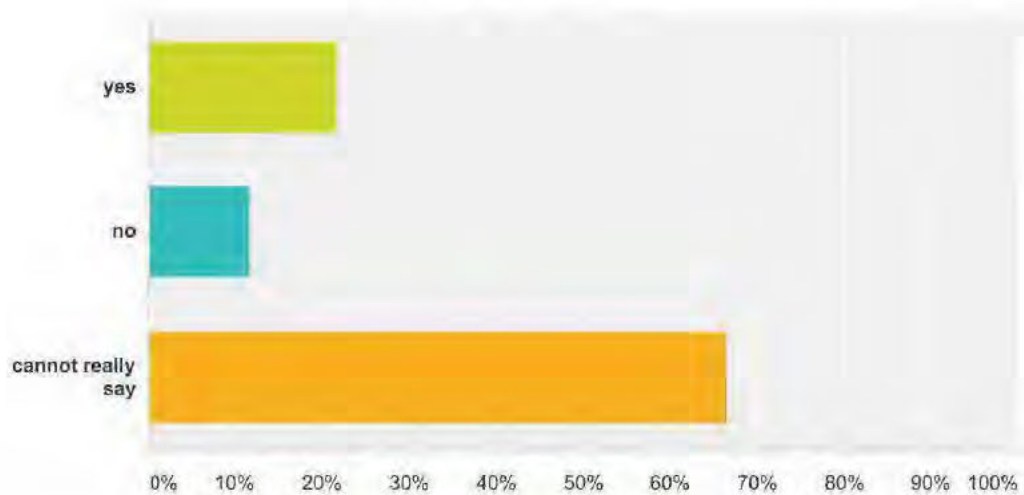


Answer Choices	Responses
yes	73.33% 33
no	26.67% 12
<b>Total</b>	<b>45</b>

#	Comment	Date
1	Unsafe drivers with one hand on the wheel.	8/7/2015 4:21 PM
2	Sometimes.	7/5/2015 8:50 PM
3	It is not possible or very challenging to independently travel by taxi while drivers do not come to the door to assist. Assistance is usually minimal but yet required for safety of customer.	7/5/2015 4:59 PM
4	I have been overcharged by drivers who take advantage because I cannot speak. I have been refused change for a \$10 fare when I paid with \$20 note!	7/5/2015 3:59 PM
5	I marked "no" because most drivers (lately) have been talking on the (hands-free) mobile phones & I feel unsure about my safety. I would feel safer if their mind was only on their driving.	7/5/2015 3:46 PM
6	They are so busy talking mostly on phones to other in another language they can be so rude!!!	7/5/2015 3:02 PM
7	Don't seem to understand TSS receipts and some taxis don't accept TSS cards.	7/5/2015 1:49 PM
8	Time taken if special taxi needed; no room for walker in boot in some cabs.	7/5/2015 1:37 PM
9	I don't know.	7/5/2015 1:30 PM
10	Lack of understanding about disability in general.	7/5/2015 1:01 PM
11	Driver attitude to PWD & TSS.	7/5/2015 12:51 PM
12	Some drivers are not ready to help with bag.	7/5/2015 12:40 PM
13	Small wheelchair taxi (sedan) cannot fit wheelchair!	7/5/2015 12:21 PM

**Q40 Do you believe that the taxi service has improved since the 2010 Taxi Review?**

Answered: 60 Skipped: 0



Answer Choices	Responses	
yes	21.67%	13
no	11.67%	7
cannot really say	66.67%	40
<b>Total</b>		<b>60</b>

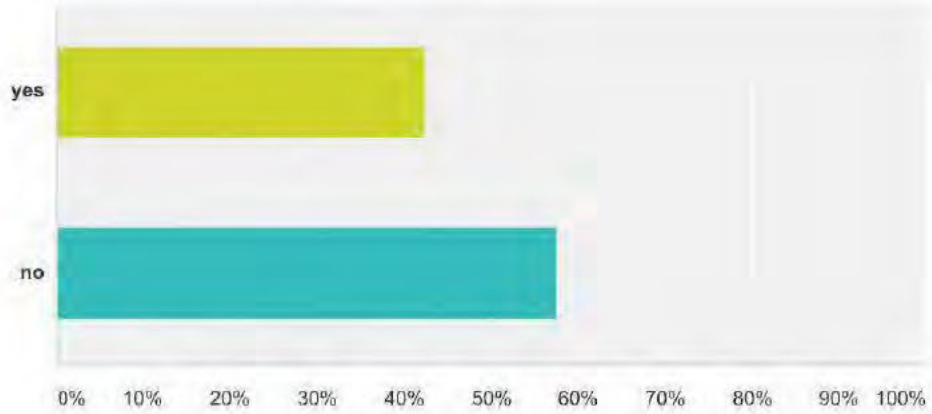
#	Additional comments	Date
1	Was not aware of the Review.	8/7/2015 4:21 PM
2	the waiting times	8/7/2015 4:13 PM
3	People who can't spell that well with the old way, the card is much easier.	7/5/2015 8:50 PM
4	Don't have to wait long	7/5/2015 7:44 PM
5	I haven't been left without or [ ] out or back	7/5/2015 5:59 PM
6	Moved to Pearce in 2011.	7/5/2015 4:15 PM
7	I was physically not able to manage the vouchers, the card is better; however, getting it in an out of my wallet is a problem - a [ ] would be better	7/5/2015 3:59 PM
8	Drivers skill do not offer "helping hand." When you ask for assistance most do not help. My white cane does not improve their bad manners.	7/5/2015 3:46 PM
9	More reliable, both time-wise and in matters of safety for me personally. No more rude drivers going through my belongings when I don't understand what they're saying.	7/5/2015 3:31 PM
10	Its disgusting how many people are affected by many taxi drivers aggression and disrespected of other peoples' difficulties having drivers big conversations in other languages. Disrespect of passengers.	7/5/2015 3:02 PM
11	13WATS is an improvement. Almost all WATS being large vans helps, too.	7/5/2015 2:29 PM
12	I can't say because I always use the same driver and if he can't oblige he finds someone else who can, so I never have to call base, thank Heavens. Last time I ever did I needed a taxi to collect me from the airport at 9pm and was told that AWT do not service the airport. Unbelievable.	7/5/2015 1:30 PM

## Accessible Public Transport in the ACT

13	Taxi fare should be reduced.	7/5/2015 12:40 PM
14	More wheelchair taxis	7/5/2015 12:21 PM

**Q41 Would you like to see more use of online technologies and smart phone apps to book taxi or wheelchair accessible taxi services in the ACT?**

Answered: 52 Skipped: 8

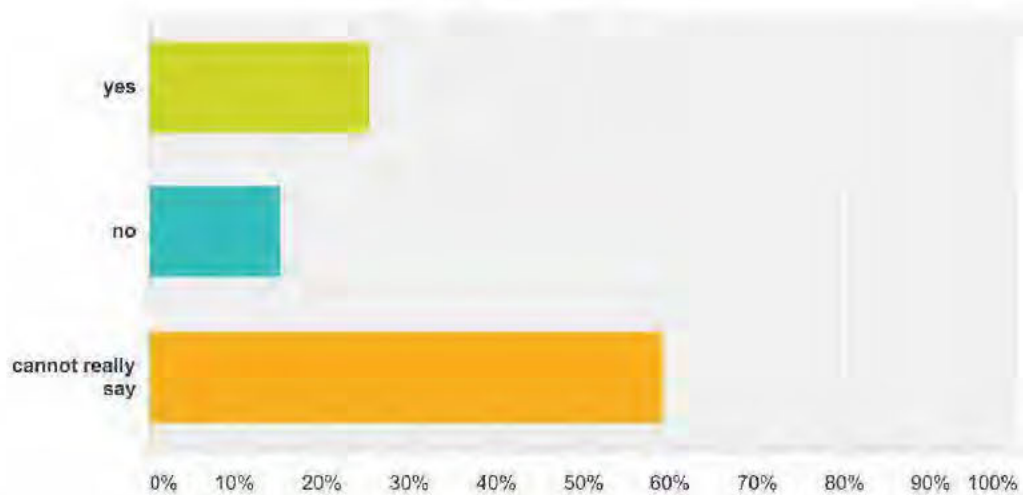


Answer Choices	Responses
yes	42.31% 22
no	57.69% 30
<b>Total</b>	<b>52</b>

## Accessible Public Transport in the ACT

### Q42 Do you believe accessibility of the bus service has improved in the last two years?

Answered: 59 Skipped: 1



Answer Choices	Responses	
yes	25.42%	15
no	15.25%	9
cannot really say	59.32%	35
<b>Total</b>		<b>59</b>

#	Additional comments	Date
1	flexi buses are really good.	8/7/2015 4:06 PM
2	Once an hour if was able to travel by this form of transportation.	7/5/2015 8:41 PM
3	In Curtin there needs to be an earlier bus to Woden in the morning, to catch other services.	7/5/2015 8:21 PM
4	If it were possible to encourage taxi drivers to provide small additional supports to people with disability (such a support in opening car doors! Lifting bag into car) and possible to have the operator convey the needs to the driver prior to pick-up in order to execute a safe & timely pick-up then travelling by taxi would be a much better option.	7/5/2015 4:59 PM
5	Don't get on buses.	7/5/2015 4:32 PM
6	Still need more frequent busses - on the weekend the buses only come hourly.	7/5/2015 3:59 PM
7	My friends are very pleased about the improvements. I think many people will be able to use the buses longer & keep their independence (freedom!)	7/5/2015 3:46 PM
8	Totally disgusted how there has been such an increase of abuse, disrespect and bad attitudes an drivers enforcing music that isn't English isn't understood by many in the community. Also the abuse, aggression and bad attitudes of people driving taxis to people with disabilities and aged people. Moslems (sic) enforcing their prayer times on people in their language to people who aren't moslem (sic) Religion forcing their religion and their ways on people while they are driving taxis is totally unacceptable The amount of illegal immigrant take over a Drivers driving and hiding identity is a criminal offence unprepared crime stoppers check in ACT desperately needed.	7/5/2015 3:02 PM
9	The bus drivers are kind and they waited for me to get seated before they drive off.	7/5/2015 2:41 PM
10	Can't be strapped into a bus, so never use them.	7/5/2015 2:29 PM

## Accessible Public Transport in the ACT

11	May slightly - Action could not tell me when a disabled access bus was coming (Bel Interchange - City) No disabled bus Latham - Bel Mall	7/5/2015 2:07 PM
12	Please do not keep changing the departure times of the 4&5 bus routes. This is very disruptive for people with an intellectual disability.	7/5/2015 1:49 PM
13	We need a bus service like [ ] Sydney. Where no trains are available either. The buses run much more frequently most are w/ch buses and if not the timetable tells you exactly which number buses are and when they are due. They are always ONTIME in [ ] our experience. It is easier to live in Sydney than Canberra a wheelchair user/commuter. But this need should not be the case as we have not the cost of trains to maintain & so more \$\$ should ensure all buses here on all routes are wh/ch accessible.	7/5/2015 1:30 PM
14	[For question 41.] Important to speak to operator	7/5/2015 12:51 PM
15	Not improved in Higgins.	7/5/2015 12:40 PM

2.2(a)(ii) "

**Sent:** 26/04/2017 10:46 PM

**To:** 2.2(a)(ii)

**Subject:** FW: 2015 General Public Surveys [SEC=UNCLASSIFIED, DLM=Sensitive]

**Attachments:** 20150428 General Public Customer Survey, v5.docx, TIIR General Survey, with free text responses.pdf

This is the second one.

No surveys were done for drivers and vehicle owners.

2.2(a)(ii)

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2.2(a)(ii)

**Sent:** Wednesday, 19 April 2017 2:54 PM

**To:** 2.2(a)(ii)

**Cc:** 2.2(a)(ii) 2.2(a)(ii)

**Subject:** 2015 General Public Surveys [SEC=UNCLASSIFIED, DLM=Sensitive]

2.2(a)(ii),

Attached is the first survey of the general public, administered around May 2015, and the results of the surveys.

2.2(a)(ii)

2.2(a)(ii) | Senior Policy Officer

Regulatory Reform | Government Reform | Chief Minister, Treasury & Economic Development Directorate | ACT Government

Phone: 2.2(a)(ii) | Email: 2.2(a)(ii)

Level 4, Canberra Nara Centre | GPO Box 158 CANBERRA ACT 2601 | [www.act.gov.au](http://www.act.gov.au)

# Taxi and ridesharing transport customer survey

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## We Are Seeking Your Feedback

The ACT Government is undertaking an Innovation Review of the taxi industry in the ACT. Part of the Review process includes a brief customer survey to gauge the experiences of people who use existing taxi and hire-car transportation service and the potential for ridesharing to operate in the ACT.

This survey is subject to provisions under the *Privacy Act 1988 (Cth)*. Information provided by you is strictly confidential, and may only be used for the purpose of the review and updating accessible public transport priorities.

### Survey instructions:

- Please complete the survey online at [www.timetotalk.act.gov.au](http://www.timetotalk.act.gov.au) (transport)

Your participation in this survey provides important feedback. Please complete the survey by **29 June 2015**.

# Taxi and Ridesharing Transport Customer Survey

1. To what extent do you use taxis or hire cars in the ACT?

Seldom to none       Occasionally       Frequently

2. Have you used a smartphone app or internet (for example, Canberra Elite Book & Track, goCatch or ingogo) to book a taxi or hire car?

Yes       No

3. How happy are you with taxi and hire-car services in the ACT?

	UNHAPPY			VERY HAPPY	
	1	2	3	4	5
Availability	1	2	3	4	5
Wait times	1	2	3	4	5
Price	1	2	3	4	5
Safety	1	2	3	4	5
Driver service	1	2	3	4	5
Disability access	1	2	3	4	5
Other	1	2	3	4	5

5. If taxi and hire car services could be improved what area(s) would it be?

Availability       Safety       Price  
 Wait times       Driver service       Disability access  
 Other

6. Have you heard about rideshare services, for example passenger services provide by Uber or Lyft?  Yes  No

7. Have you every used rideshare services elsewhere?  Yes  No

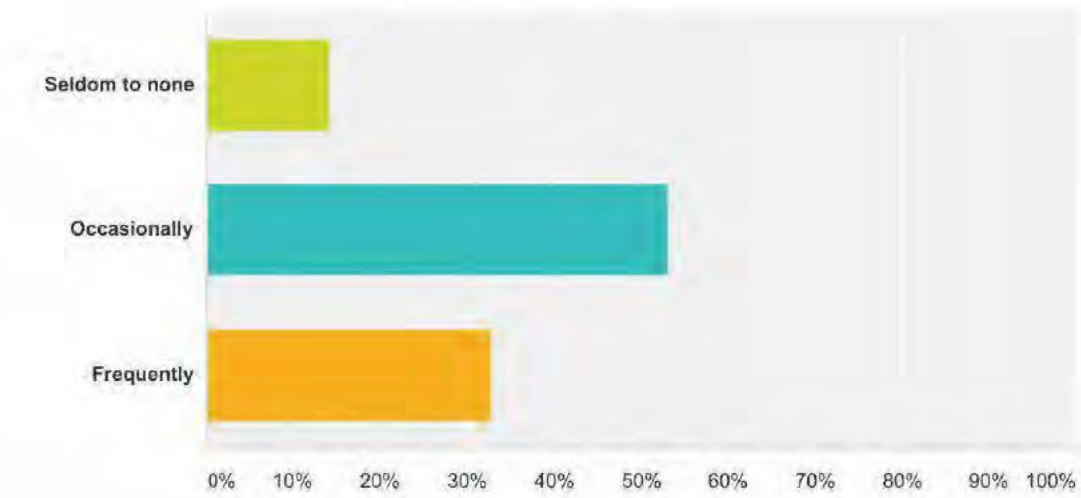
8. If so, how happy were you with the rideshare service?

	UNHAPPY			VERY HAPPY	
Availability	1	2	3	4	5
Wait times	1	2	3	4	5
Price	1	2	3	4	5
Safety	1	2	3	4	5
Driver service	1	2	3	4	5
Disability access	1	2	3	4	5
Other	1	2	3	4	5

**Thank you for taking the time to provide your feedback**

### Q1 To what extent do you use taxis or hire cars in the ACT?

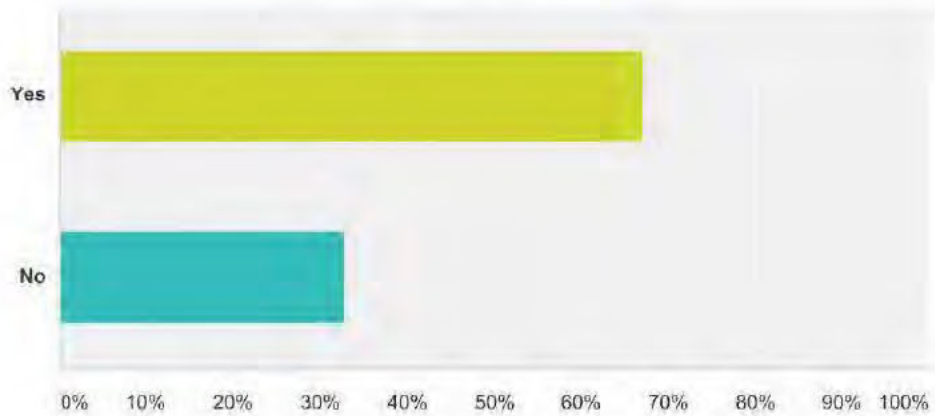
Answered: 1,934 Skipped: 19



Answer Choices	Responses
Seldom to none	14.22% 275
Occasionally	53.10% 1,027
Frequently	32.68% 632
<b>Total</b>	<b>1,934</b>

**Q2 Have you used a smartphone app or internet (for example, Canberra Elite Book & Track, goCatch or ingogo) to book a taxi or hire car?**

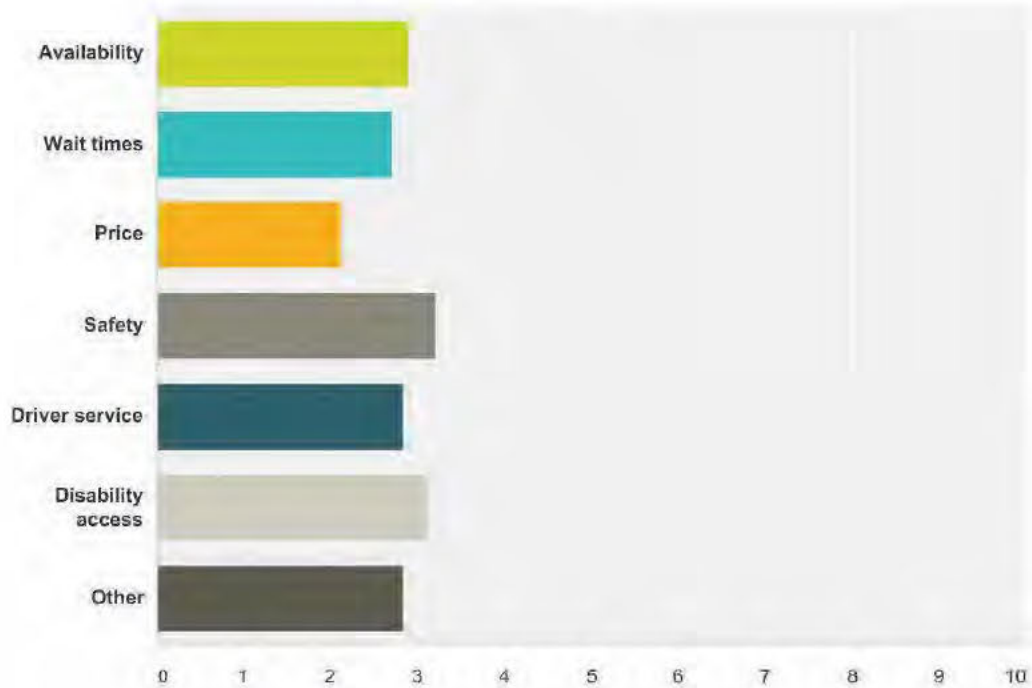
Answered: 1,932 Skipped: 21



Answer Choices	Responses
Yes	67.29% 1,300
No	32.71% 632
Total	1,932

### Q3 How satisfied are you with taxi and hire car services in the ACT?

Answered: 1,844 Skipped: 0



	Very dissatisfied	Dissatisfied	Neither satisfied or dissatisfied	Satisfied	Very satisfied	Total	Weighted Average
Availability	15.62% 302	27.77% 537	20.79% 402	21.61% 418	14.22% 275	1,934	2.91
Wait times	19.48% 375	32.73% 630	16.78% 323	19.74% 380	11.27% 217	1,925	2.71
Price	43.95% 850	27.51% 532	10.19% 197	9.31% 180	9.05% 175	1,934	2.12
Safety	12.42% 238	16.59% 318	25.40% 487	28.01% 537	17.58% 337	1,917	3.22
Driver service	20.44% 394	23.03% 444	22.77% 439	21.06% 406	12.71% 245	1,928	2.83
Disability access	8.90% 165	8.79% 163	57.44% 1,065	12.08% 224	12.78% 237	1,854	3.11
Other	19.02% 183	8.11% 78	54.37% 523	7.48% 72	11.02% 106	962	2.83

#	Other (please specify)	Date
1	Frequently drivers do not know where they are going, ask you to pay an inflated pre-paid fare claiming their meter is not working and too often they are impolite and unwelcoming.	6/29/2015 11:43 AM
2	Driver skills and following road rules	6/27/2015 2:09 PM

## Taxi Industry Innovation Review - Community Consultation survey

3	I am always extremely reluctant to catch a taxi in Canberra. Drivers often speed, and I have had more than one bad experience with drivers making inappropriate remarks that made me feel unsafe to travel alone as a female passenger.	6/22/2015 1:26 PM
4	I think being able to hail or book a cab and having confidence that the driver has passed some kind of standard gives me peace of mind.	6/22/2015 2:41 AM
5	reliability	6/19/2015 9:41 PM
6	occasionally taxi's simply DO NOT come to pick me up from office to take me to the airport because there it 'isn't a long enough distance' for them ie: not profitable 'enough'	6/19/2015 10:40 AM
7	Drivers seldom know where to go.	6/19/2015 9:50 AM
8	Variability in availability and wait times when Parliament is sitting.	6/18/2015 8:58 PM
9	Lack of body hygiene of drivers and litter thrown from taxis	6/18/2015 6:06 PM
10	Cleanliness	6/18/2015 3:30 PM
11	Condition of taxi. (fuel empty light on. Eftpos not working.)	6/17/2015 2:55 PM
12	I have had many bad experiences with standard taxis, and only very good experiences with Uber	6/17/2015 1:55 PM
13	I am very happy to get the WAT service and I believe this to be mainly due to booking early and also being flexible with my private hiring.	6/17/2015 1:44 PM
14	Reliability of booked taxis turning up during a peak period.	6/16/2015 11:55 AM
15	Availability of child seats has been an issue for us.	6/16/2015 10:05 AM
16	over priced, rude drivers	6/13/2015 12:04 PM
17	Dirty Cabs	6/12/2015 6:45 PM
18	Why is there no Uber?	6/12/2015 11:52 AM
19	Their inability to cope with bicycles in the event of a bicycle flat tyre	6/12/2015 9:27 AM
20	Smartphone app does not yet service core areas of Canberra.	6/12/2015 2:40 AM
21	Price again.	6/12/2015 1:20 AM
22	Hygeine and comfort	6/11/2015 3:50 PM
23	vehicles too old	6/11/2015 2:17 PM
24	Vehicle quality and hygiene	6/11/2015 2:16 PM
25	Drivers heigene / choice in radio / taking mobile phone calls. Once I even got in a cab where the drivers WIFE was in the passenger seat for a ride along.	6/11/2015 2:09 PM
26	Cost of receiving sms for arrival time, often receive sms after the taxi has arrived	6/11/2015 1:18 PM
27	The majority of the cars I ride in could not possibly be roadworthy. Drivers generally have no idea where Dickson is and the prices are onscene. My meter read \$9.90 before I had even left the airport terminal. On more than several trips the driver did not match the ID photo.	6/11/2015 1:15 PM
28	Canberra Elite phone booking service is very difficult to use	6/11/2015 12:41 PM
29	Driver education and manners	6/11/2015 11:44 AM
30	Service quality quite average	6/11/2015 11:34 AM
31	booking	6/11/2015 11:33 AM
32	Refusing fares due to short distance	6/11/2015 9:28 AM
33	Customer service	6/11/2015 8:48 AM
34	Reliability	6/11/2015 8:44 AM
35	Communication	6/11/2015 2:57 AM

## Taxi Industry Innovation Review - Community Consultation survey

36	smsetphone apps	6/11/2015 1:00 AM
37	Cleanliness, broken seats, broken seatbealts, broken seats, smelly drivers, stains on seats, stain food and cigarettes smells	6/11/2015 12:25 AM
38	They drive like maniacs	6/10/2015 11:45 PM
39	Cleanliness and body odour smell	6/10/2015 11:44 PM
40	Left my wife on side of road with baby after booking	6/10/2015 11:44 PM
41	Cabs are almost always poorly cleaned and rank-smelling	6/10/2015 11:36 PM
42	Voice command phone service	6/10/2015 11:25 PM
43	Useability of the app	6/10/2015 11:03 PM
44	Inability for online tools to work or call centre staff who are unfriendly and/or rude	6/10/2015 11:03 PM
45	Taxi drivers refuse short fares	6/10/2015 10:50 PM
46	Cleanliness	6/10/2015 10:47 PM
47	quality of the app (for Canberra Elite)	6/10/2015 10:36 PM
48	no uber	6/10/2015 10:34 PM
49	Very reliable	6/10/2015 10:27 PM
50	Crace	6/10/2015 10:25 PM
51	Booked a maxi and did not show up.	6/10/2015 9:54 PM
52	I've had many occasions where the taxi did not arrive at all for my pre-booked pickup or arrived so late I had already arranged another ride from friends	6/10/2015 9:37 PM
53	Credit card fee 10%????????	6/10/2015 9:35 PM
54	I am disgusted with Canberra Cabs drivers who will not help elderly women, because they are women, with putting their shopping in the boot on account of their personal beliefs.	6/10/2015 9:31 PM
55	communication problem	6/10/2015 9:26 PM
56	I don't appreciate that owners of cabs pay inflated prices for "plates" that restricts drivers owning taxis , and represents a taxi for users with the money going to the owners as return of investment at the expense of users, This results in inflated fares impacting on the user. Any alternate taxi system however needs to contribute to the ACT Government addressing wear and tear on the roads and support public transport. This is subject to the cost is not covered by petrol tax.	6/10/2015 9:19 PM
57	Reliability is very bad	6/10/2015 9:11 PM
58	Lack of availability of ride sharing services	6/10/2015 9:09 PM
59	cabs a ripoff and foreign drivers often change and are not who the liscence is issued to.	6/10/2015 9:01 PM
60	Frequently taxis don't bother to turn up if I only want to hire for short trips	6/10/2015 8:51 PM
61	Cabs refusing fares and being rude	6/10/2015 8:45 PM
62	Cleanliness and condition of cabs	6/10/2015 8:43 PM
63	Accountability when no show	6/10/2015 8:40 PM
64	Convenient	6/10/2015 8:31 PM
65	Rude,Body Odour,Dirty Interior,Loud Ethnic Music	6/10/2015 7:57 PM
66	Most drivers are ordinary and can have offensive BO	6/10/2015 7:47 PM
67	Taxi drivers do no use a GPS consistently and often take longer routes to destinations.	6/10/2015 7:44 PM
68	Driver skill and ability	6/10/2015 7:39 PM

## Taxi Industry Innovation Review - Community Consultation survey

69	Not reliable: more than once I've booked a taxi that just didn't turn up, which is quite scary as a female waiting outside at night.	6/10/2015 7:32 PM
70	Cars are too often in poor condition	6/10/2015 7:25 PM
71	Reliability is poor. Twice I've booked cabs that never arrived	6/10/2015 7:20 PM
72	I find that most taxi drivers speed. Which does not make me feel safe in their vehicle.	6/10/2015 7:09 PM
73	Drivers regularly speed and operate equipment while driving	6/10/2015 7:08 PM
74	Could never rely on it for airport trips and always stress whether they will actually arrive.	6/10/2015 6:38 PM
75	Very expensive	6/10/2015 6:33 PM
76	The customer service from Taxis in Canberra is utterly appalling. They refuse fares, don't show up, and are rude. Silver service are generally better but I have had poor experiences with them too. I once had a taxi driver go around a roundabout in watson the wrong way, speeding and lost traction on the wet road. The industry is a joke. If I had a way to publically warn others about that particular driver I would have.	6/10/2015 6:19 PM
77	The drivers don't know where to go most of the time	6/10/2015 6:17 PM
78	Quality of vehicle	6/10/2015 6:17 PM
79	Please bring Uber to Canberra	6/10/2015 6:15 PM
80	The "cleanness" of the taxis is definitely not checked or very well taken care of... sometimes the taxis are a bit smelly and some times you get charged some secret amounts or fares that are coming out of nowhere, like the driver just presses a button and new charges are added to the fare that you pay.	6/10/2015 6:14 PM
81	General hygiene.	6/10/2015 6:13 PM
82	Cleanliness is often poor	6/10/2015 6:09 PM
83	City knowledge - I frequently have to navigate for them	6/10/2015 6:05 PM
84	Drivers often speed and break road rules, such as tailgating, driving erratically and not indicating when turning.	6/10/2015 6:03 PM
85	Taxis in Canberra are not great. Extra fee for an sms on arrival; very often taxis do not show up when you order... so many times I had to call the operator to tell them the taxi has not arrived yet only to hear, 'I will send another one'. I has happened many times. Not a reliable service at all, unfortunately.	6/10/2015 6:02 PM
86	Cleanliness of vehicles.	6/10/2015 6:02 PM
87	Online presence and business model	6/10/2015 6:01 PM
88	Vehicle quality is always terrible	6/10/2015 6:00 PM
89	Technology utilisation	6/10/2015 6:00 PM
90	Child/infant seating	6/10/2015 5:59 PM
91	Drivers cheat by pretending they don't know the area, and charge you more by getting "lost"	6/10/2015 5:55 PM
92	No Uber, get with the times geesh.	6/10/2015 5:51 PM
93	Cleanliness / quality of vehicles	6/10/2015 5:48 PM
94	Being an environment free from sexual harrassment by the driver	6/6/2015 10:34 PM
95	Bookings are cancelled without notice, or "disappear" and are somehow not in the system at all. This happens regularly.	6/5/2015 6:47 PM
96	Canberra taxi drivers frequently refuse short trips. As a young female often catching Taxis alone at night, this is VERY problematic for me - the option to walk home in the dark is completely unsafe!	6/3/2015 12:25 PM
97	Mostly available to embark from taxi points only.	6/2/2015 11:41 PM
98	Lack of driver customer service	6/1/2015 12:27 PM
99	cleanliness	5/31/2015 9:06 PM
100	Rude drivers	5/31/2015 9:36 AM

## Taxi Industry Innovation Review - Community Consultation survey

101	Taxis are great.	5/30/2015 9:57 PM
102	service	5/30/2015 5:56 AM
103	overpriced and unreliable	5/29/2015 10:49 PM
104	automated phone bookings ervice is a joke - bring back real ppl or getn app based system that works!	5/29/2015 5:35 PM
105	Many drivers seem unfamiliar with Canberra's geography and have a poor command of the English language	5/29/2015 5:13 PM
106	Satisfied with price only when driver is honest	5/27/2015 1:16 PM
107	Driver can speak english	5/25/2015 5:21 PM
108	Variation in taxi car quality and amenity	5/25/2015 4:03 PM
109	The whole process forces drivers to "focus on their mobile phones as they desperately seek the next fare in competition with their fellow Uber drivers," Australian state laws prohibits drivers from using their mobile phones while driving. Uber was set up and is operated by rogue business planners who have tried to and continue to con governments and the populace world wide.	5/24/2015 10:58 AM
110	driver cant speak english	5/23/2015 2:33 AM
111	The cost of a taxi in Canberra is the highest in the country	5/21/2015 5:12 PM
112	Licensed professions	5/21/2015 2:31 PM
113	Luggage handling	5/21/2015 7:35 AM
114	I would consider hiring a taxi if they weren't so exorbitantly priced!	5/21/2015 1:44 AM
115	Uber is not regulated or safe.	5/20/2015 11:30 PM
116	There are numerous bugs and errors in the Canberra Elite online booking service. It's a disgrace.	5/20/2015 2:46 PM
117	Cleanliness	5/20/2015 11:29 AM
118	Taxi Condition, driver knowledge	5/20/2015 11:25 AM
119	Uber are the best	5/20/2015 11:02 AM
120	Reliability for catching early morning flights	5/20/2015 10:35 AM
121	Dirty cars, dishonest drivers, complaints ignored	5/20/2015 10:34 AM
122	Over priced, inefficient, ineffective	5/20/2015 10:32 AM
123	They drive like idiots!!	5/20/2015 9:50 AM
124	clean	5/20/2015 9:47 AM
125	Professionalism	5/20/2015 9:19 AM
126	why does Canberra have the most expensive taxi service in the world.	5/20/2015 8:46 AM
127	Did not use in ACT, only Victoria	5/20/2015 8:29 AM
128	Extremely expensive!	5/20/2015 8:21 AM
129	Driver has no idea where to go	5/20/2015 8:09 AM
130	Only very satisfied with uber service not taxis	5/20/2015 7:49 AM
131	Cara smell	5/20/2015 7:19 AM
132	Uber	5/20/2015 4:48 AM
133	consistency and accountability of drivers is lacking	5/20/2015 3:36 AM
134	hate canberra elite	5/20/2015 1:05 AM
135	Taxi drivers all smell bad and don't know where they are going without a computer map.	5/20/2015 12:17 AM
136	Providing bottled water	5/19/2015 11:49 PM

## Taxi Industry Innovation Review - Community Consultation survey

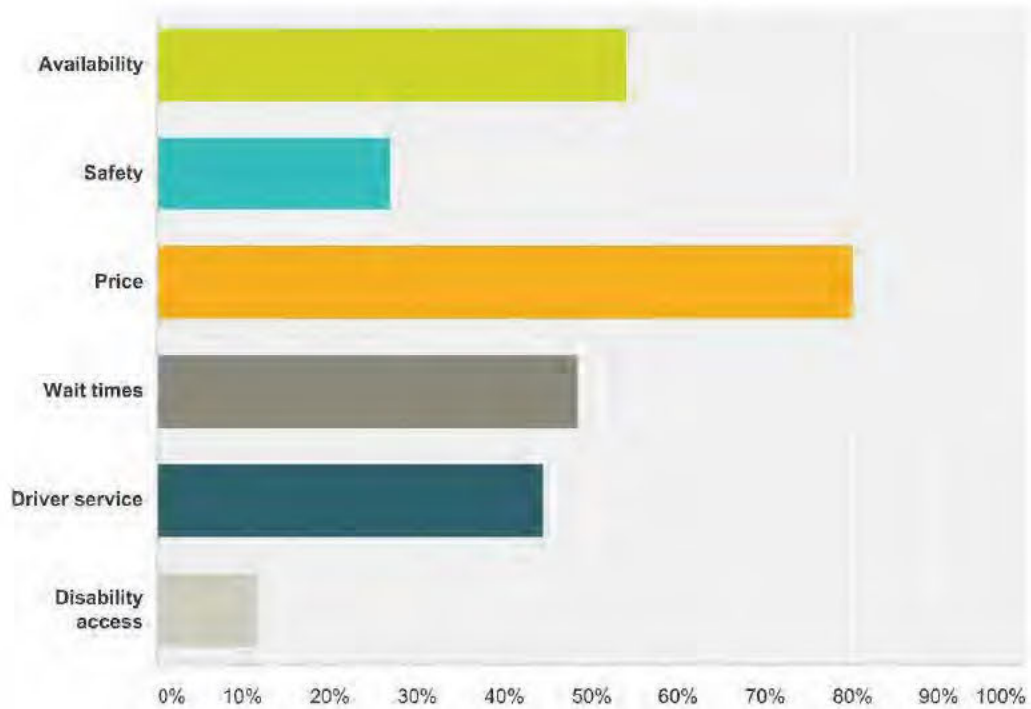
137	Taxi driver never matches the license in the car.	5/19/2015 11:43 PM
138	Service is very inconsistent	5/19/2015 11:03 PM
139	safe journey	5/19/2015 11:01 PM
140	not clean the car	5/19/2015 11:00 PM
141	Vet assistance	5/19/2015 10:54 PM
142	Irrational driving late at night	5/19/2015 10:39 PM
143	hygiene of taxis is disgusting.	5/19/2015 10:36 PM
144	Maxi taxi availability	5/19/2015 10:09 PM
145	we need UBER!	5/19/2015 10:09 PM
146	Taxi drivers often different person to one displayed in license	5/19/2015 10:04 PM
147	Driver honesty	5/19/2015 9:58 PM
148	dirty and stale smoke	5/19/2015 9:45 PM
149	Friendly service	5/19/2015 7:46 PM
150	Cleanliness	5/19/2015 7:35 PM
151	do not uber or other taxis	5/19/2015 7:21 PM
152	very professional drivers	5/19/2015 7:20 PM
153	Poor quality	5/19/2015 6:04 PM
154	very good	5/19/2015 6:03 PM
155	Safe Journey	5/19/2015 5:54 PM
156	drivers on the phone while driving	5/19/2015 5:52 PM
157	Don't use taxi in ACT	5/19/2015 5:51 PM
158	Booking app useless.	5/19/2015 5:47 PM
159	Ease of Use and Quality of Service	5/19/2015 4:47 PM
160	Hygiene of drivers	5/19/2015 4:41 PM
161	car quality	5/19/2015 4:31 PM
162	The automatic prompt service. "Would you like to book a taxi?" Yes Goddammit!	5/19/2015 4:12 PM
163	All rude, don't care about customer	5/19/2015 4:05 PM
164	I think taxi safe and time efficient because taxi can use bus line. Can reach quicker than others service.	5/19/2015 4:04 PM
165	Tidy	5/19/2015 4:00 PM
166	Cleanliness	5/19/2015 3:54 PM
167	Not applicable	5/19/2015 3:40 PM
168	Cleanliness	5/19/2015 3:28 PM
169	Uber is way better	5/19/2015 2:55 PM
170	Im sure the driver was living in his car the smell was just wrong	5/19/2015 2:55 PM
171	Mobile apps	5/19/2015 2:54 PM
172	Canberra Tax's are very expensive, few I have been in are of sound appearance or working order	5/19/2015 2:49 PM
173	Cleanliness	5/19/2015 2:48 PM
174	Driving/road knowledge	5/19/2015 2:19 PM

## Taxi Industry Innovation Review - Community Consultation survey

175	could use a phone to book the cab	5/19/2015 1:58 PM
176	it is bad service.	5/19/2015 1:55 PM
177	No real view.	5/19/2015 1:53 PM
178	rude drivers	5/19/2015 1:50 PM
179	Reliability, accountability for route taken	5/19/2015 1:33 PM
180	Smell and cleanliness	5/19/2015 1:23 PM
181	Canberra needs uber	5/19/2015 1:21 PM
182	Though I would point out I have had one bad experience when a taxi just didn't turn up despite repeated chasing to the taxi company	5/19/2015 1:20 PM
183	Language	5/19/2015 1:00 PM
184	Booking arrangements	5/19/2015 12:50 PM
185	Overall experience is awful. I am a frequent user of Uber in Sydney and wish I could use my app to book a secure, reliable and safe ride home.	5/19/2015 12:48 PM
186	State of taxi and driver professionalism	5/19/2015 12:43 PM
187	cleanliness	5/19/2015 12:36 PM
188	Difficult to find and catch	5/19/2015 12:34 PM
189	cleanliness	5/19/2015 12:17 PM
190	????	5/19/2015 12:14 PM
191	Booking process is terrible	5/19/2015 8:23 AM
192	Convenience of booking and payment	5/18/2015 11:29 PM
193	Ability to travel with large cargo, pets and bicycles (i.e. the range of vehicles available to hire)	5/18/2015 1:08 PM
194	Uber drivers use Google maps to navigate. Taxi drivers are constantly asking for directions and have no GPS navigation system being used. It is not my job to have to direct them to a place I've never been. That is part of what I'm paying for.	5/18/2015 9:55 AM
195	smartphone app	5/18/2015 9:48 AM
196	driver skill and awareness of road rules, and ability to follow these rules	5/18/2015 7:53 AM
197	Competition	5/18/2015 6:08 AM
198	general pleasantness	5/17/2015 10:43 PM
199	Booking service, technology innovation for my phone	5/17/2015 8:12 AM
200	Very dissatisfied by the industry's approach to service in general, shunning modern technology in booking, and charging like a wounded bull for 'extras' like notifications of ETA and card payments. The only exception is upon finding a good taxi driver, in avoiding Aerial Taxis altogether for booking.	5/16/2015 8:26 PM
201	Colour of the cars (they should be red to go faster)	5/16/2015 6:19 PM
202	competition	5/16/2015 1:25 PM
203	the profesional service is one of the best i have encountered in all states	5/16/2015 9:01 AM

### Q4 If taxi and hire car services could be improved what area(s) would it be?

Answered: 1,866 Skipped: 87



Answer Choices	Responses	
Availability	54.02%	1,008
Safety	26.96%	503
Price	80.23%	1,497
Wait times	48.39%	903
Driver service	44.37%	828
Disability access	11.79%	220
<b>Total Respondents: 1,866</b>		

#	Other (please specify)	Date
1	Uber	6/27/2015 6:41 PM
2	reliability	6/19/2015 9:41 PM
3	getting me to airport on time	6/19/2015 10:40 AM
4	The app and the phone automated service are terrible. Should have accounts set up like Uber or Way2Ride.	6/19/2015 12:15 AM
5	Just turning up would be a good improvement.	6/18/2015 6:06 PM
6	They as re as good as it gets	6/18/2015 12:20 PM
7	I was assaulted by a cab driver in the 90s. The plate number at the time was TX172 (hard to forget).	6/17/2015 5:02 PM

## Taxi Industry Innovation Review - Community Consultation survey

8	Taxi drivers should be able to drive safely! I have had many drivers who are unsafe or not paying attention or don't obey road rules.	6/17/2015 1:55 PM
9	I have had many cabs booked 12 hours or more in advance, with Canberra Elite, and then have them NOT turn up, and have been told they only allocate booked cabs ten minutes prior to the due time!! I HAVE MISSED A FLIGHT DUE TO THIS.	6/16/2015 11:55 AM
10	Cleanliness	6/12/2015 6:45 PM
11	They would be Uber.	6/12/2015 11:52 AM
12	All use of smartphone app in all areas of canberra	6/12/2015 2:40 AM
13	cleanliness of vehicles	6/11/2015 6:38 PM
14	Uber	6/11/2015 4:14 PM
15	Ease of payment, improved car cleanliness, knowledge of city	6/11/2015 4:05 PM
16	Hygeine and Drives with English as a first language	6/11/2015 3:50 PM
17	I mean the safety of the driver. I've yet to get in a cab in ACT and be safer in it than just driving myself home drunk.	6/11/2015 3:28 PM
18	Vehicle quality and hygiene	6/11/2015 2:16 PM
19	Drivers heigene / choice in radio / taking mobile phone calls / a CLEAN CAB would be good too.	6/11/2015 2:09 PM
20	I have found the majority of drivers that I have experienced to be rude, drive too fast and dangerously and to spend them time texting on their mobiles or speaking on their mobile phones loudly	6/11/2015 12:51 PM
21	Price could be improved if settle one more taxi company . As discussed with a taxi driver/operator as Canberra Elite charge as a base fees three time more than sydney and melbourne taxi bases.	6/11/2015 12:38 PM
22	Canberra Elite is ok with all of those	6/11/2015 10:57 AM
23	Have had numerous refuse my fare due to short distance	6/11/2015 9:28 AM
24	Convenience	6/11/2015 8:42 AM
25	price	6/11/2015 8:10 AM
26	Good smartphone apps	6/11/2015 1:00 AM
27	Uber	6/11/2015 12:09 AM
28	Drive slower	6/10/2015 11:45 PM
29	Need better maintained vehicles, including mandatory air fresheners or deodorisers	6/10/2015 11:36 PM
30	Quality of the app	6/10/2015 11:03 PM
31	Choice	6/10/2015 10:54 PM
32	Casey	6/10/2015 10:25 PM
33	Drivers should be required by law to show some basic human decency and assist elderly female passengers with heavy shopping/luggage.	6/10/2015 9:31 PM
34	Reliability, cleanliness	6/10/2015 9:11 PM
35	Knowing who's picking me up	6/10/2015 9:01 PM
36	See above	6/10/2015 8:45 PM
37	Convenient	6/10/2015 8:31 PM
38	Study Shorter Route	6/10/2015 7:57 PM
39	Arriving on time for bookings	6/10/2015 7:57 PM
40	Reliability - they need to always come when you've booked them!	6/10/2015 7:32 PM
41	Uber	6/10/2015 7:31 PM

## Taxi Industry Innovation Review - Community Consultation survey

42	It costs around \$70-80 to get back to Queanbeyan from Civic, which is less than a 20 minute drive. That is obscene. Canberra is so spread out. It's absurd that cabs cost so much to travel to average suburbs, when Melb and Syd cabs are around half the price.	6/10/2015 7:20 PM
43	Taxi company monopoly	6/10/2015 7:01 PM
44	Reliability / Trust that they will actually arrive	6/10/2015 6:38 PM
45	Bring in uber	6/10/2015 6:33 PM
46	last flight in, Canberra Airport	6/10/2015 6:17 PM
47	Please bring Uber to Canberra!	6/10/2015 6:15 PM
48	General hygiene.	6/10/2015 6:13 PM
49	It is impossible to catch a cab in the street (unless you're at the bus station).	6/10/2015 6:02 PM
50	Online presence	6/10/2015 6:01 PM
51	Vehicle maintenance	6/10/2015 6:00 PM
52	more competitors to bring down the costs of the current overpriced service	6/10/2015 5:59 PM
53	Variety of vehicles	6/10/2015 5:53 PM
54	Make the booking system modern. Seriously.	6/10/2015 5:51 PM
55	Allow COMPETITION, ie. UBER. Thanks	6/10/2015 5:51 PM
56	Cleanliness / quality of vehicles	6/10/2015 5:48 PM
57	Market competition	6/10/2015 5:48 PM
58	Quality of transport - maintenance and cleanliness	6/10/2015 5:47 PM
59	Bookings would be reliable/actually mean something.	6/5/2015 6:47 PM
60	Improvements could be made to wait times and availability at taxi ranks in the city in the evening on the weekends - when ordering a cab from a residential address the wait time and availability is generally ok.	6/4/2015 6:13 PM
61	kill fucking uber and stop taking uber bribe	6/3/2015 9:18 PM
62	other services	5/29/2015 10:49 PM
63	none	5/29/2015 10:03 PM
64	Many drivers smoke and some have poor hygiene which leads to unpleasant odours in the taxi	5/29/2015 5:13 PM
65	Wait times are an issue very early in the morning and late at night	5/28/2015 6:07 PM
66	Cleanliness, honesty, get off the phone and follow the road rules, stop aggressing other cars	5/27/2015 1:16 PM
67	The ACT has a strong taxi industry - that would be improved with a bit more regulation not less	5/24/2015 10:58 AM
68	Expensive.	5/23/2015 6:07 PM
69	english speaking and genuine australian drivers	5/23/2015 2:33 AM
70	Focus on legally regulated taxis services only	5/21/2015 11:49 PM
71	I have had several bad experiences with dangerous and licensed taxi drivers who try to prey on young single females. On occasion included being kicked out of a taxi on Adelaide Avenue (no where near any infrastructure) at 1 am on winter morning for questioning why the driver had chosen to drive to Woden to get to Red Hill.	5/21/2015 4:25 PM
72	Allow to pick up not just point to point	5/21/2015 2:31 PM
73	airport wait times during peak	5/21/2015 11:48 AM
74	Luggage handling	5/21/2015 7:35 AM
75	Online booking, SMS notifications that actually work reliably.	5/20/2015 2:46 PM
76	Regularly refused fares	5/20/2015 11:25 AM

## Taxi Industry Innovation Review - Community Consultation survey

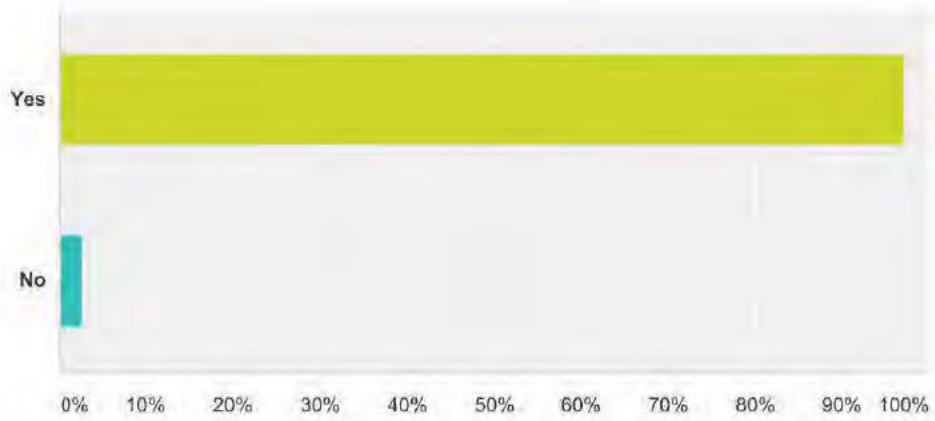
77	Get off the phone, be less creepy	5/20/2015 10:34 AM
78	Rude, entitled, from the past, there are better ways to do it!!	5/20/2015 10:32 AM
79	None	5/20/2015 10:17 AM
80	Manners, courtesy, hygiene (odour) and general etiquette	5/20/2015 8:15 AM
81	Allow uber	5/20/2015 4:48 AM
82	It would be nice for a taxi driver to know where they are going. After travelling Europe it is embarrassing to know that taxi drivers have no idea where they are going in Canberra	5/20/2015 2:20 AM
83	NA	5/20/2015 12:05 AM
84	use of technology.	5/20/2015 12:02 AM
85	Always Price Uber is half price most taxis	5/19/2015 11:49 PM
86	cleanliness of taxi cabs	5/19/2015 10:36 PM
87	we need UBER!	5/19/2015 10:09 PM
88	cleanliness	5/19/2015 9:45 PM
89	All good	5/19/2015 9:44 PM
90	None.	5/19/2015 8:49 PM
91	none	5/19/2015 7:57 PM
92	uber	5/19/2015 7:42 PM
93	Visibilty	5/19/2015 7:41 PM
94	banning illegal taxis	5/19/2015 7:20 PM
95	outlaw non licensed ride sharing forever	5/19/2015 7:14 PM
96	Na	5/19/2015 6:22 PM
97	Connectivity and technologically	5/19/2015 6:16 PM
98	usable apps	5/19/2015 6:07 PM
99	Experience	5/19/2015 4:47 PM
100	Reliability	5/19/2015 4:41 PM
101	ability to track how far away your taxi is and driver accountability or ratings	5/19/2015 4:37 PM
102	Cleanliness	5/19/2015 3:45 PM
103	Canberra cabs customer service	5/19/2015 3:40 PM
104	Everything is perfect	5/19/2015 2:30 PM
105	The all good	5/19/2015 2:26 PM
106	everything	5/19/2015 1:55 PM
107	Car cleanliness	5/19/2015 1:38 PM
108	Ease of booking first avaiable car	5/19/2015 1:23 PM
109	smell and cleanliness	5/19/2015 1:23 PM
110	Uber would solve these problems	5/19/2015 1:21 PM
111	all of the above	5/19/2015 1:20 PM
112	Booking arrangements	5/19/2015 12:50 PM
113	Booking systems	5/19/2015 12:40 PM

## Taxi Industry Innovation Review - Community Consultation survey

114	cleanliness	5/19/2015 12:36 PM
115	cleanliness	5/19/2015 12:17 PM
116	UBER	5/19/2015 11:49 AM
117	Knowing if and when a taxi will show up after being booked...have had plenty of "no shows" from taxis that had been booked via phone, at hotels, etc	5/19/2015 10:16 AM
118	Technology	5/19/2015 8:23 AM
119	Accountability	5/19/2015 7:41 AM
120	Convenience of booking and payment	5/18/2015 11:29 PM
121	range of vehicles available to hire	5/18/2015 1:08 PM
122	Availability of child and baby seats	5/18/2015 12:26 PM
123	smartphone technology	5/18/2015 9:48 AM
124	Technology	5/18/2015 12:07 AM
125	Legitimacy of the service	5/17/2015 10:57 PM
126	very satisfied with them,have no problem	5/17/2015 10:56 PM
127	multi person vehicles	5/17/2015 10:43 PM
128	Booking service innovation	5/17/2015 8:12 AM
129	Also they should be red	5/16/2015 6:19 PM
130	I pay too much and drivers don't get paid enough	5/16/2015 11:11 AM

**Q5 Have you heard about rideshare services, for example passenger services provide by Uber or Lyft?**

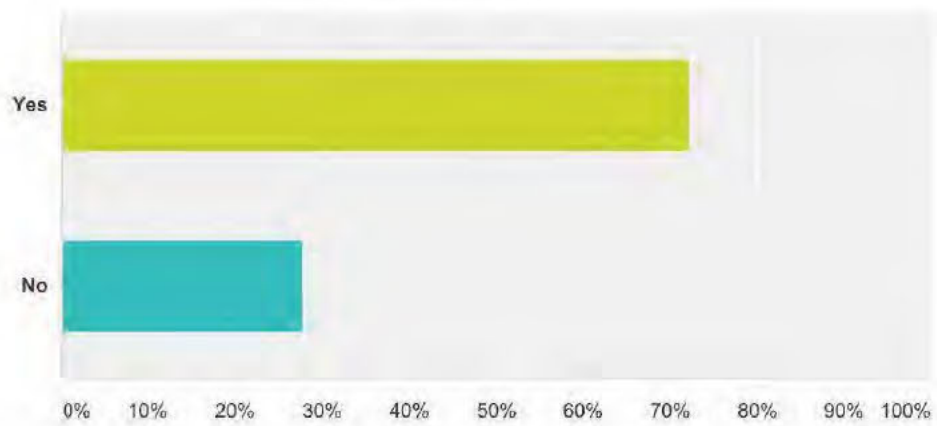
Answered: 1,934 Skipped: 19



Answer Choices	Responses	
Yes	97.31%	1,882
No	2.69%	52
<b>Total</b>		<b>1,934</b>

### Q6 Have you ever used rideshare services elsewhere?

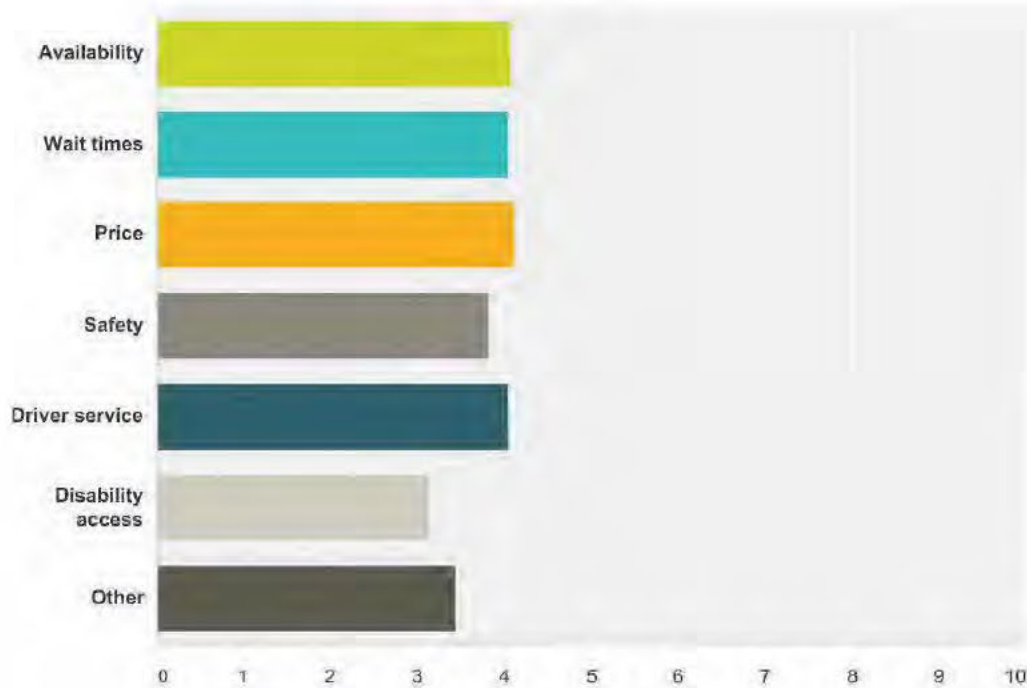
Answered: 1,929 Skipped: 24



Answer Choices	Responses	
Yes	72.16%	1,392
No	27.84%	537
<b>Total</b>		<b>1,929</b>

### Q7 If so, how satisfied were you with the rideshare service?

Answered: 1,552 Skipped: 401



	Very dissatisfied	Dissatisfied	Neither dissatisfied or satisfied	Satisfied	Very satisfied	Total	Weighted Average
Availability	10.06% 155	4.68% 72	7.08% 109	23.57% 363	54.61% 841	1,540	4.08
Wait times	9.74% 149	5.03% 77	7.39% 113	26.47% 405	51.37% 786	1,530	4.05
Price	10.40% 159	3.20% 49	7.78% 119	21.12% 323	57.49% 879	1,529	4.12
Safety	16.69% 256	2.74% 42	9.00% 138	25.23% 387	46.35% 711	1,534	3.82
Driver service	12.50% 191	3.14% 48	7.07% 108	22.51% 344	54.78% 857	1,528	4.04
Disability access	16.04% 231	4.65% 67	50.21% 723	7.36% 106	21.74% 313	1,440	3.14
Other	13.43% 97	3.05% 22	42.52% 307	6.79% 49	34.21% 247	722	3.45

#	Other (please specify)	Date
1	I tried to book uber on weekends but I get to know they were charging more than three times of a normal taxi	6/19/2015 4:49 PM
2	I had three accounts set up in NYC: Uber + Way2Ride and another one (forgot name) for the yellow cabs. So quick and easy. Taxis are unaffordable in Canberra. Your app won't work for me in Bruce (couldn't find my location repeatedly) and the phone booking system is awful. And recently I tried to order a cab to the bus stop at Jamison and was told I'd have to carry all my heavy groceries around to the TAB - I walked home instead.	6/19/2015 12:15 AM

## Taxi Industry Innovation Review - Community Consultation survey

3	Vehicles are much cleaner and newer. Drivers delightful.	6/18/2015 6:06 PM
4	Ease of use and fare splitting is great!	6/17/2015 1:55 PM
5	Reliability	6/17/2015 12:34 AM
6	They turn up when you ask them to. Not like Canberra cabs.	6/16/2015 11:55 AM
7	Cars used and car cleanliness	6/15/2015 12:23 AM
8	Car cleanliness much better than most taxis. And also used the air conditioning which many taxis seem to stingy to turn on	6/12/2015 2:40 AM
9	I would use an über over a taxi any day	6/12/2015 1:20 AM
10	Easy of payment, VERY CLEAN CARS, knowledge of city	6/11/2015 4:05 PM
11	Uber is a great option for people. I have used it all over the world. Very safe and affordable better than a TAXI	6/11/2015 3:39 PM
12	It COULD NOT be any worse than a TAXI service. Infact I think UBER drivers would be more friendly and curious as it is THEIR car not borrowed from the boss and CLEAN.	6/11/2015 2:09 PM
13	You know exactly where the car is, who your driver is and approx cost. If you have a bad trip, you can rate the driver and it actually has an impact.	6/11/2015 1:15 PM
14	Price is doesn't matter .. we need safety first.	6/11/2015 12:38 PM
15	I would like to see ride sharing services in the ACT	6/11/2015 11:12 AM
16	i never heard	6/11/2015 10:57 AM
17	App features	6/11/2015 8:48 AM
18	Reliability	6/11/2015 8:44 AM
19	Ease of using service	6/11/2015 8:42 AM
20	Will never use again	6/11/2015 12:25 AM
21	We don't have ride share in the act so can't comment. I am an uber supporter!!!!	6/10/2015 11:48 PM
22	Range of vehicles and immediate dispatch means you never have to wait long for a car and the driver is happy to get your business.	6/10/2015 11:36 PM
23	the survey would not let me choose very satisfied for all the above - but i was. My Uber driver in Sydney was fabulous	6/10/2015 11:23 PM
24	Responsiveness of the service	6/10/2015 11:03 PM
25	Generally nicer	6/10/2015 10:50 PM
26	Payment	6/10/2015 10:47 PM
27	There is literally no reason to choose a taxi over Uber/Lyft. They are superior in every way and everyone wins. Well, the only people who don't win are the taxi companies who refuse to adapt to a changing market.	6/10/2015 10:42 PM
28	payment receipt via email	6/10/2015 10:34 PM
29	Totally unsafe	6/10/2015 10:27 PM
30	Gunghalin	6/10/2015 10:25 PM
31	Personalised and professional!	6/10/2015 10:09 PM
32	Apps for booking are far superior to taxi apps	6/10/2015 9:33 PM
33	Feel safer knowing who my driver is	6/10/2015 9:01 PM
34	More convenient	6/10/2015 8:31 PM
35	Convenience	6/10/2015 7:32 PM
36	Very interesting drivers who engage with the passenger	6/10/2015 6:58 PM

## Taxi Industry Innovation Review - Community Consultation survey

37	The feedback between drivers and passengers.	6/10/2015 6:40 PM
38	Every person against Uber should try it. I was amazed with the service while traveling in the USA. I felt like I was in the car with a mate. I hate having to catch taxis in Canberra. I would rather pay \$70 a day to park at the airport.	6/10/2015 6:19 PM
39	I would like to have rideshare services available in Canberra	6/10/2015 6:17 PM
40	Please bring Uber to Canberra!!!	6/10/2015 6:15 PM
41	General hygiene.	6/10/2015 6:13 PM
42	Ease of payment - no cash needed	6/10/2015 6:05 PM
43	Uber has been a fantastic alternative; I use it for personal needs and for business. Compared to taxis, they are quick, reliable, pleasant to deal with, and affordable. The app is easy to use, there is an option to rate the driver and leave a review. I hope Uber will come to Canberra soon.	6/10/2015 6:02 PM
44	Fresh ideas with the chance to improve the economics of families not owning a second car	6/10/2015 6:01 PM
45	Technology utilisation	6/10/2015 6:00 PM
46	Not having to sort out payment information is fantastic. I just book, get picked up, and arrive.	6/10/2015 5:51 PM
47	Much better to have choice, thanks.	6/10/2015 5:51 PM
48	Cleanliness / quality of vehicles	6/10/2015 5:48 PM
49	ease of use of Uber is awesome in other cities!	6/10/2015 5:46 PM
50	Driver had no knowledge of the roads	6/6/2015 2:19 PM
51	Great way to pay with automatic PayPal deduction, instead of searching for cash before getting out.	6/5/2015 10:46 AM
52	uber is illegal, they don't pay you tax, shut uber down!!!!	6/3/2015 9:18 PM
53	I would prefer Uber over a taxi even if the price was doubled. I do think that our taxis are better than other cities	5/27/2015 1:16 PM
54	Did not feel safe. No govt regulation so no conformity. Uber does not cater to not is it interested servings the transport needs of the disabled	5/24/2015 10:58 AM
55	Convenience of use.	5/23/2015 6:07 PM
56	they spoke english not english as a 2nd language	5/23/2015 2:33 AM
57	Surge pricing	5/21/2015 7:38 PM
58	No safety	5/21/2015 4:13 PM
59	Not legitimate way	5/21/2015 4:05 PM
60	Unlicensed cars & Drivers illegal business module not benefiting the economy not declaring income where does the money Trail Go	5/21/2015 2:31 PM
61	Asked for a taxi & were supplied a hire car wanted to charge more than quoted price due to traffic delay to London	5/21/2015 12:44 PM
62	Price surge was 5 times normal rate. They should never be allowed to charge above the normal rate no surging.	5/21/2015 12:25 PM
63	they are not legal anywhere in australia	5/21/2015 12:19 PM
64	they dont pay tax	5/21/2015 11:48 AM
65	clean	5/21/2015 11:43 AM
66	trouble identifying the vehicle	5/21/2015 11:38 AM
67	Illegal	5/20/2015 1:46 PM
68	Cleanliness	5/20/2015 11:29 AM
69	Uber is a bad idea. Don't go there	5/20/2015 11:20 AM
70	Rating system filters out bad drivers and cars	5/20/2015 10:34 AM

## Taxi Industry Innovation Review - Community Consultation survey

71	It's direct. It's simple, effective and efficient	5/20/2015 10:32 AM
72	no video surveillance	5/20/2015 9:47 AM
73	Driver grooming and respect	5/20/2015 8:29 AM
74	No safety at all	5/20/2015 8:09 AM
75	Driver knew where to go and could speak English	5/20/2015 8:09 AM
76	Very clean cars courteous drivers	5/20/2015 6:51 AM
77	150+ uber rides	5/20/2015 4:48 AM
78	very unsecured service.	5/20/2015 2:47 AM
79	Drivers donot know the way	5/20/2015 1:45 AM
80	Best app	5/20/2015 1:05 AM
81	Uber is all good they are competitive taxis are not I am a normal everyday user and choose the best service not the service that cries foul of competition. I am studying currently and its great to have a cheaper, safer service on a night out	5/19/2015 11:49 PM
82	clean car	5/19/2015 11:00 PM
83	Pleasant respectful people who treat customers as vip	5/19/2015 10:40 PM
84	illegal,unlicenced and uninsured,should be banned	5/19/2015 10:20 PM
85	very clean	5/19/2015 9:45 PM
86	trnaperancy	5/19/2015 9:18 PM
87	not legal	5/19/2015 7:57 PM
88	they are unlicenced drivers	5/19/2015 7:44 PM
89	Vehicle type cleanliness and condition	5/19/2015 7:35 PM
90	Not professional,makes our city look cheap.	5/19/2015 7:25 PM
91	criminals now have tax free employment with uber.	5/19/2015 7:20 PM
92	imitation tax dodging taxi	5/19/2015 7:14 PM
93	amazing innovation	5/19/2015 6:59 PM
94	Clean cars	5/19/2015 6:40 PM
95	Na	5/19/2015 6:22 PM
96	ease of use was amazing	5/19/2015 6:04 PM
97	Non Professional	5/19/2015 5:54 PM
98	cant claim gst	5/19/2015 5:09 PM
99	Is UBER or Lyft legal as they do comply with the states regulations	5/19/2015 5:06 PM
100	No security no checks.	5/19/2015 4:59 PM
101	Congenialty	5/19/2015 4:41 PM
102	Uber is the best! Never catching a cab again!	5/19/2015 4:24 PM
103	Transparency: Uber allows users to view driver profiles, including reviews from other users of the driver.	5/19/2015 4:13 PM
104	Uber service driver has idea. Where is he going. Many off them don't know proper road rules. Car very unsafe and old. Driver can't speak English properly. Always rallies on gps navigation. So I think über not for me.	5/19/2015 4:04 PM
105	Cleanliness	5/19/2015 3:54 PM
106	Cleanliness	5/19/2015 3:28 PM

## Taxi Industry Innovation Review - Community Consultation survey

107	power of the rider to be able to track the route on mobile device so driver can not dupe you	5/19/2015 3:23 PM
108	Water and mints in uber cars	5/19/2015 3:20 PM
109	It's just a better overall service	5/19/2015 2:55 PM
110	Mobile apps	5/19/2015 2:54 PM
111	seem to have limited areas that is they will take you places but not be available for return trip	5/19/2015 1:58 PM
112	ease of booking and driver - customer transparency	5/19/2015 1:58 PM
113	very cheap fast and reliable.	5/19/2015 1:55 PM
114	great service	5/19/2015 1:50 PM
115	accountability for route and pricing	5/19/2015 1:33 PM
116	sexual harassment	5/19/2015 1:24 PM
117	Uber is excellent, much better than taxis	5/19/2015 1:21 PM
118	Booking app and payment options	5/19/2015 12:50 PM
119	I am a big advocate of Uber as a frequent user. I have caught regular taxis in Canberra and Sydney and do not feel safe as a young female passenger. I have had taxi drivers lock me in their cars and yell at me and Canberra taxis charge an unfair amount. Uber is great for tracking your trick and are very transparent.	5/19/2015 12:48 PM
120	cleanliness	5/19/2015 12:36 PM
121	The ability to rate a driver after each ride is a game changer. I now feel empowered as a consumer.	5/19/2015 12:16 PM
122	<a href="https://www.facebook.com/TaxiDriversAustralia/posts/730108480433785">https://www.facebook.com/TaxiDriversAustralia/posts/730108480433785</a>	5/19/2015 12:16 PM
123	?????????	5/19/2015 12:14 PM
124	reliability	5/19/2015 11:31 AM
125	Technology is great, being able to contact driver and track car	5/19/2015 8:23 AM
126	That I can give feedback simply and immediately	5/19/2015 3:36 AM
127	Convenience of booking and payment	5/18/2015 11:29 PM
128	See previous comment. Uber cars were also cleaner and the drivers more hygienic as their ability to get work relies on a rated system. In addition, there is a system of protection in place for all ride sharing drivers because if passengers act up, they will be rated poorly and not allowed to participate.	5/18/2015 9:55 AM
129	smartphone app	5/18/2015 9:48 AM
130	Uber is illegal. Close it and others like it down.	5/18/2015 9:41 AM
131	Competition	5/18/2015 6:08 AM
132	Appearance, and communication by driver	5/17/2015 10:57 PM
133	i enquired of driver as to legal status and was mislead	5/17/2015 10:43 PM
134	The driver drove safer, but the overall safety of the product is in question, as the driver isn't registered.	5/17/2015 9:10 AM
135	Booking experience was superb	5/17/2015 8:12 AM
136	Modern technology providing for ETA, tracking, identification and electronic payment without fuss, without price gouging and allowing for public feedback.	5/16/2015 8:26 PM
137	not a monopoly	5/16/2015 1:25 PM

2.2(a)(ii) "

**Sent:** 26/04/2017 10:46 PM

**To:** 2.2(a)(ii)

**Subject:** FW: 2015 Surveys of People Living with Disabilities [SEC=UNCLASSIFIED, DLM=Sensitive]

**Attachments:** 20150511 PWD Customer Survey PRINT version.docx, PWD Survey Series B - full text.pdf

Hi 2.2(a)(ii) – they were sent to you on 19 April. Here are surveys 1 of 2.

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2.2(a)(ii)

**Sent:** Wednesday, 19 April 2017 2:57 PM

**To:** 2.2(a)(ii)

**Cc:** 2.2(a)(ii); 2.2(a)(ii)

**Subject:** 2015 Surveys of People Living with Disabilities [SEC=UNCLASSIFIED, DLM=Sensitive]

2.2(a)(ii)

Attached are surveys of people living with disabilities, administered around June 2015, and the results.

Let us know if you have any questions.

2.2(a)(ii)

2.2(a)(ii) | Senior Policy Officer

Regulatory Reform | Government Reform | Chief Minister, Treasury & Economic Development Directorate | ACT Government

Phone, 2.2(a)(ii) | Email, 2.2(a)(ii)

Level 4, Canberra Nara Centre | GPO Box 158 CANBERRA ACT 2601 | [www.act.gov.au](http://www.act.gov.au)

# Accessible Public Transport in the ACT

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## We Are Seeking Your Feedback

The ACT Government is undertaking an Innovation Review of the taxi industry in the ACT. Part of the Review process includes a customer survey to gauge the experiences of people with disabilities and older persons about access to, and within taxi transport services and infrastructure.

If you would like to comment on the accessibility of other modes of public transportation, such as ACTION and community buses, we encourage you to provide a written submission to the Review. You can email your submission to: [taxiinnovationreview@act.gov.au](mailto:taxiinnovationreview@act.gov.au), or send by facsimile to (02) 6207 0025.

This survey is subject to provisions under the *Privacy Act 1988 (Cth)*. Information provided by you is strictly confidential, and may only be used for the purpose of the Review and updating accessible public transport priorities.

### Survey instructions:

- Complete the survey and return it in the reply paid envelope attached to:  
Project Officer  
ACT Taxi Industry Innovation Review  
ACT Government  
GPO Box 158 CANBERRA ACT 2601

The survey can also be returned via facsimile to (02) 6207 0025

- If you receive an electronic copy of the survey, you can complete and return it via email to: [taxiinnovationreview@act.gov.au](mailto:taxiinnovationreview@act.gov.au).

Background on the *Disability Standards for Accessible Public Transport 2002 (Cth)* can be found at: <http://disabilitystandards.com.au/34-dsapt>

Your participation in this survey provides important feedback. Please return the survey by **29 June 2015**.

**Office of Regulatory Services**  
Public Transport Regulation

Dickson Motor Vehicle Registry, 13 – 15 Challis Street Dickson  
GPO Box 158 Canberra City ACT 2601 / Phone 6205 4585 / Fax 6207 7160

# Accessible Public Transport

## Customer Survey

### PART A - Information about you

(All information you provide is kept confidential)

1. Are you  male  female

2. How old are you?

- younger than 15     between 15 – 24     between 25 – 34  
 between 35 – 44     between 45 – 64     over 65

3. Are you:

- a carer                       a parent  
 a partner                     a person with a disability (Go to Q 4)  
 an older person           an interested party

4. Please indicate the type of disability you have:

- visual                       hearing                       physical  
 intellectual                 brain injury                 psychological  
 speech                       other \_\_\_\_\_

Please indicate

5. Are you:
- employed       a student       a pensioner       other
6. What suburb do you live in? \_\_\_\_\_
7. Are you aware of the range of public transport services available in the Australian Capital Territory?
- yes       no
8. What method of transport do you normally use to commute in Canberra?
- own car                       hire car
- bus                               standard Taxi
- bicycle                         wheelchair Accessible Taxi
- car pool                         walk/wheelchair/scooter
- Other (please indicate) \_\_\_\_\_

## **PART B - Information about taxi services...**

9. Do you use a taxi service or hire car?  yes  no
10. If NO – you don't use the taxi service or hire car because....
- I have access to a vehicle/driver       long wait times
- too expensive                               I use other public transport
- not reliable                                   other

11. If YES – which taxi or hire car provider do you use?
- Cabxpress service     Silver Service     Canberra Elite / Canberra Cab
- Independent     hire car
12. What type of taxi do you use?
- standard taxi     wheel chair taxi (single)     wheel chair taxi (double)
- silver service     hire car
13. How many times per week do you catch a taxi or hire car?
- frequently     sometimes     rarely
14. When using taxi/wheelchair accessible taxi/hire car services, what is your usual region of origin?
- Belconnen
- Canberra Airport
- Gungahlin
- Inner city (eg. Canberra CBD, Braddon)
- Inner North (eg. Lyneham, Campbell)
- Inner South (eg. Griffith, Kingston)
- Jerrabomberra
- Queanbeyan
- Tuggeranong
- Weston Creek

Woden Valley

Other (please indicate) \_\_\_\_\_

15. How do you book a taxi or hire car?

automated booking service

speak to an operator

internet/smart phone

direct with driver (private hiring)

other

Comments: \_\_\_\_\_

---

16. For standard taxi or wheelchair accessible taxi bookings made through 13WATS in advance, do the taxis generally arrive:

Before time

On-time

Late, by:

-  Less than 10 mins

-  10-14 mins

-  15-19 mins

-  20-29 mins

-  30 mins or more

17. For standard taxi or wheelchair accessible taxi bookings made through 13WATS for immediate pick-up, how long do the taxis generally take to arrive:

Less than 10 mins

10-14 mins

15-19 mins

20-29 mins

30 mins-1 hr

1 hr-2 hr

2+ hrs

18. For standard taxi bookings made directly through a driver (private hirings), how long do the taxis generally take to arrive:

Less than 10 mins

10-14 mins

15-19 mins

20-29 mins

30 mins-1 hr

1 hr-2 hr

2+ hrs

19. If you have made a booking directly through a driver, what were your reasons for this method of hiring a taxi/wheelchair accessible taxi?

Reliable and timely service

Convenience

- Driver familiar with your requirements
- Trust (fare matters)
- Other (please indicate) \_\_\_\_\_

20. How long (in minutes) do you think it is reasonable to wait for a standard taxi/wheelchair accessible taxi?

\_\_\_\_\_

21. Do you have a regular time of the day, or regular day/s you regularly travel by taxi or hire car? If so, what days/ times?

\_\_\_\_\_

22. Please tell us about the Taxi Subsidy Scheme (TSS). Are you:

- a member of the Taxi Subsidy Scheme (75 percent)
- a member of the Taxi Subsidy Scheme (50 percent)
- not a member of the Taxi Subsidy Scheme

23. Do you have access difficulties using taxis or hire cars?  yes  no (Go to Q27)

24. If YES – please indicate what causes the difficulty and indicate which taxi network or provider;

CANBERRA ELITE / CANBERRA CABS

- |  |  |
|--|--|
| <input type="checkbox"/> physical access into and out of vehicle | <input type="checkbox"/> driver attitude |
| <input type="checkbox"/> using the Taxi Subsidy scheme vouchers  | <input type="checkbox"/> safety          |

waiting times

#### SILVER SERVICE

physical access into and out of vehicle

driver attitude

using the Taxi Subsidy scheme vouchers

safety

waiting times

#### CABXPRESS NETWORK

physical access into and out of vehicle

driver attitude

using the Taxi Subsidy Scheme vouchers

safety

waiting times

#### INDEPENDENT TAXIS

physical access into and out of vehicle

driver attitude

using the Taxi Subsidy scheme vouchers

safety

waiting times

#### HIRE CAR

physical access into and out of vehicle

driver attitude

safety

waiting times

25. Can you usually see the taxi driver identification card from where you are seated?

yes

no

26. Can you usually see the taxi meter from where you are seated?

yes       no

27. Please rank the key factors in determining whether you use a taxi:

	UNIMPORTANT			VERY IMPORTANT	
	1	2	3	4	5
Necessity	1	2	3	4	5
Cost	1	2	3	4	5
Service	1	2	3	4	5
Reliability	1	2	3	4	5
Timeliness	1	2	3	4	5
Safety	1	2	3	4	5
Other (please indicate)	1	2	3	4	5

28. Have you ever made a formal complaint about a taxi service or hire car?

yes       no

29. If YES - were you satisfied with the outcome of your complaint?  yes  no.

## **PART B - Information about transportation infrastructure**

30. Do you have difficulty accessing taxi ranks?  yes  no

31. If YES – please tell us which taxi rank you are having difficulty with and why...

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32. Do you have problems using your local/regular bus stop?  Yes  No

33. If YES – what is the issue and where is the stop located?

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34. Do you experience difficulty using bus interchanges, the Jolimont Centre or Kingston Railway Station?

yes  no

35. If YES – please indicate which interchange/station:

- |   |   |
|---|---|
| <input type="checkbox"/> City                   | <input type="checkbox"/> Tuggeranong              |
| <input type="checkbox"/> Belconnen              | <input type="checkbox"/> Jolimont Centre          |
| <input type="checkbox"/> Belconnen Cohen Street | <input type="checkbox"/> Woden                    |
| <input type="checkbox"/> Westfield Belconnen    | <input type="checkbox"/> Kingston Railway Station |

36. At the interchange, do you have difficulty with:

- |                                  |                                 |  |
|----------------------------------|---------------------------------|--|
| <input type="checkbox"/> signage | <input type="checkbox"/> curbs  | <input type="checkbox"/> ramps                   |
| <input type="checkbox"/> seating | <input type="checkbox"/> safety | <input type="checkbox"/> tactile indicator tiles |

- toilets                       access paths                       surfaces
- hearing loop                       timetable information
- locating physical assistance from staff
- waiting areas     bus numbering                       maneuvering areas
- behavior of other people

Additional comments: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

37. Do you have any other comments about the accessibility of public transport infrastructure?

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**PART C – Information about Public Transport Generally**

38. Do you understand how disability standards apply to taxis?

- yes       no

39. Do you think taxis generally meet these requirements? If no, please explain.....

- yes       no

\_\_\_\_\_

40. Do you believe that the taxi service has improved since the 2010 Taxi Review?

yes (please provide additional information as to why)

no     cannot really say

Additional comments:

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41. Would you like to see more use of online technologies and smart phone apps to book taxi/wheelchair accessible taxi services in the ACT?

yes     no

42. Do you believe accessibility of the bus service has improved in the last two years?

yes     no     cannot really say

Additional comments:

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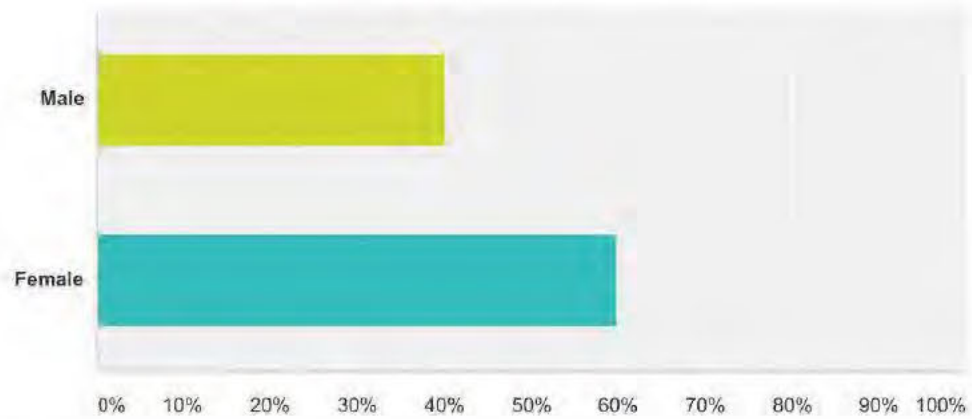
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**Thank you for taking the time to provide your feedback**

# Accessible Public Transport in the ACT

## Q1 Are you male or female?

Answered: 60 Skipped: 0

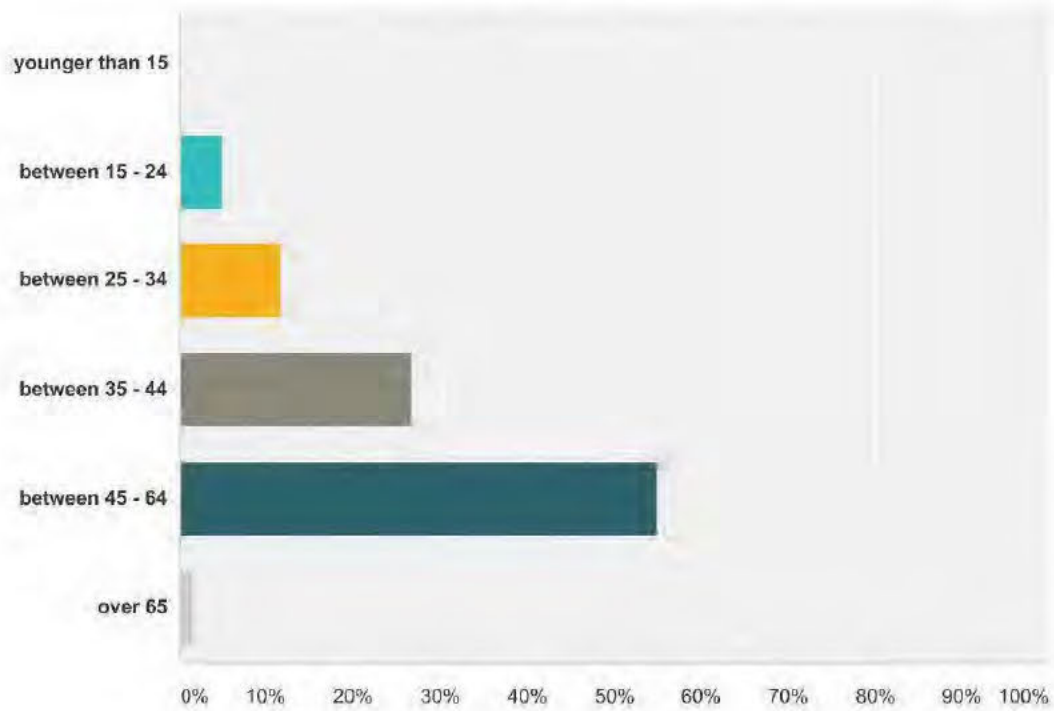


Answer Choices	Responses	
Male	40.00%	24
Female	60.00%	36
<b>Total</b>		<b>60</b>

# Accessible Public Transport in the ACT

## Q2 How old are you?

Answered: 60 Skipped: 0

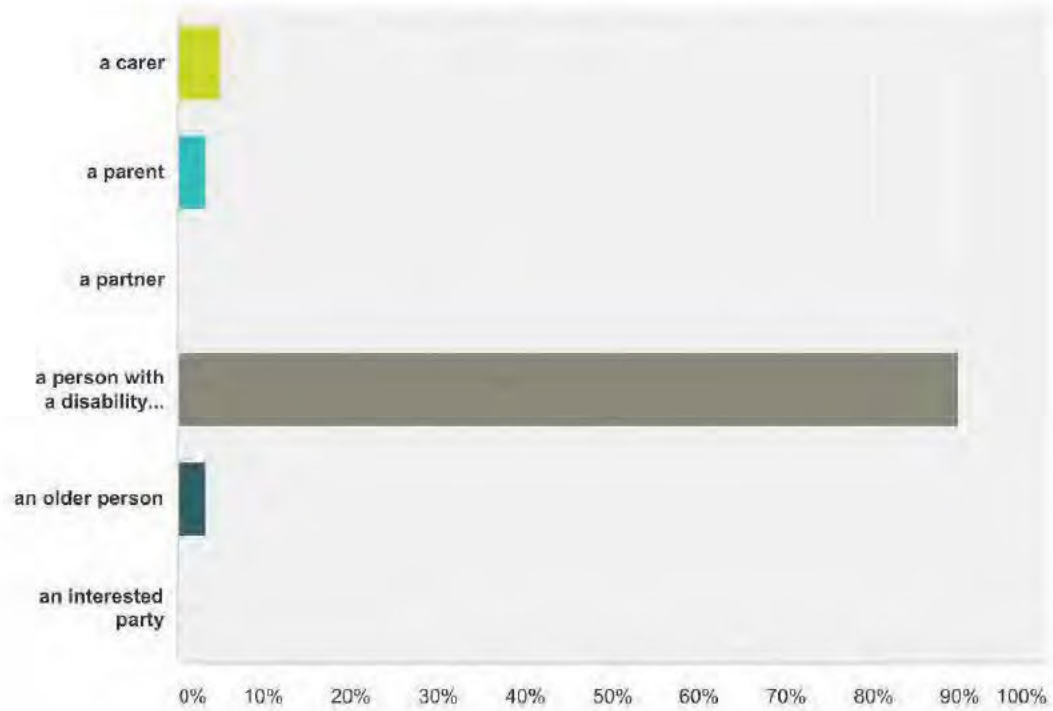


Answer Choices	Responses
younger than 15	0.00% 0
between 15 - 24	5.00% 3
between 25 - 34	11.67% 7
between 35 - 44	26.67% 16
between 45 - 64	55.00% 33
over 65	1.67% 1
<b>Total</b>	<b>60</b>

# Accessible Public Transport in the ACT

## Q3 Are you:

Answered: 60 Skipped: 0

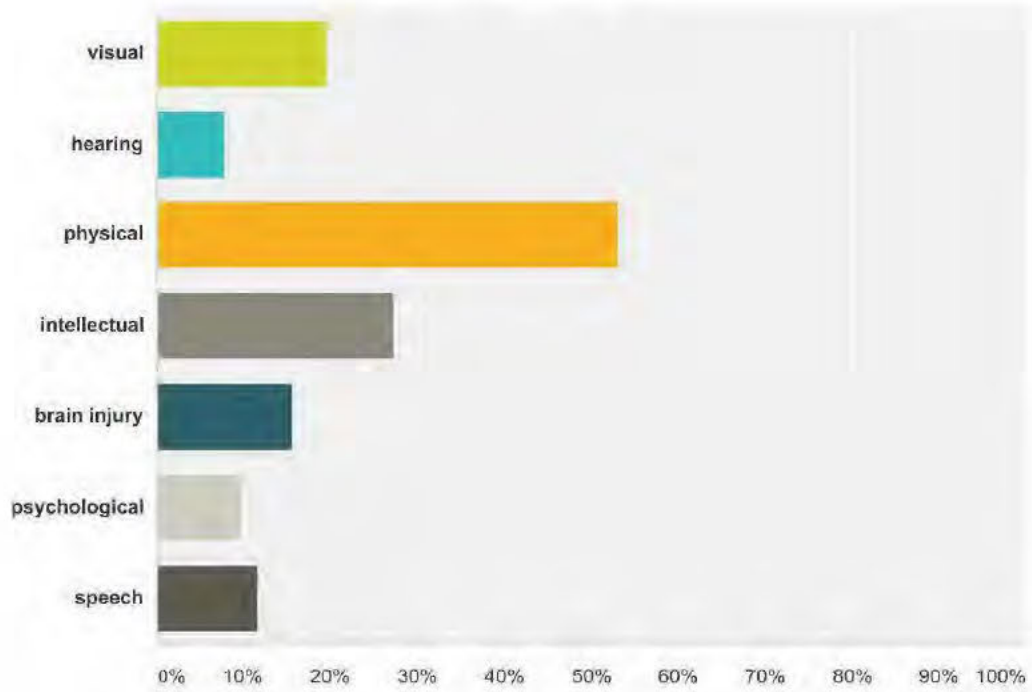


Answer Choices	Responses
a carer	5.00% 3
a parent	3.33% 2
a partner	0.00% 0
a person with a disability (Go to Question 4)	90.00% 54
an older person	3.33% 2
an interested party	0.00% 0
<b>Total Respondents: 60</b>	

# Accessible Public Transport in the ACT

## Q4 Please indicate the type of disability you have:

Answered: 51 Skipped: 9



Answer Choices	Responses
visual	19.61% 10
hearing	7.84% 4
physical	52.94% 27
intellectual	27.45% 14
brain injury	15.69% 8
psychological	9.80% 5
speech	11.76% 6
<b>Total Respondents: 51</b>	

#	Other (please specify)	Date
1	Stroke	8/7/2015 4:01 PM
2	MS	7/5/2015 8:51 PM
3	sleep apnea	7/5/2015 8:46 PM
4	Non-verbal autistic	7/5/2015 8:17 PM
5	epilepsy	7/5/2015 7:40 PM
6	walk with sticks, cannot carry, require seat cushion; sometimes may require scooter/wheelchair.	7/5/2015 4:40 PM

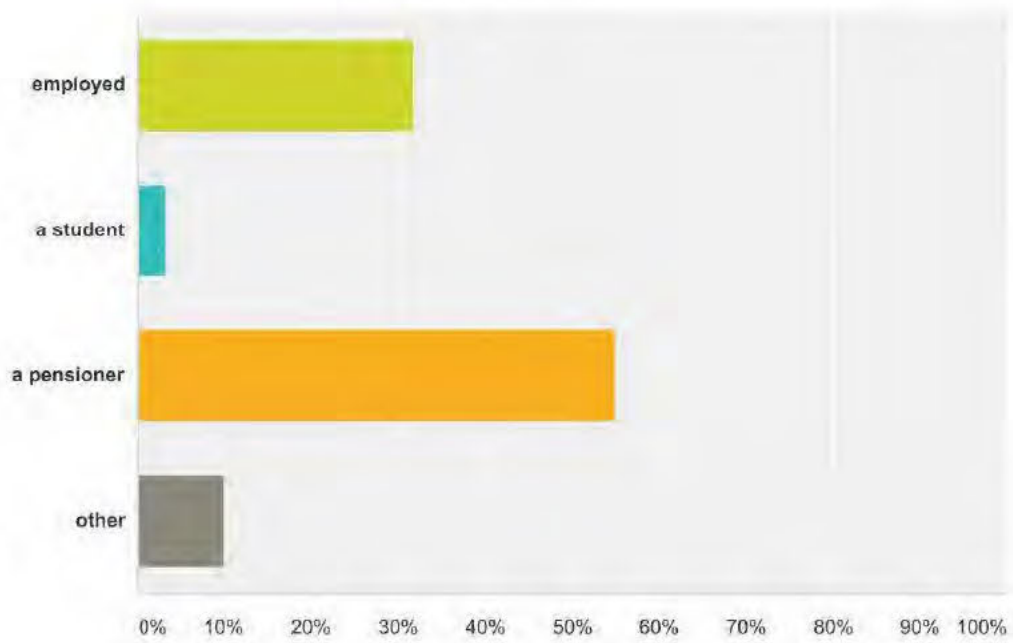
## Accessible Public Transport in the ACT

7	chronic back pain & knee	7/5/2015 4:22 PM
8	Suffered mini-strokes.	7/5/2015 4:17 PM
9	Epilepsy	7/5/2015 3:27 PM
10	Down syndrome	7/5/2015 3:04 PM
11	Trauma	7/5/2015 2:43 PM
12	Psychiatric	7/5/2015 2:20 PM
13	Double amputee - legs	7/5/2015 2:09 PM
14	Cancer	7/5/2015 1:50 PM

# Accessible Public Transport in the ACT

## Q5 Are you:

Answered: 60 Skipped: 0



Answer Choices	Responses
employed	31.67% 19
a student	3.33% 2
a pensioner	55.00% 33
other	10.00% 6
<b>Total</b>	<b>60</b>

# Accessible Public Transport in the ACT

## Q6 What suburb do you live in?

Answered: 60 Skipped: 0

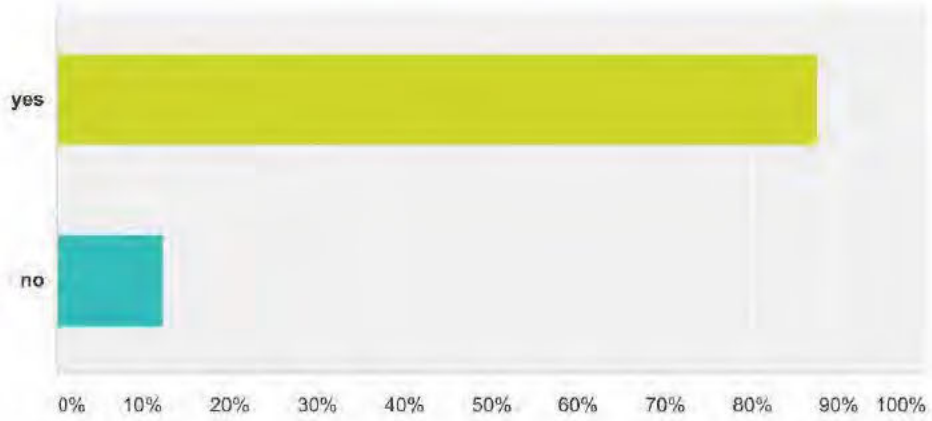
#	Responses	Date
1	Melba	8/7/2015 4:25 PM
2	Bruce	8/7/2015 4:22 PM
3	Weston	8/7/2015 4:14 PM
4	Banks	8/7/2015 4:10 PM
5	Weston	8/7/2015 4:01 PM
6	Narrabundah	7/5/2015 8:51 PM
7	Kaleen	7/5/2015 8:46 PM
8	Kambah	7/5/2015 8:43 PM
9	Naunnawal	7/5/2015 8:38 PM
10	casey	7/5/2015 8:34 PM
11	Narrabundah	7/5/2015 8:31 PM
12	Narrabundah	7/5/2015 8:27 PM
13	Page	7/5/2015 8:23 PM
14	Curtin	7/5/2015 8:17 PM
15	Duffy	7/5/2015 7:58 PM
16	Richardson	7/5/2015 7:54 PM
17	[ ]	7/5/2015 7:51 PM
18	Stirling	7/5/2015 7:46 PM
19	Stirling	7/5/2015 7:40 PM
20	Reid	7/5/2015 7:30 PM
21	Fisher	7/5/2015 7:25 PM
22	Kambah	7/5/2015 7:11 PM
23	Wanniassa	7/5/2015 6:13 PM
24	Belconnen	7/5/2015 6:06 PM
25	Chifley	7/5/2015 6:01 PM
26	Cook	7/5/2015 5:53 PM
27	Narrabundah	7/5/2015 4:40 PM
28	Watson	7/5/2015 4:22 PM
29	Richardson	7/5/2015 4:17 PM
30	Pearce, until march 2015.	7/5/2015 4:08 PM
31	Florey	7/5/2015 4:00 PM
32	Cook	7/5/2015 3:47 PM
33	Evatt	7/5/2015 3:36 PM

## Accessible Public Transport in the ACT

34	Kambach	7/5/2015 3:32 PM
35	Wanniassa	7/5/2015 3:27 PM
36	Kambah	7/5/2015 3:22 PM
37	Rivett	7/5/2015 3:18 PM
38	Garran	7/5/2015 3:15 PM
39	Bonython	7/5/2015 3:11 PM
40	Garron	7/5/2015 3:06 PM
41	Franklin	7/5/2015 3:04 PM
42	Narabunda	7/5/2015 2:43 PM
43	O'Connor	7/5/2015 2:37 PM
44	Ngunnawal	7/5/2015 2:31 PM
45	Florey	7/5/2015 2:24 PM
46	Kambah	7/5/2015 2:20 PM
47	McKellar	7/5/2015 2:15 PM
48	Holt	7/5/2015 2:09 PM
49	Also a pensioner	7/5/2015 2:03 PM
50	Forde	7/5/2015 1:50 PM
51	Kingston	7/5/2015 1:39 PM
52	Macquarie	7/5/2015 1:33 PM
53	Woden	7/5/2015 1:17 PM
54	Maquarie	7/5/2015 1:07 PM
55	Mawson	7/5/2015 1:03 PM
56	Duffy	7/5/2015 12:58 PM
57	Forde	7/5/2015 12:42 PM
58	Higgins	7/5/2015 12:34 PM
59	Kambah	7/5/2015 12:22 PM
60	Hackett	7/5/2015 12:16 PM

**Q7 Are you aware of the range of public transport services available in the Australian Capital Territory?**

Answered: 57 Skipped: 3

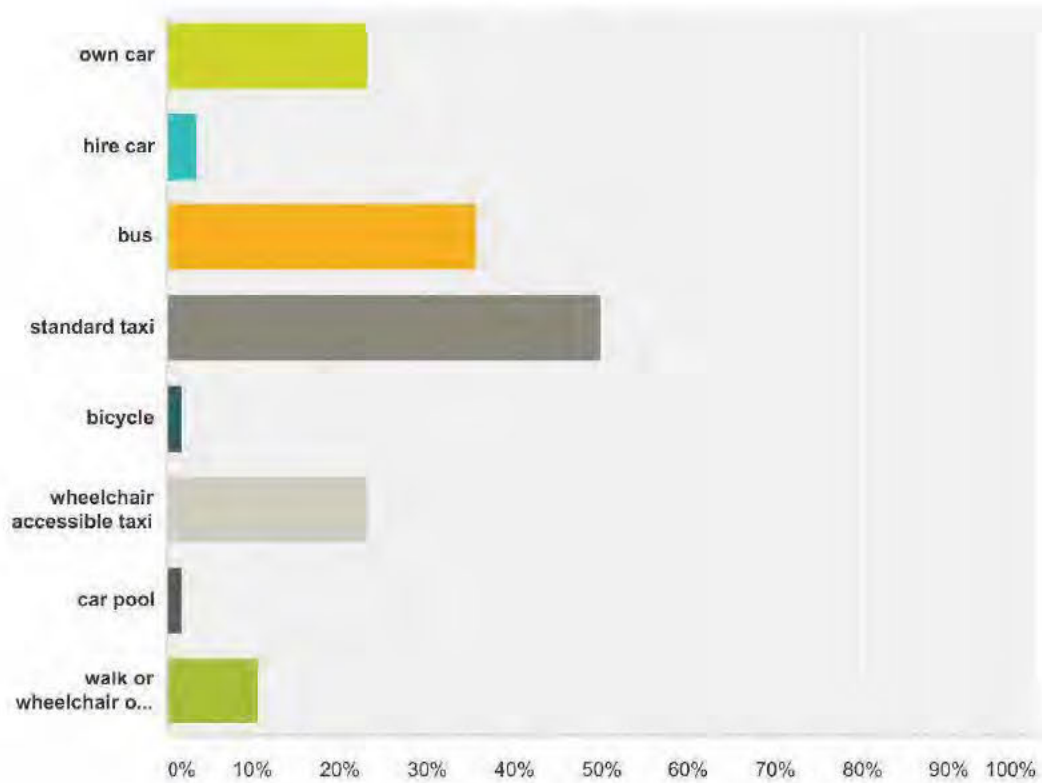


Answer Choices	Responses	
yes	87.72%	50
no	12.28%	7
<b>Total</b>		<b>57</b>

# Accessible Public Transport in the ACT

## Q8 What method of transport do you normally use to commute in Canberra?

Answered: 56 Skipped: 4



Answer Choices	Responses
own car	23.21% 13
hire car	3.57% 2
bus	35.71% 20
standard taxi	50.00% 28
bicycle	1.79% 1
wheelchair accessible taxi	23.21% 13
car pool	1.79% 1
walk or wheelchair or scooter	10.71% 6
<b>Total Respondents: 56</b>	

#	Other (please specify)	Date
1	family car	7/5/2015 8:51 PM
2	car (family member)	7/5/2015 8:43 PM
3	driven by a support worker/family	7/5/2015 7:40 PM

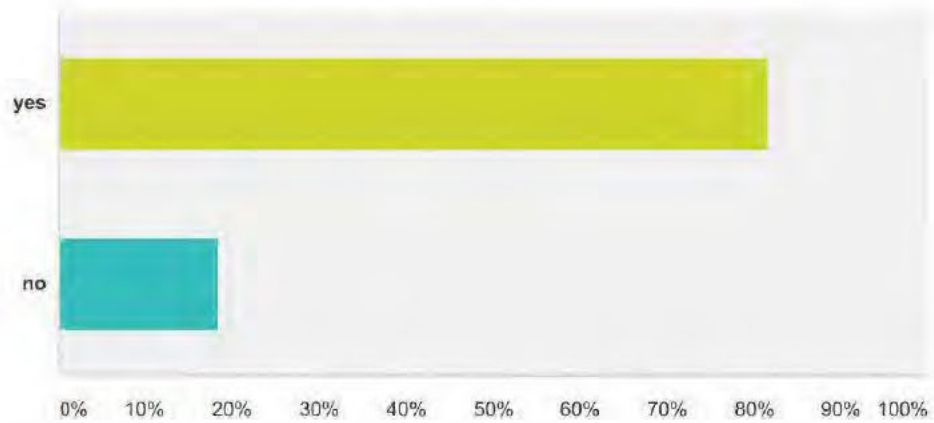
## Accessible Public Transport in the ACT

4	House van	7/5/2015 7:25 PM
5	Community transport	7/5/2015 6:13 PM
6	Carer transport / southside transport	7/5/2015 4:40 PM
7	Carer's taking me out, paying for as I need someone with me.	7/5/2015 4:22 PM
8	Mum's car.	7/5/2015 3:27 PM
9	Wheelchair-accessible van driven by parents	7/5/2015 3:22 PM
10	Service providers	7/5/2015 2:43 PM
11	Carer's car	7/5/2015 2:31 PM
12	Support workers & parents' car	7/5/2015 2:20 PM
13	Community Transport	7/5/2015 2:09 PM
14	BCTS Belconnen Community Transport Services	7/5/2015 1:33 PM
15	mother's car, and bus	7/5/2015 12:22 PM

# Accessible Public Transport in the ACT

## Q9 Do you use a taxi service or hire car?

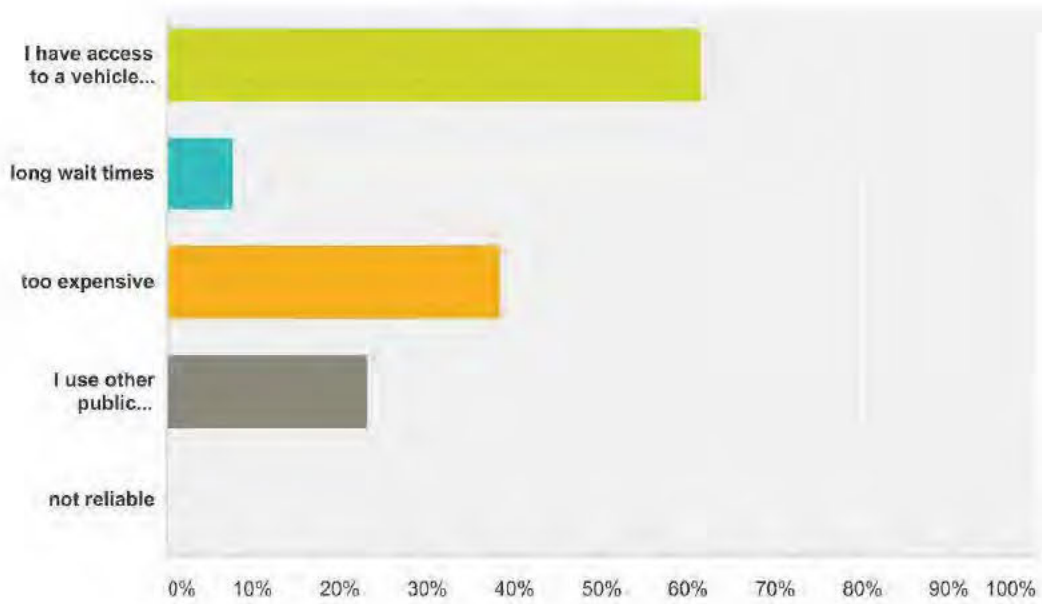
Answered: 60 Skipped: 0



Answer Choices	Responses	
yes	81.67%	49
no	18.33%	11
<b>Total</b>		<b>60</b>

**Q10 If NO - you don't use the taxi service or hire car because...**

Answered: 13 Skipped: 47

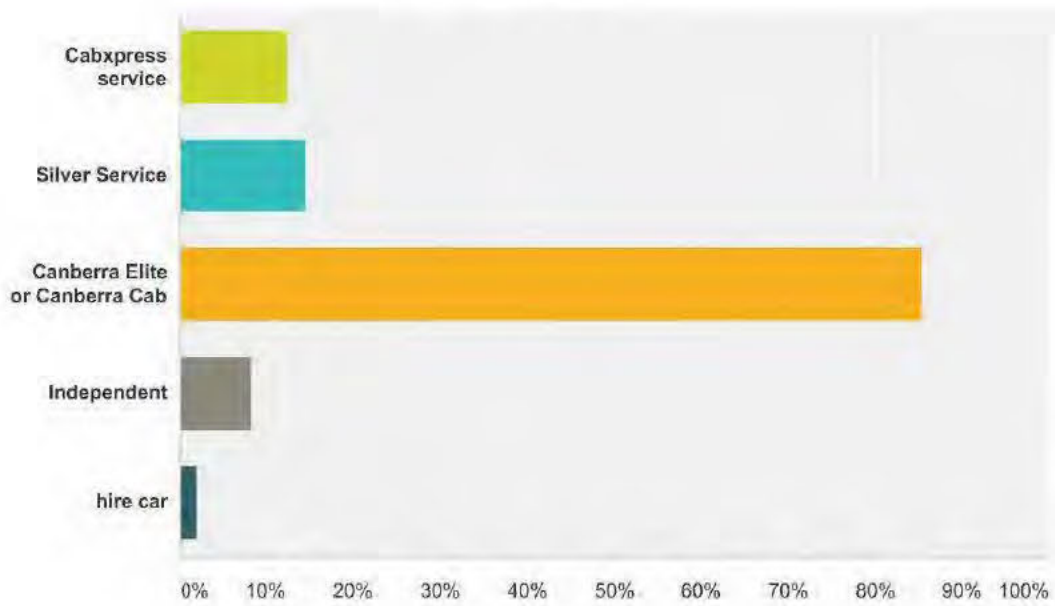


Answer Choices	Responses	
I have access to a vehicle or driver	61.54%	8
long wait times	7.69%	1
too expensive	38.46%	5
I use other public transport	23.08%	3
not reliable	0.00%	0
<b>Total Respondents: 13</b>		

#	Other (please specify)	Date
	There are no responses.	

**Q11 If YES - which taxi or hire car provider do you use?**

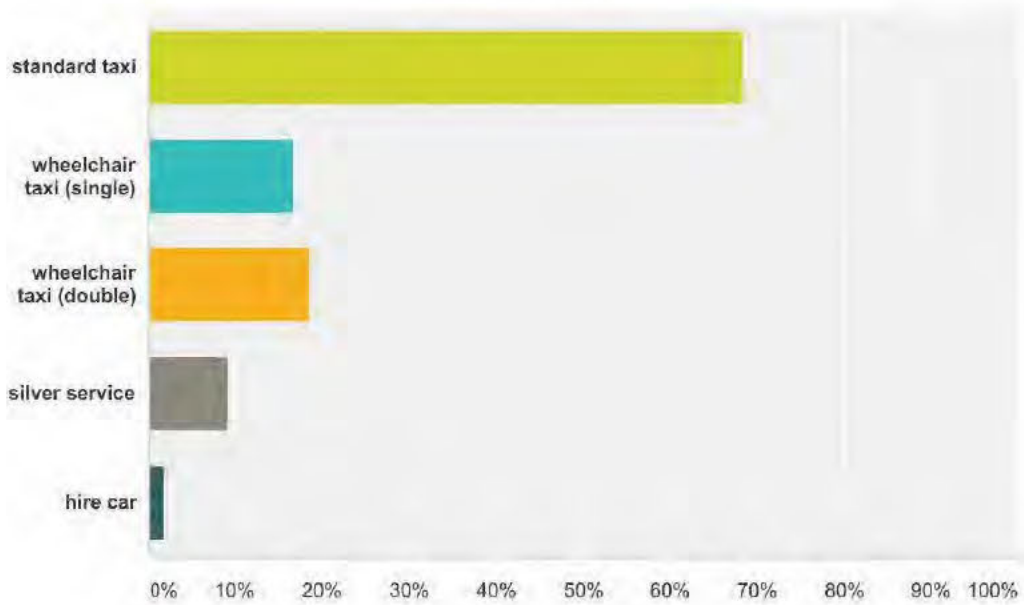
Answered: 48 Skipped: 12



Answer Choices	Responses
Cabxpress service	12.50% 6
Silver Service	14.58% 7
Canberra Elite or Canberra Cab	85.42% 41
Independent	8.33% 4
hire car	2.08% 1
<b>Total Respondents: 48</b>	

**Q12 What type of taxi do you use?**

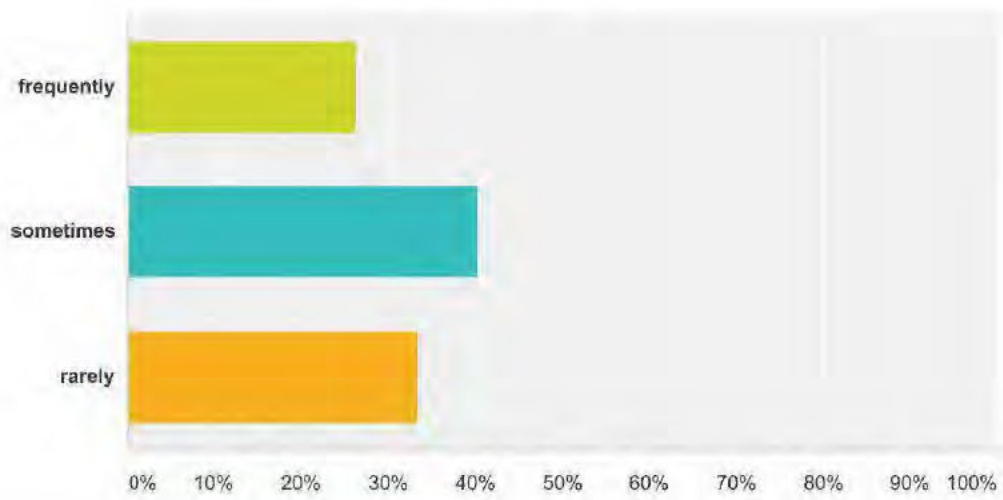
Answered: 54 Skipped: 6



Answer Choices	Responses
standard taxi	68.52% 37
wheelchair taxi (single)	16.67% 9
wheelchair taxi (double)	18.52% 10
silver service	9.26% 5
hire car	1.85% 1
<b>Total Respondents: 54</b>	

**Q13 How many times per week do you catch a taxi or hire car?**

Answered: 57 Skipped: 3

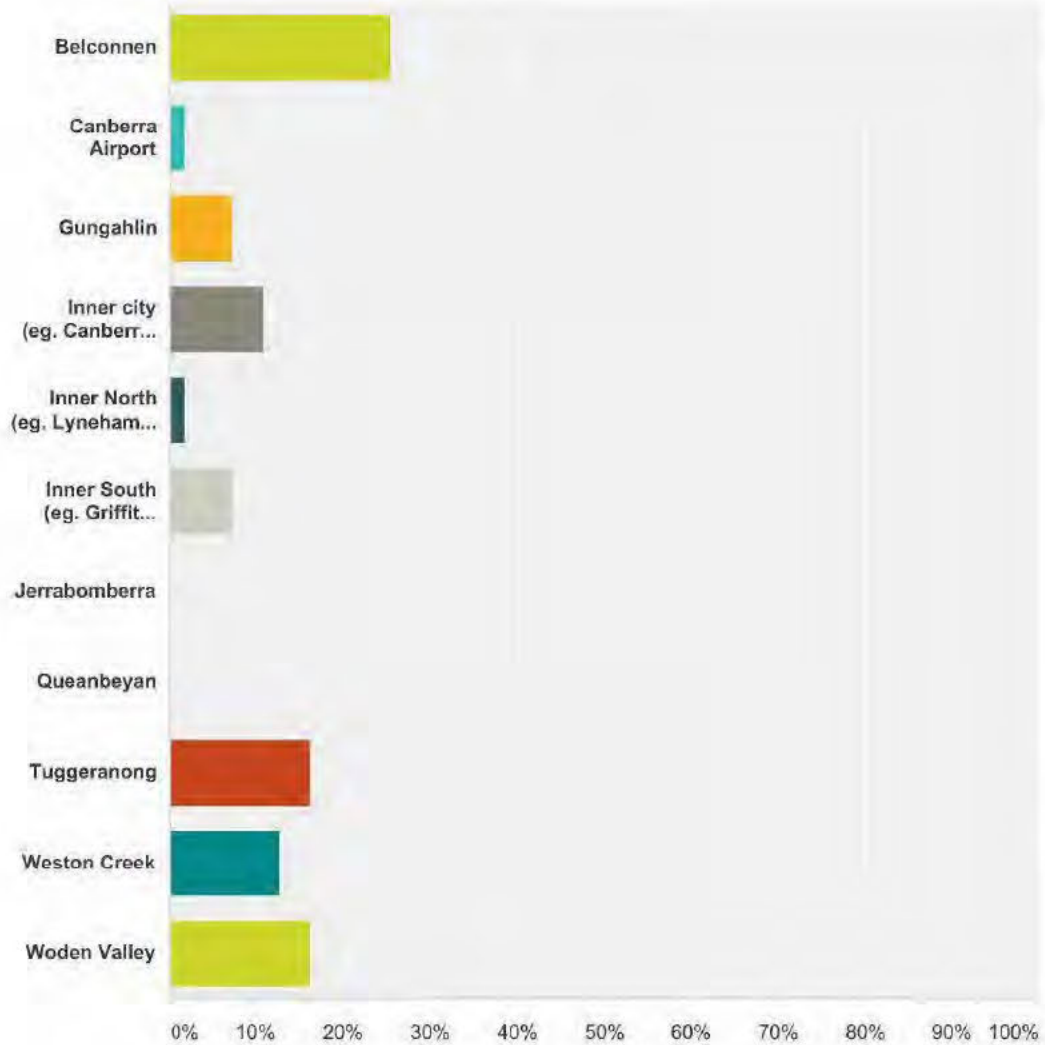


Answer Choices	Responses
frequently	26.32% 15
sometimes	40.35% 23
rarely	33.33% 19
<b>Total</b>	<b>57</b>

# Accessible Public Transport in the ACT

## Q14 When using taxi or wheelchair accessible taxi or hire car services, what is your usual region of origin?

Answered: 55 Skipped: 5



Answer Choices	Responses
Belconnen	25.45% 14
Canberra Airport	1.82% 1
Gungahlin	7.27% 4
Inner city (eg. Canberra CBD, Braddon)	10.91% 6
Inner North (eg. Lyneham, Campbell)	1.82% 1
Inner South (eg. Griffith, Kingston)	7.27% 4
Jerrabomberra	0.00% 0

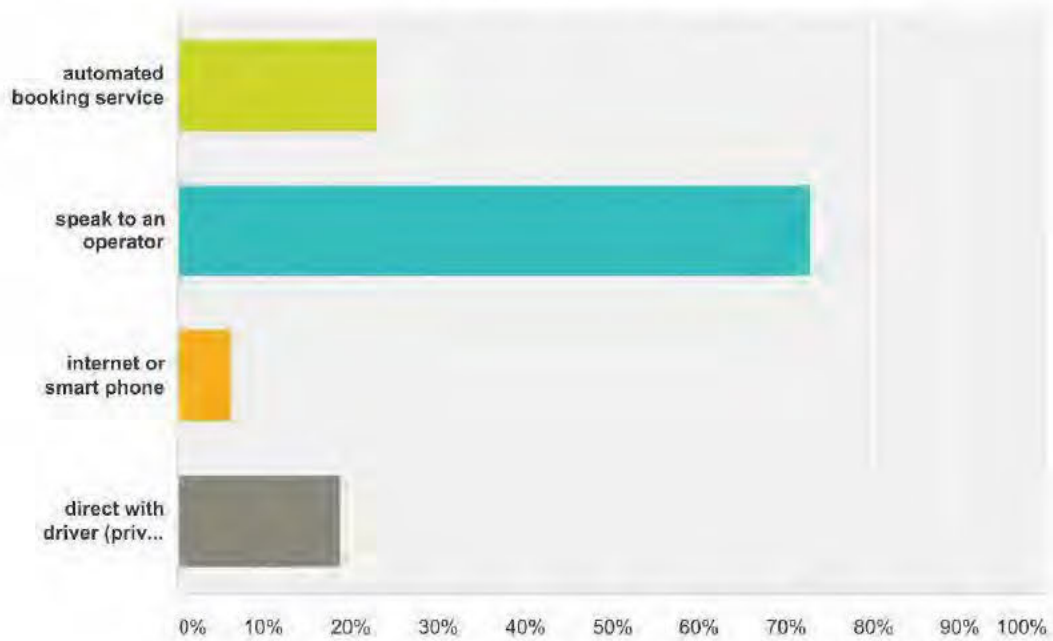
## Accessible Public Transport in the ACT

Queanbeyan	0.00%	0
Tuggeranong	16.36%	9
Weston Creek	12.73%	7
Woden Valley	16.36%	9
<b>Total</b>		<b>55</b>

#	Other (please specify)	Date
1	Canberra Airport	7/5/2015 7:43 PM
2	Woden Valley; Deakin	7/5/2015 7:28 PM
3	[ ]	7/5/2015 6:10 PM
4	Inner South	7/5/2015 5:56 PM
5	Belconnen Hospital, inner City, Woden Valley.	7/5/2015 4:27 PM
6	Woden Valley	7/5/2015 4:19 PM
7	Canberra Airport, Inner City	7/5/2015 3:39 PM
8	Canberra Airport	7/5/2015 3:25 PM
9	Inner City, Inner South, Queanbeyan, Woden Valley, Narabunda, Canberra Hospital	7/5/2015 2:49 PM
10	Weston Creek	7/5/2015 2:22 PM
11	Canberra Hospital; Woden Valley	7/5/2015 2:13 PM
12	Woden Valley	7/5/2015 1:52 PM
13	Canberra Airport, Inner City, (CBD, Braddon); [ ]; Macquarie	7/5/2015 1:12 PM

### Q15 How do you book a taxi or hire car?

Answered: 48 Skipped: 12



Answer Choices	Responses
automated booking service	22.92% 11
speak to an operator	72.92% 35
internet or smart phone	6.25% 3
direct with driver (private hiring)	18.75% 9
<b>Total Respondents: 48</b>	

#	Other (please specify)	Date
1	The [ ] system never works properly and is frustrating	8/7/2015 4:18 PM
2	Prefer operator	7/5/2015 8:20 PM
3	Car TX902 is always early. Bookings are made early with the driver, direct.	7/5/2015 8:01 PM
4	Booked by carer	7/5/2015 7:43 PM
5	Mainly have help from the front counter people at Southern Cross Club. They are very helpful.	7/5/2015 6:04 PM
6	Speak to operator because I can not see taxi coming from inside house & due to disability can not wait out front. Operators usually not able to convey my needs to a driver, so often taxi will leave or I wait outside & suffer repercussion, physically.	7/5/2015 4:46 PM
7	...at taxi rank, if there. Then I phone...	7/5/2015 4:27 PM
8	Moses was always friendly, professional, efficient, on time, and caring. Would highly recommend his independent service.	7/5/2015 4:11 PM
9	Try to, [through] operator in taxi rank	7/5/2015 3:50 PM
10	Mum books at the beginning of the year. programs runs to school term. We get fixed fare.	7/5/2015 3:29 PM