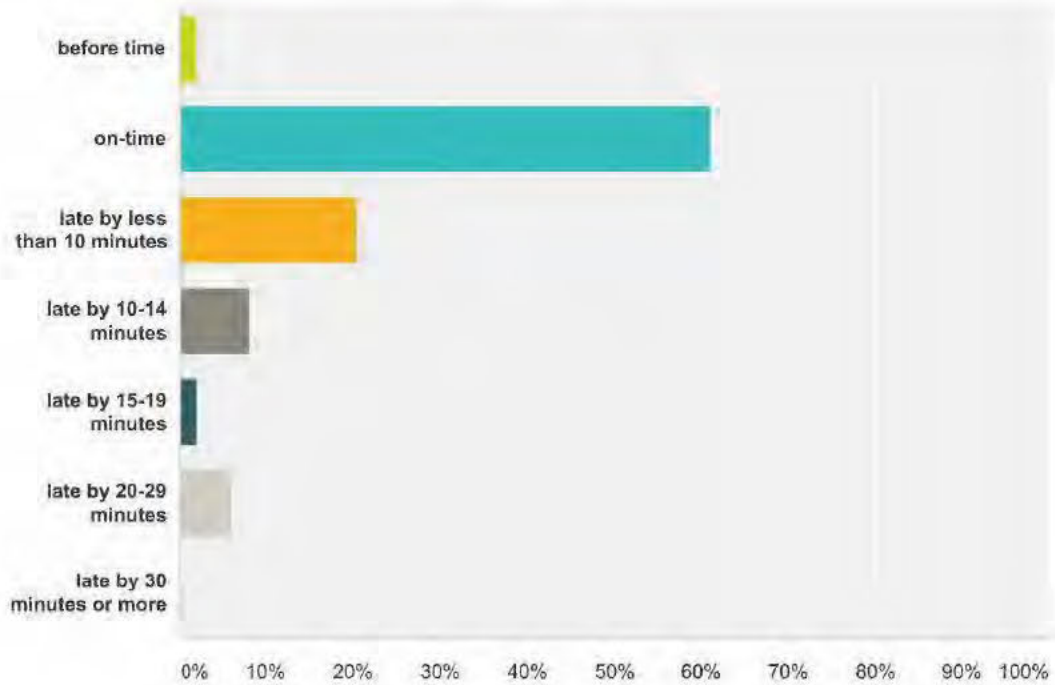


## Accessible Public Transport in the ACT

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:**

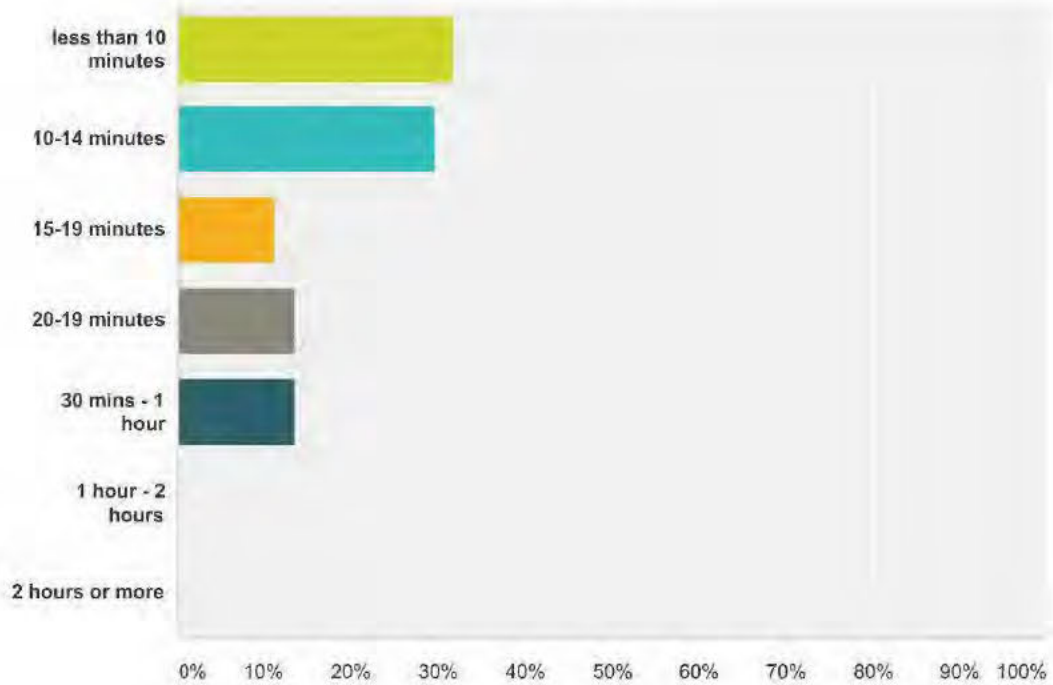
Answered: 49 Skipped: 11



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:**

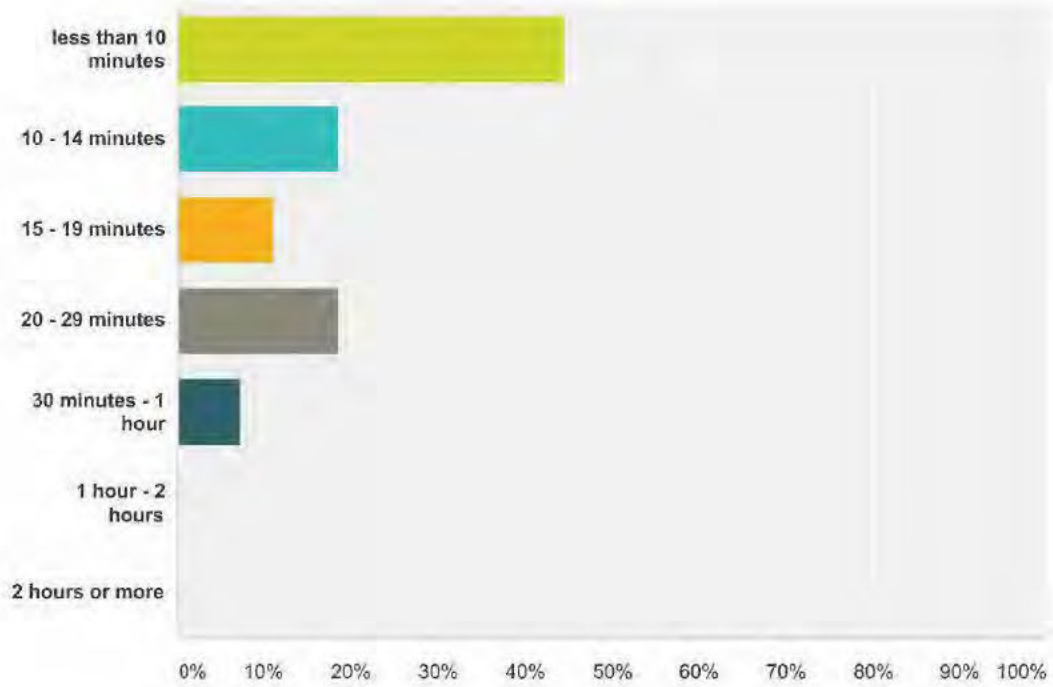
Answered: 44 Skipped: 16



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:**

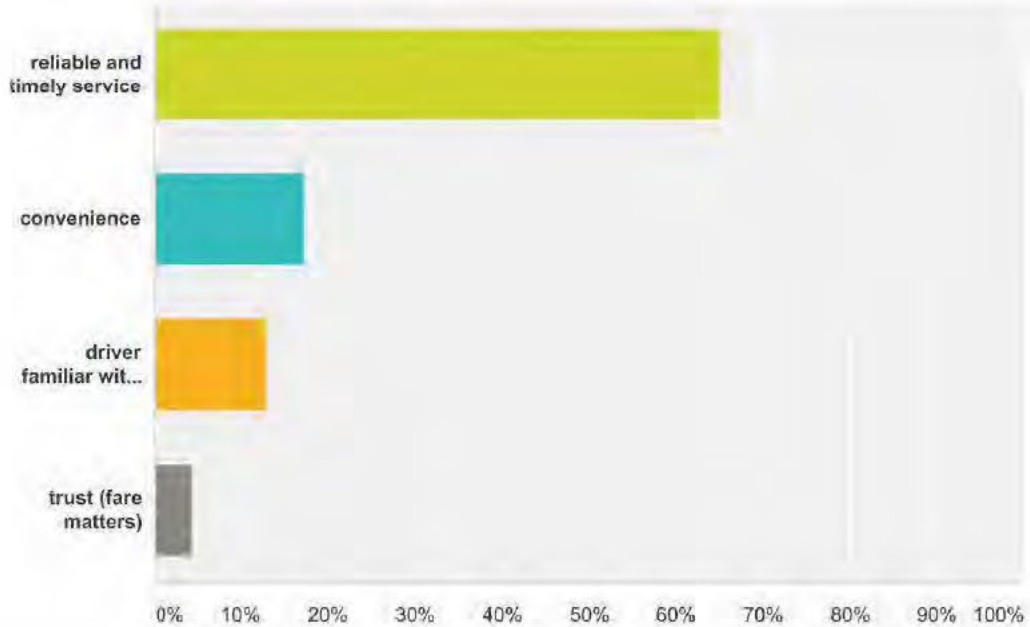
Answered: 27 Skipped: 33



Answer Choices	Responses	Count
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

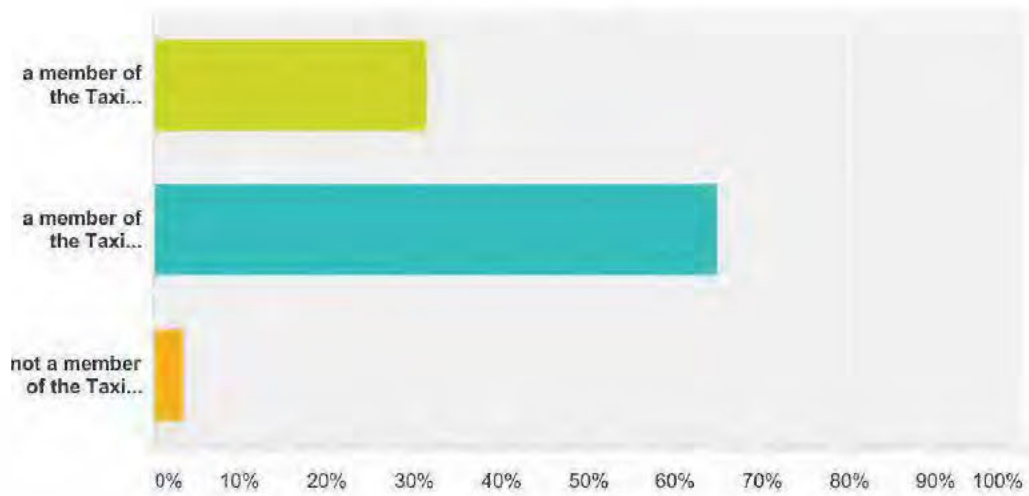
#	Responses	Date
1	No	8/7/2015 4:27 PM
2	No	8/7/2015 4:23 PM
3	No	8/7/2015 4:18 PM
4	No	8/7/2015 4:11 PM
5	No.	8/7/2015 4:02 PM
6	Not predictable	7/5/2015 8:39 PM
7	Afternoons	7/5/2015 8:33 PM
8	Lunchtime, generally	7/5/2015 8:29 PM
9	Before 8:00 am Mon & Thurs	7/5/2015 8:20 PM
10	no	7/5/2015 8:01 PM
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:**

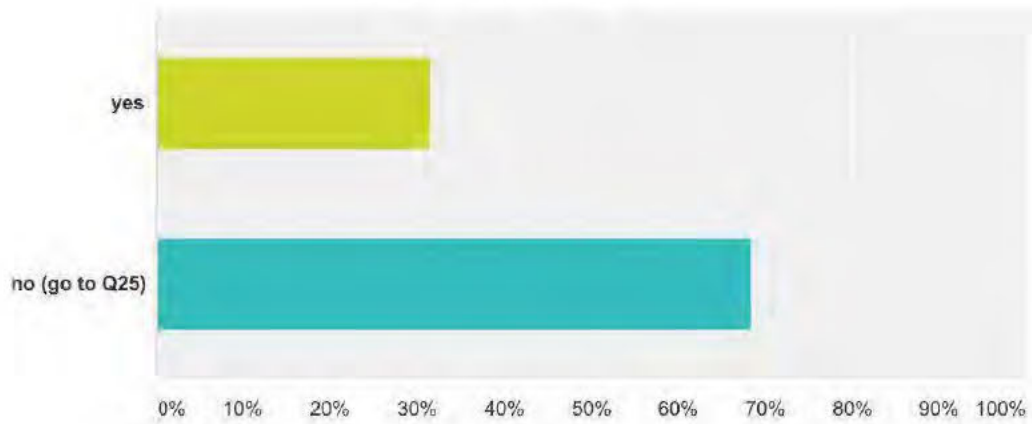
Answered: 57 Skipped: 3



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?**

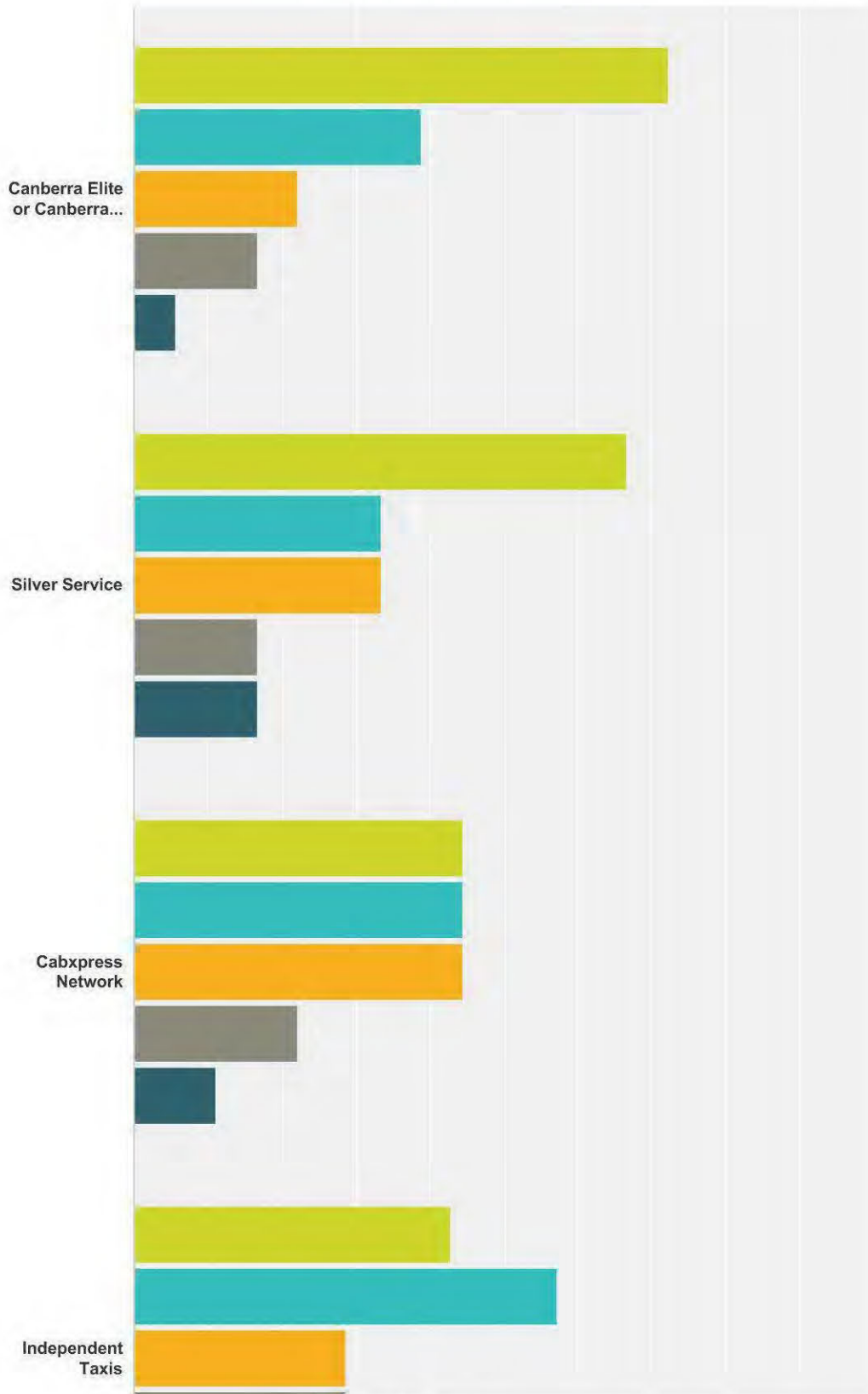
Answered: 57 Skipped: 3



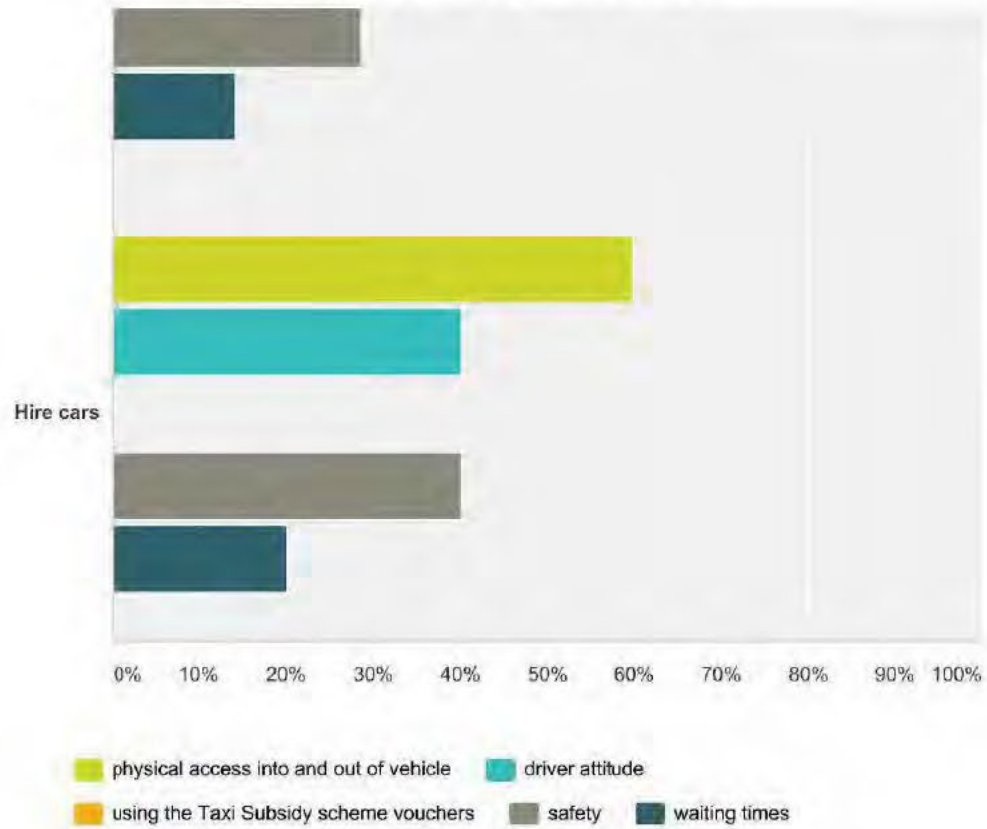
Answer Choices	Responses	
yes	31.58%	18
no (go to Q25)	68.42%	39
<b>Total</b>		<b>57</b>

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

Answered: 19 Skipped: 41



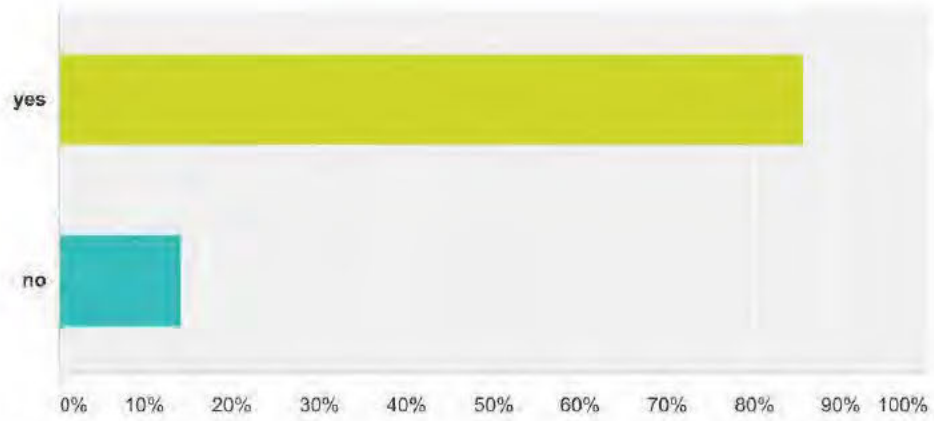
## Accessible Public Transport in the ACT



	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?**

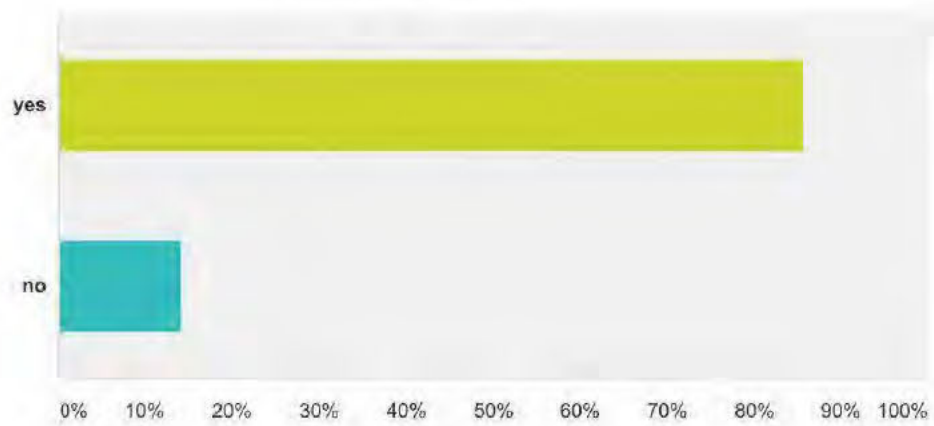
Answered: 28 Skipped: 32



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



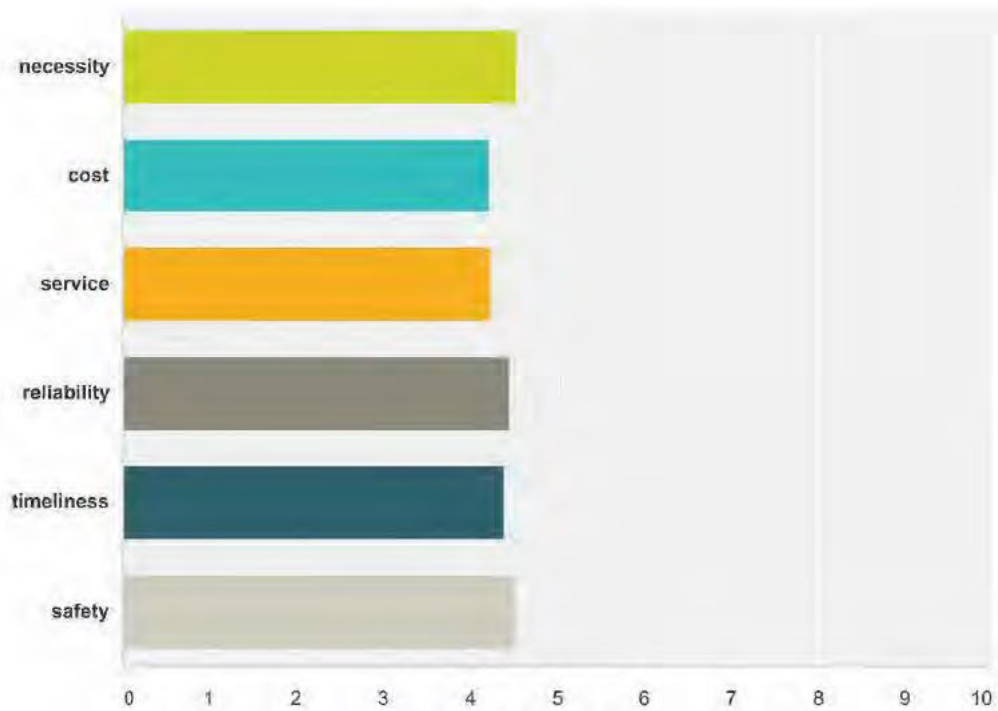
Answer Choices	Responses
yes	85.71% 24
no	14.29% 4
<b>Total</b>	<b>28</b>



# 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

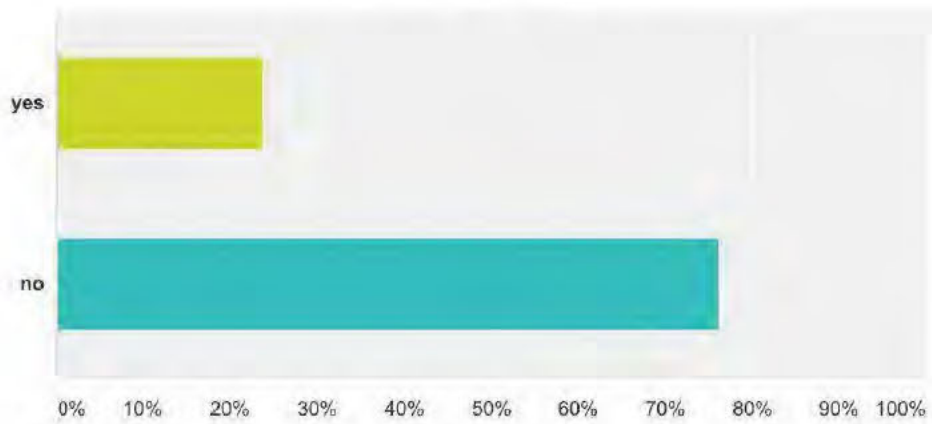
#	Other (please specify)	Date
1	3	7/5/2015 7:43 PM
2	Well-mannered, friendly.	7/5/2015 6:04 PM
3	5 - they will assist with minimal access needs?	7/5/2015 4:46 PM
4	helpful for my needs	7/5/2015 4:27 PM
5	3	7/5/2015 2:39 PM
6	Drivers who understand & not have a question about TSS	7/5/2015 1:12 PM

## 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?**

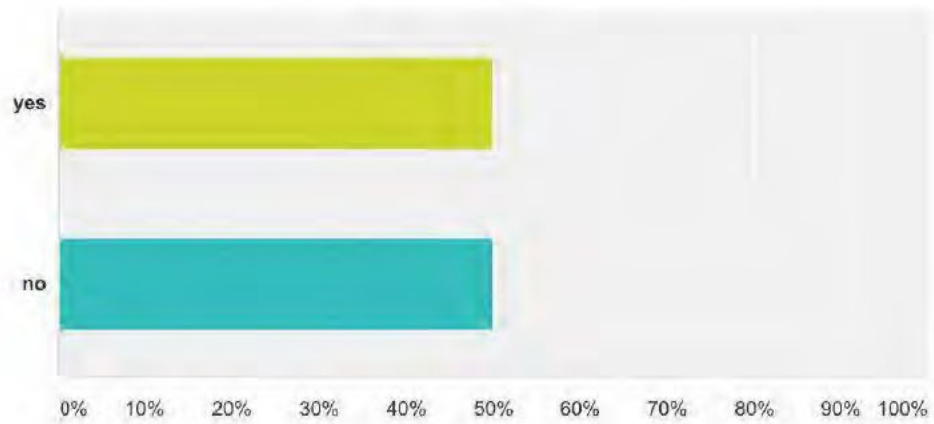
Answered: 59 Skipped: 1



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?**

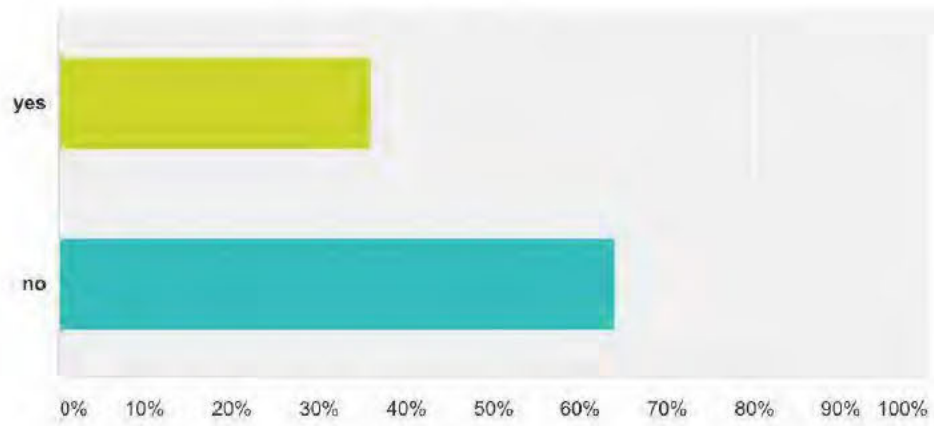
Answered: 18 Skipped: 42



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

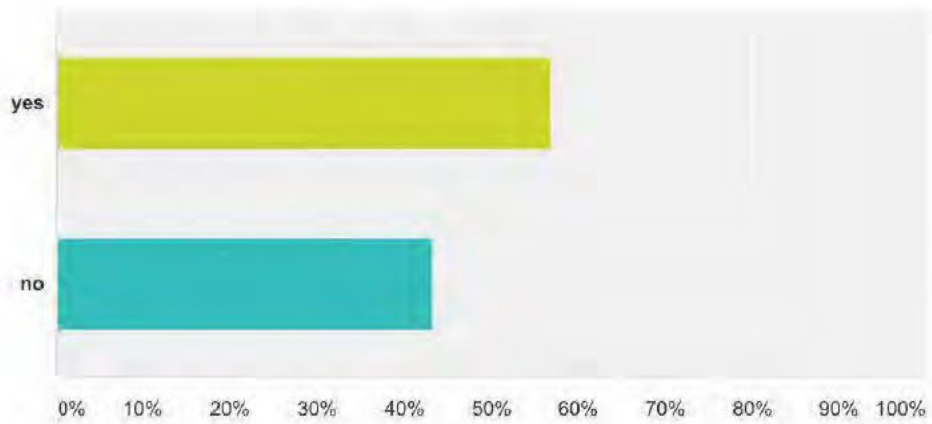
### Q31 If YES – please tell us which taxi rank you are having difficulty with and why...

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 available	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	Wheellie 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

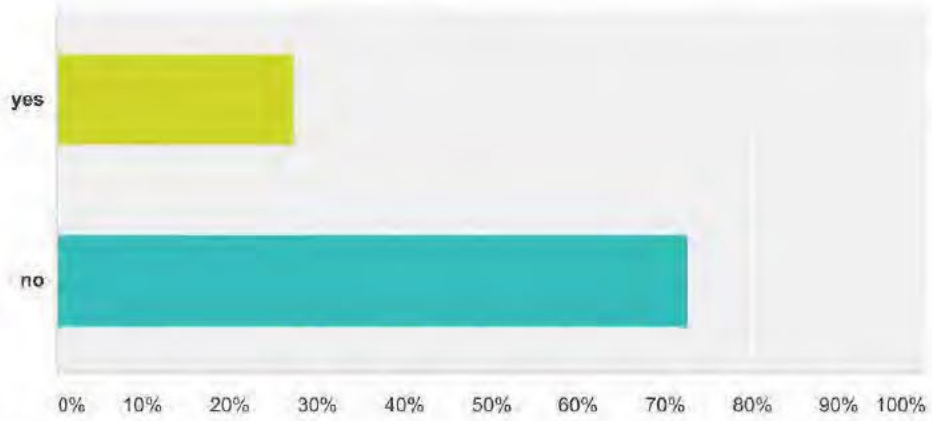


## Accessible Public Transport in the ACT

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

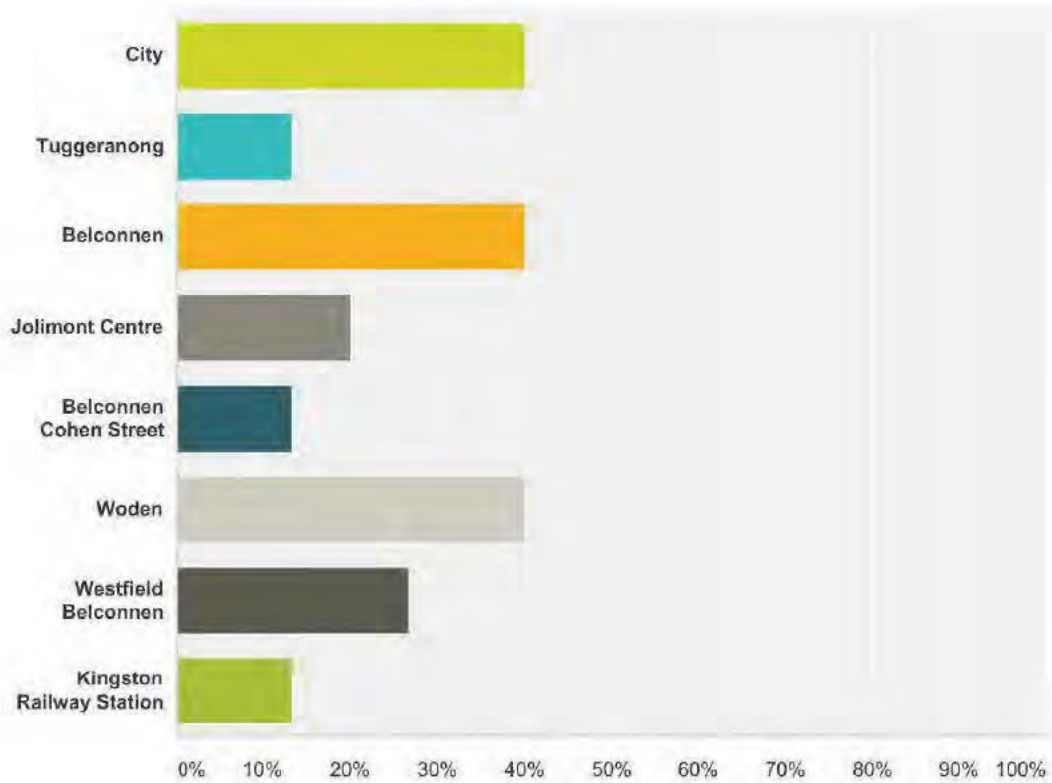


Answer Choices	Responses	
yes	27.27%	12
no	72.73%	32
<b>Total</b>		<b>44</b>

# Accessible Public Transport in the ACT

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

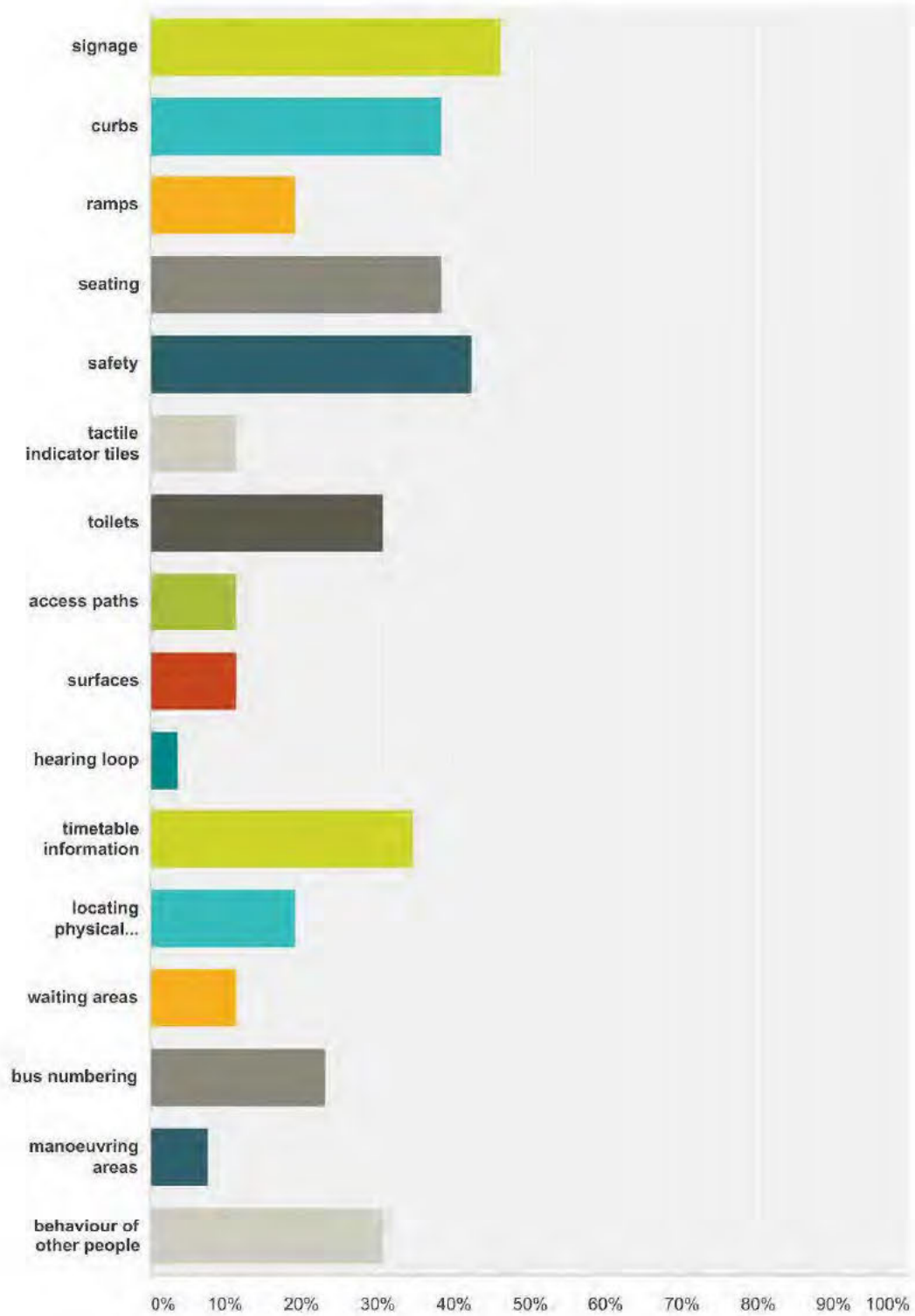
Answered: 15 Skipped: 45



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 manoeuvre 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

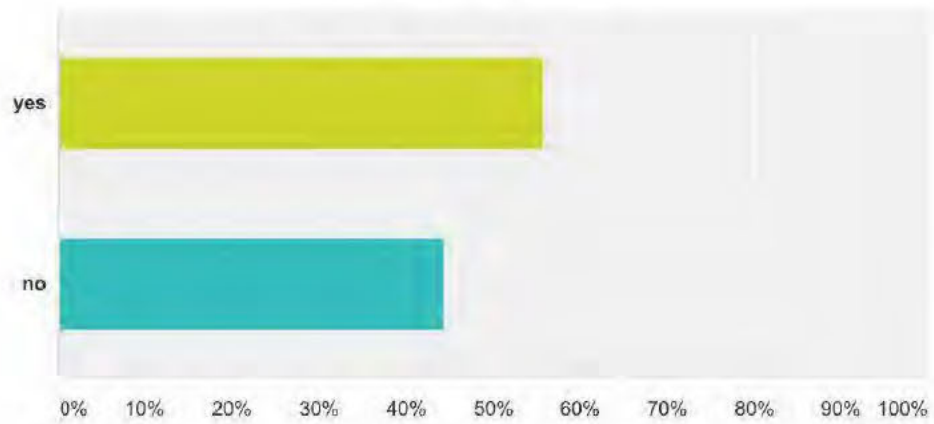
### Q37 Do you have any other comments about the accessibility of public transport infrastructure?

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



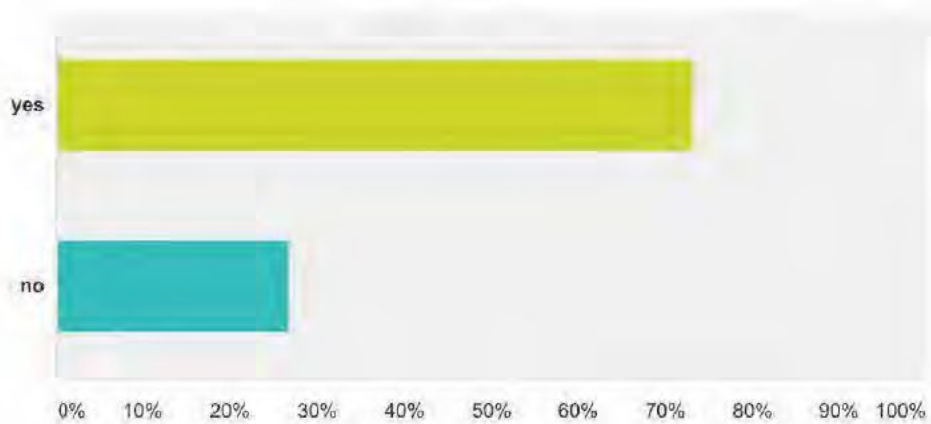
Answer Choices	Responses	
yes	55.77%	29
no	44.23%	23
<b>Total</b>		<b>52</b>



## Accessible Public Transport in the ACT

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

Answered: 45 Skipped: 15

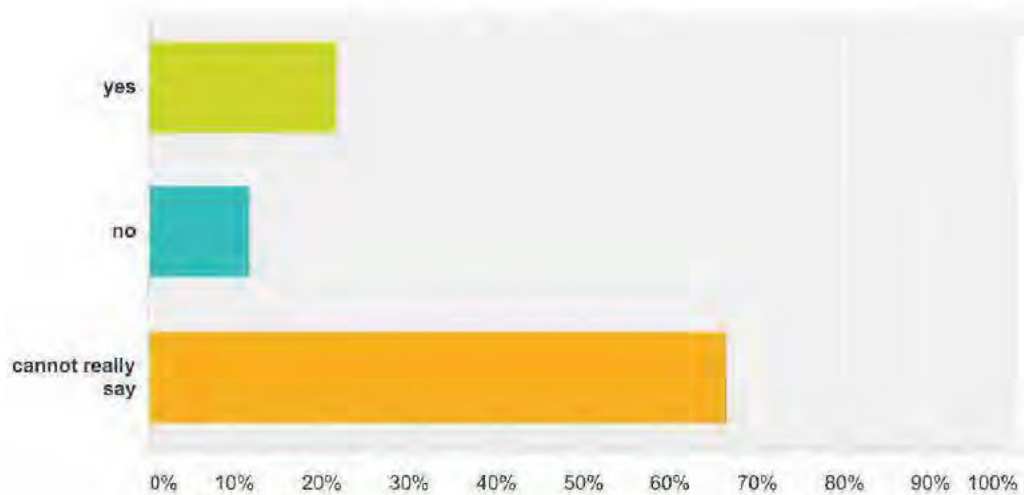


Answer Choices	Responses
yes	73.33% 33
no	26.67% 12
<b>Total</b>	<b>45</b>

#	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>

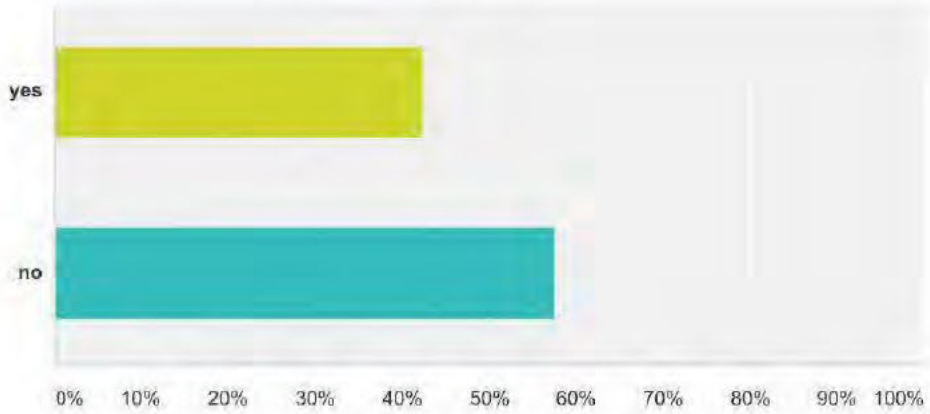
#	Additional comments	Date
1	Was not aware of the Review.	8/7/2015 4:21 PM
2	the waiting times	8/7/2015 4:13 PM
3	People who can't spell that well with the old way, the card is much easier.	7/5/2015 8:50 PM
4	Don't have to wait long	7/5/2015 7:44 PM
5	I haven't been left without or [ ] out or back	7/5/2015 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

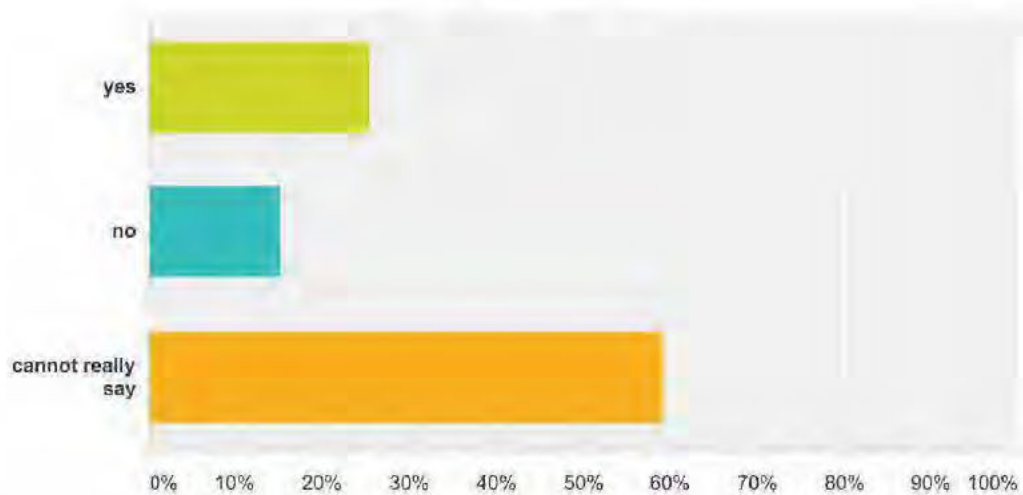


Answer Choices	Responses
yes	42.31% 22
no	57.69% 30
<b>Total</b>	<b>52</b>

## 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:06/07/2017 10:26 PM

To:2.2(a)(ii)

2.2(a)(ii)

Subject:Modelling of plateholder compensation [SEC=UNCLASSIFIED, DLM=Sensitive]

2.2(a)(ii)

We wanted to check in on a couple of items.

We would like to see if it's possible for you to re-run/update your perpetual plate compensation model, using data up to June 2017.

As well, can you think about and let us know whether there are any additional issues we have not considered previously (which likely sit outside the model), when analysing potential compensation scenarios to plate holders. Such issues we will likely need to incorporate into any conversations we have with plate holders in the coming months.

Bigger picture, we have just commenced the formal consultation phase of the evaluation and will be collecting feedback from stakeholders over the next two months. We'll be drawing you in to review as meaningful amounts of feedback accumulate.

Background on the consultation phase is at: [https://www.accesscanberra.act.gov.au/app/answers/detail/a\\_id/4134](https://www.accesscanberra.act.gov.au/app/answers/detail/a_id/4134)

Happy to discuss.

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) | 2.2(a)(ii)

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

2.2(a)(ii) "

**Sent:**07/07/2017 6:34 AM

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

2.2(a)(ii)

**Subject:**RE: {Disarmed} Modelling of plateholder compensation [SEC=UNCLASSIFIED, DLM=Sensitive]

**Attachments:**Copy of Purchase price of taxi licences, as of June 2017.xls

2.2(a)(ii)

If you somehow vary the numbers of all taxi licences 'on the road' for the model, I would use these scenarios:

- 1) 323 licences (where we stand now with licences on the road)
- 2) 358 licences (if we put all licences on the road up to the regulated cap)
- 3) 'Unlimited', however you wish to model that (where the regulated cap is removed)

The number of perpetual plates remains the same, as usual, at 217 and is included in the 358 cap.

Attached is an updated history of perpetuals plates that have changed hands. As you can see, there have been transfers, but the number of perpetuals being sold has tailed off markedly.

In terms of other inputs, please let me know any others you would like to have and I'll supply as best we can. You can email a list to me or give me a ring on Monday to discuss.

As a note, in speaking to an individual who is representing the interests of a group of perpetual plate owners, trading liquidity of plates has declined (as corroborated by the attached spreadsheet), but leasing rates of the perpetuals is holding fairly firm, which the individual says is a principally a result of our gradual - not precipitous - release of Government-issued licences.

Happy to discuss.

2.2(a)(ii)

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**From:**2.2(a)(ii)

**Sent:** Friday, 7 July 2017 10:02 AM

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

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

**Subject:** RE: {Disarmed} Modelling of plateholder compensation [SEC=UNCLASSIFIED, DLM=Sensitive]

Hi 2.2(a)(ii)

We were wondering where it had all got up to!

No problem at all with re-running compensation work. Send through the data you have up to June 2017 and we can redo, and also think of whether there are any other issues (sophisticated investors versus retail investors?). Is the compensation being considered within the context of removing all limits on taxi licence numbers? Based on our discussion in Canberra, using scenarios of taxi licence price declines based on government charges may overstate impacts, if limits remain on the number of licences that can be leased from the Government.

2.2(a)(ii)

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**From:** 2.2(a)(ii)

**Sent:** Friday, 7 July 2017 8:27 AM

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

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

**Subject:** {Disarmed} Modelling of plateholder compensation [SEC=UNCLASSIFIED, DLM=Sensitive]



2.2(a)(ii)

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Happy to discuss.

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)

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<u>Taxi No</u>	<u>Date</u>	<u>Price</u>
<b>2004</b>		
2.2(a)(ii)	11/04/2004	275,000
	24/05/2004	270,000
	28/05/2004	270,000
	10/06/2004	250,000
	10/06/2004	280,000
	24/06/2004	250,000
	02/07/2004	152,000
	19/07/2004	250,000
	04/08/2004	295,000
	17/09/2004	270,000
	28/09/2004	220,000
	10/10/2004	255,000
	11/10/2004	240,000
	19/10/2004	265,000
	12/11/2004	250,000
	15/11/2004	242,000
	22/11/2004	281,000
	15/12/2004	250,000
	<b><u>AVERAGE YEARLY</u></b>	<b><u>240,263</u></b>

<b>2005</b>		
2.2(a)(ii)	03/02/2005	267,000
	07/02/2005	245,000
	10/03/2005	255,000
	05/07/2005	275,000
	06/07/2005	240,000
	13/07/2005	260,000
	22/07/2005	280,000
	01/08/2005	270,000
	09/08/2005	250,000
	01/09/2005	260,000
	06/10/2005	268,000
	24/10/2005	270,000
	27/10/2005	261,360
	03/11/2005	290,000
	08/11/2005	245,000
	16/11/2005	270,000
	18/11/2005	280,000
	25/11/2005	275,500
	<b><u>AVERAGE YEARLY</u></b>	<b><u>238,093</u></b>

<b>2006</b>		
2.2(a)(ii)	10/03/2006	290,000
	31/03/2006	290,000
	07/04/2006	279,000
	28/04/2006	280,000
	03/05/2006	283,000
	23/05/2006	280,000
	23/05/2006	280,000
	15/06/2006	275,000
	04/07/2006	279,250
	11/07/2006	290,000
	12/07/2006	290,000
	14/07/2006	280,000
	26/07/2006	220,000
	28/07/2006	296,000

2.2(a)(ii)

23/08/2006 285,000  
17/10/2006 280,000  
18/10/2006 270,000  
24/10/2006 290,000  
20/11/2006 285,000  
20/11/2006 Unknown

**AVERAGE YEARLY** **253,441**

**2007**

2.2(a)(ii)

13/02/2007 290,000 2.2(a)(ii)  
02/03/2007 273,000  
21/03/2007 290,000  
29/03/2007 300,000  
12/04/2007 300,000  
19/04/2007 285,000  
11/05/2007 270,000  
04/05/2007 285,000  
30/05/2006 300,000  
06/06/2007 290,000  
18/06/2007 300,000  
26/06/2007 290,000  
28/06/2007 300,000  
05/07/2007 300,000  
13/07/2007 305,000  
23/07/2007 277,500  
24/07/2007 290,000  
26/07/2007 285,000  
27/07/2007 307,750  
07/09/2007 300,000  
26/09/2007 0 2.2(a)(ii)  
04/10/2007 300,000  
04/10/2007 300,000  
05/10/2007 300,000  
18/10/2007 300,000  
18/10/2007 310,000  
12/11/2007 315,000  
29/11/2007 318,000  
21/12/2007 330,000

**AVERAGE YEARLY** **286,595**

**2008**

2.2(a)(ii)

08/01/2008 315,000  
11/01/2008 323,000  
24/01/2008 320,000  
16/06/2008 300,000  
08/08/2008 280,000  
29/08/2008 305,000  
26/11/2008 0 2.2(a)(ii)  
03/12/2008 256,000

**AVERAGE YEARLY** **262,375**

**2009**

2.2(a)(ii)

28/01/2009 282,500  
17/02/2009 250,000  
13/03/2009 250,000  
13/03/2009 275,000  
14/05/2009 275,000

2.2(a)(ii)	17/06/2009	300,000
	03/07/2009	281,000
	01/09/2009	290,000
	04/09/2009	285,000
	21/12/2009	295,000
	21/12/2009	270,000
	<b><u>AVERAGE YEARLY</u></b>	<b><u>277,591</u></b>

**2010**

2.2(a)(ii)	05/01/2010	299,000
	26/01/2010	295,000
	03/03/2010	295,000
	16/03/2010	295,000
	17/03/2010	300,000
	25/03/2010	300,000
	30/03/2010	
	30/03/2010	
	30/03/2010	
	13/04/2010	275,000
	14/04/2010	290,000
	28/05/2010	300,000
	22/06/2010	300,000
	01/07/2010	302,000
	04/08/2010	
	25/08/2010	300,000
29/09/2010	277,000	
<b><u>AVERAGE TOTAL</u></b>	<b><u>294,462</u></b>	

2.2(a)(ii)

2.2(a)(ii)

**2011**

2.2(a)(ii)	22/02/2011	280,000
	23/02/2011	280,000
	28/04/2011	280,000
	24/03/2011	295,000
	16/09/2011	285,000
	24/10/2011	270,000
	09/11/2011	180,000
	<b><u>AVERAGE TOTAL</u></b>	<b><u>267,142</u></b>

**2012**

2.2(a)(ii)	29/03/2012	280,000
	13/04/2012	290,000
	02/05/2012	270,000
	01/06/2012	290,000
	07/06/2012	290,000
	18/07/2012	141,000
	<b><u>AVERAGE PRICE</u></b>	<b><u>260,166</u></b>

**2013**

2.2(a)(ii)	22/07/2013	263,000
	29/07/2013	252,000
	20/12/2013	260,000
	20/12/2013	255,000
<b><u>AVERAGE PRICE</u></b>	<b><u>257,500</u></b>	

**2014**

2.2(a)(ii)	21/02/2014	252,500
------------	------------	---------

2.2(a)(ii)

05/03/2014  
19/03/2014  
19/03/2014  
03/07/2014  
18/07/2014  
01/10/2014  
01/10/2014

2.2(a)(ii)

260,000 2.2(a)(ii)

252,000

230,000

230,000

**AVERAGE PRICE**

**244,900**

**2015**

2.2(a)(ii)

23/01/2015  
12/02/2015  
04/03/2015  
04/03/2015  
25/03/2015  
16/04/2015  
27/04/2015  
21/05/2015  
23/06/2015  
30/06/2015  
04/08/2015  
05/08/2015  
14/12/2015

Deceased estate

250,000

235,000

240,000

235,000

PLS DO NOT DISCLOSE PERSONAL INFO

252,000

250,000

250,000

250,000

Deceased estate

250,000

230,000

Deceased estate

**AVERAGE PRICE**

**244,200**

**2016**

2.2(a)(ii)

09/02/2016  
09/02/2016  
08/03/2016  
25/07/2016  
04/08/2016  
19/08/2016  
24/10/2016

240,000

235,000

2.2(a)(ii)

\$0

\$0

\$0

\$0

\$220,000

**AVERAGE PRICE**

**2017**

2.2(a)(ii)

15/03/2017  
15/03/2017  
31/03/2017  
17/05/2017

\$0 2.2(a)(ii)

\$186,000

\$0

\$0 2.2(a)(ii)

252,000  
230,000  
230,000  
250,000  
235,000  
240,000  
235,000

total for 2014/15 2,184,500  
average @ March 15 242,722

2.2(a)(ii)

2.2(a)(ii)

2.2(a)(ii) "

Sent: 25/07/2017 6:56 AM

To: 2.2(a)(ii)

Subject: Historic lease rates [SEC=UNCLASSIFIED, DLM=Sensitive]

2.2(a)(ii)

We have never had strong and consistent visibility on the lease rates for Perpetual Plates. So we draw indications of rates from a variety of report sources, such as produced by the ACT, ICRC, PwC and a booking service.

With the collection of price points I have, I recommend if possible for your model that you start at an annual lease rate of \$26,000 in 2002 and use a linear, declining rate that ends at \$21,000 in 2017.

This line would be roughly in sync with the decline in Perpetual Plate trading values.

Happy to discuss.

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)

2.2(a)(ii) "

**Sent:**24/08/2017 7:30 AM

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

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

**Subject:**Survey responses, general passengers [SEC=UNCLASSIFIED, DLM=Sensitive]

**Attachments:**Data\_All\_170810.pdf, Responses\_All\_170810.pdf

2.2(a)(ii)

Attached are survey responses from around 63 respondents. One file has free-text responses, as well.

Also, in quick, three-question surveys we've seen very high approval rates for rideshare's introduction – over 80% approval from people going directly to the quick survey; and over 60% approval from people answering the survey via Twitter.

2.2(a)(ii)

2.2(a)(ii) | Senior Policy Officer

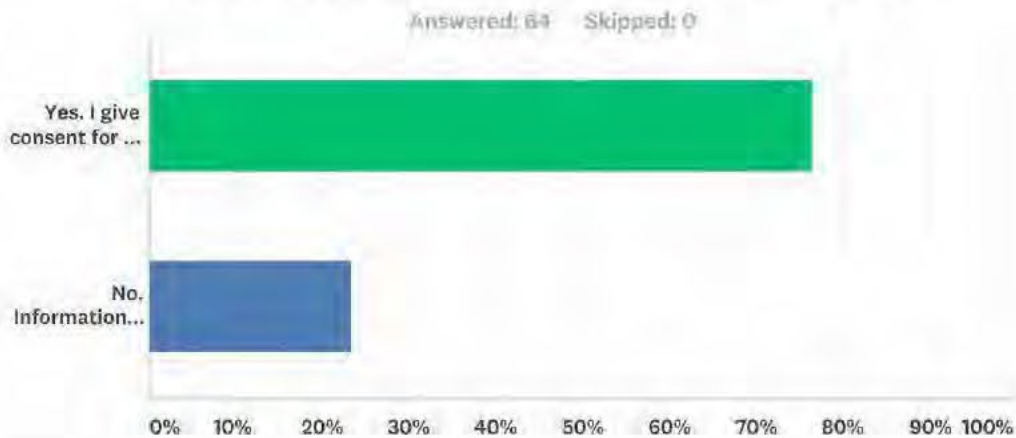
Regulatory Reform | Government Reform | Chief Minister, Treasury & Economic Development Directorate | ACT Government

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)

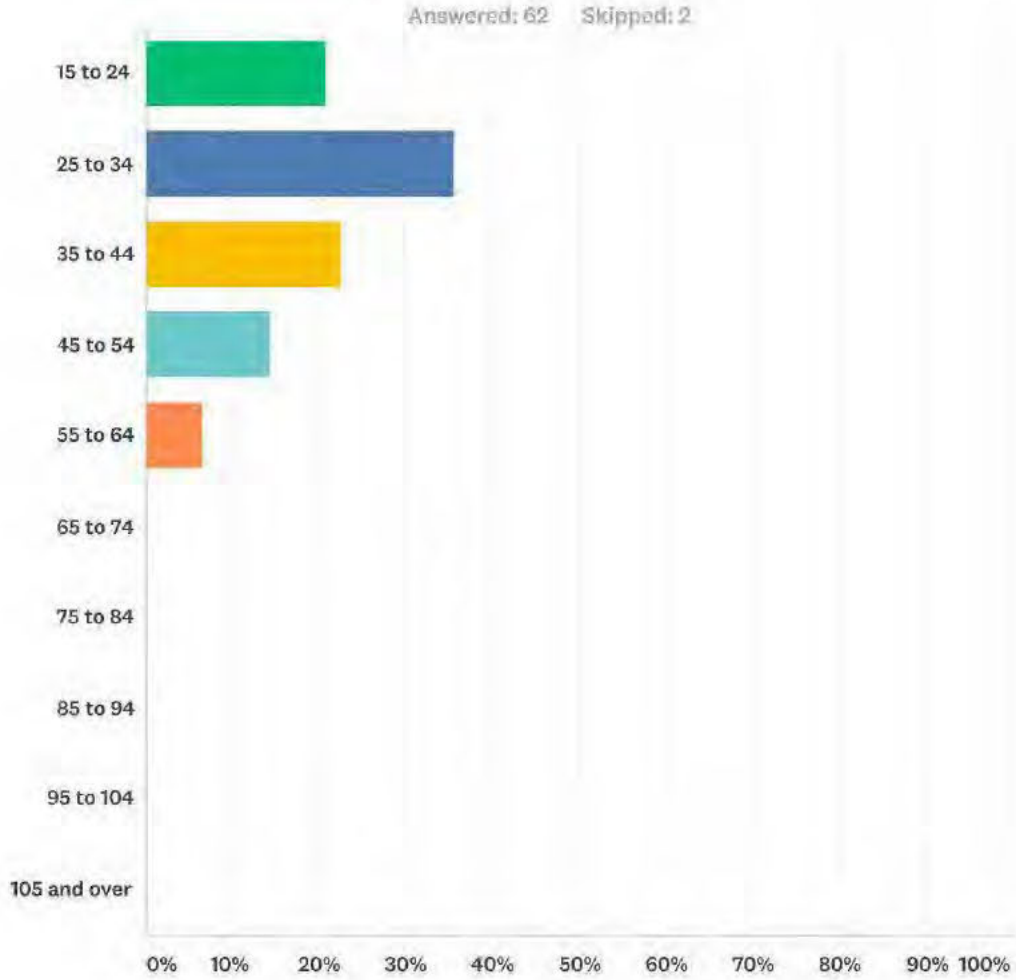


# Q1 May we publicly quote any written answers you have provided, in whole or in part, in this survey?



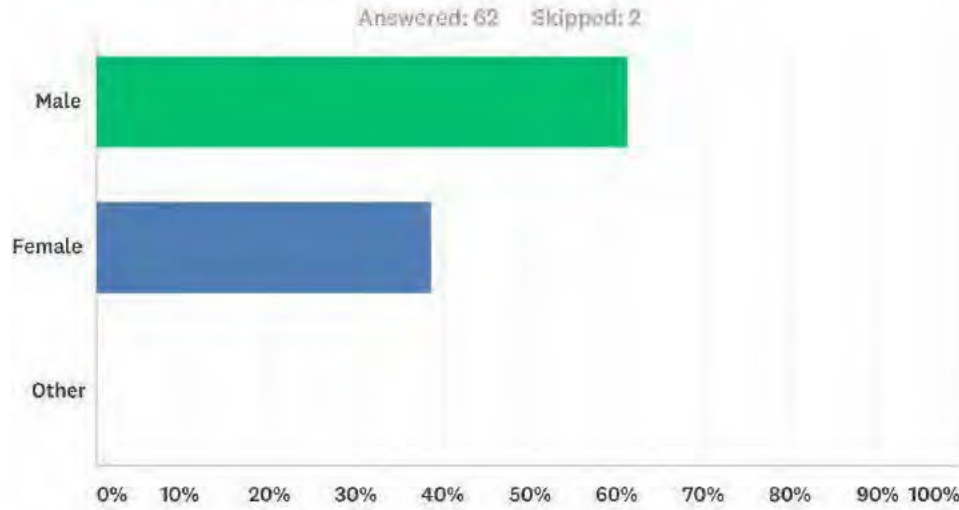
Answer Choices	Responses
Yes. I give consent for any of my answers to be published, in whole or in part, when communicating the outcomes of this survey. I understand that my name or other formal means of my identification will not accompany any of my answers.	76.56% 49
No. Information provided by me is strictly confidential, and may only be used for the purpose of the evaluation and updating accessible public transport priorities.	23.44% 15
<b>TOTAL</b>	<b>64</b>

## Q2 What is your age?



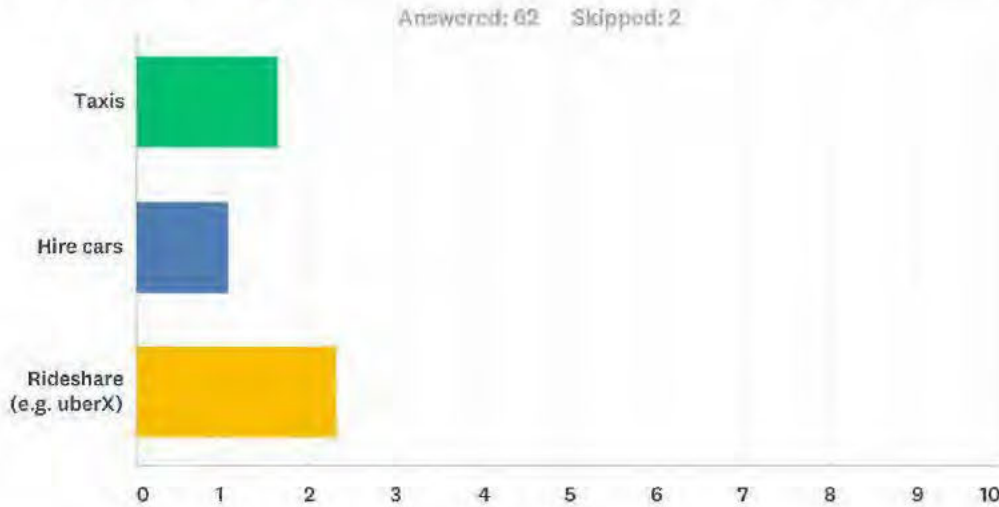
Answer Choices	Responses	
15 to 24	20.97%	13
25 to 34	35.48%	22
35 to 44	22.58%	14
45 to 54	14.52%	9
55 to 64	6.45%	4
65 to 74	0.00%	0
75 to 84	0.00%	0
85 to 94	0.00%	0
95 to 104	0.00%	0
105 and over	0.00%	0
<b>TOTAL</b>		<b>62</b>

### Q3 What is your gender?



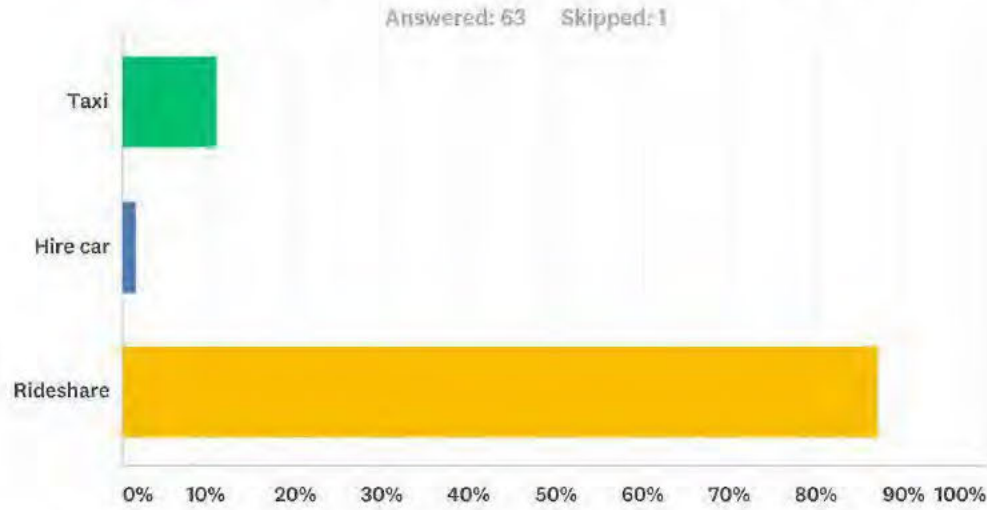
Answer Choices	Responses	
Male	61.29%	38
Female	38.71%	24
Other	0.00%	0
<b>TOTAL</b>		<b>62</b>

## Q4 How often do you use on-demand transport in the ACT?



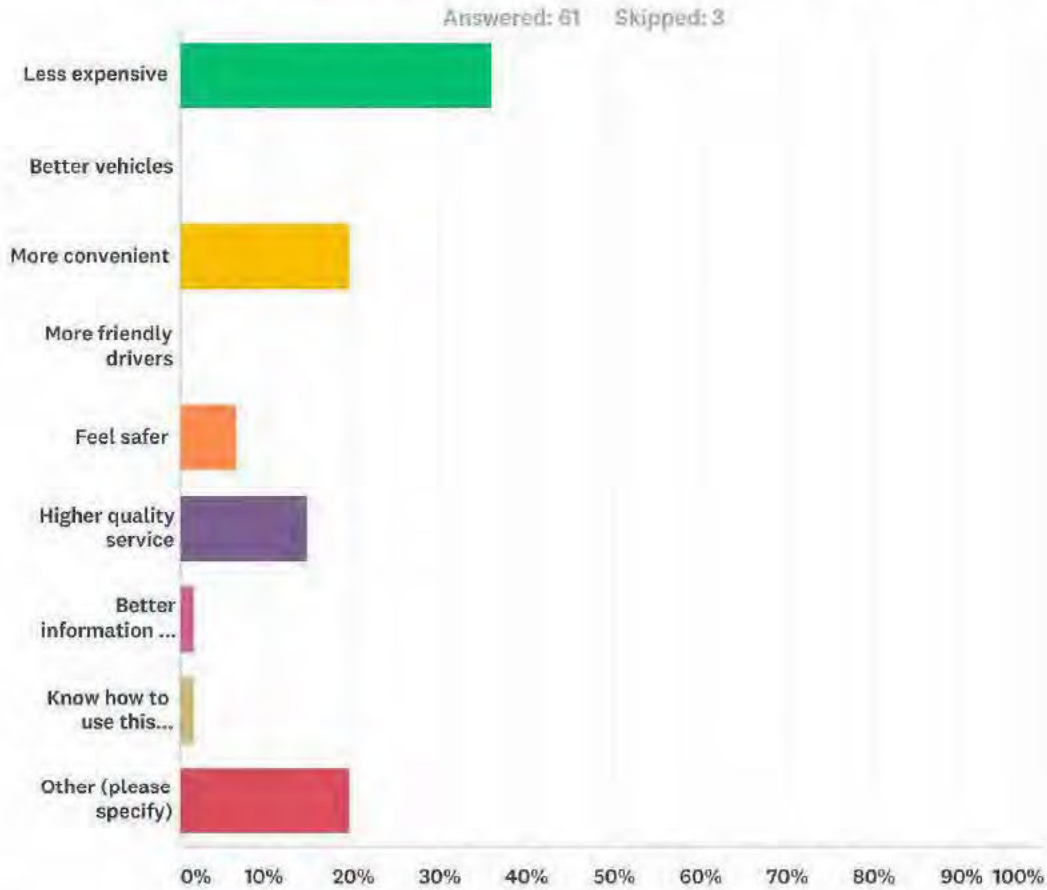
	Seldom to none	Occasionally	Frequently	Total	Weighted Average
Taxis	40.32% 25	53.23% 33	6.45% 4	62	1.66
Hire cars	93.22% 55	5.08% 3	1.69% 1	59	1.08
Rideshare (e.g. uberX)	9.84% 6	47.54% 29	42.62% 26	61	2.33

## Q5 What is your preferred service?



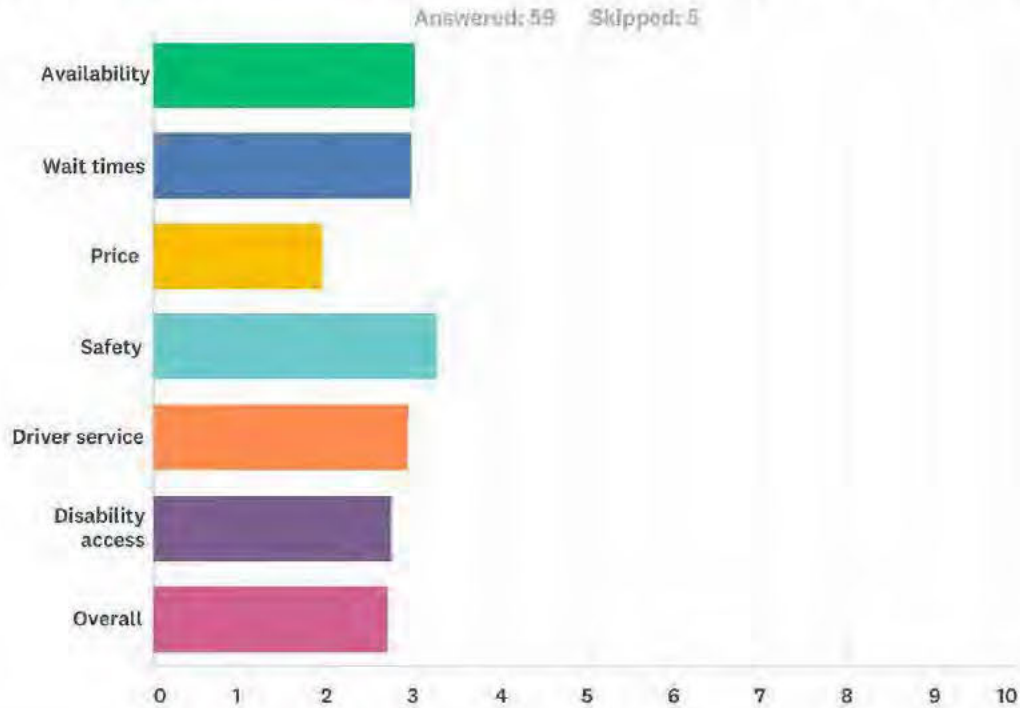
Answer Choices	Responses
Taxi	11.11% 7
Hire car	1.59% 1
Rideshare	87.30% 55
TOTAL	63

## Q6 Why is this above your preferred service?



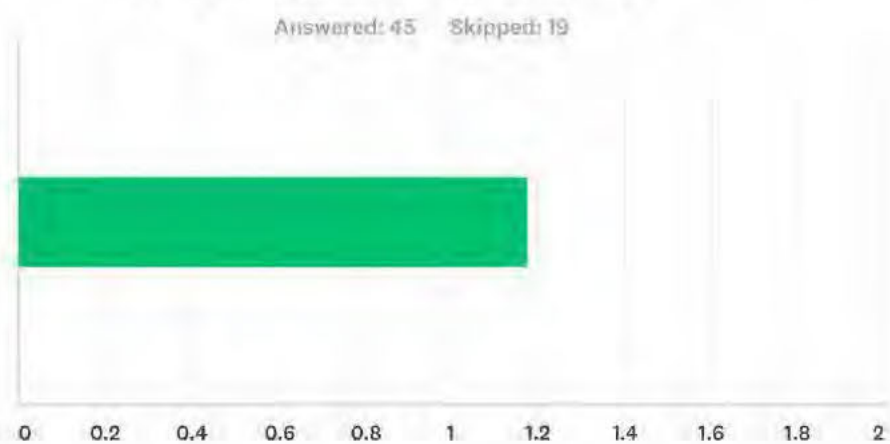
Answer Choices	Responses
Less expensive	36.07% 22
Better vehicles	0.00% 0
More convenient	19.67% 12
More friendly drivers	0.00% 0
Feel safer	6.56% 4
Higher quality service	14.75% 9
Better information on cost	1.64% 1
Know how to use this service	1.64% 1
Other (please specify)	19.67% 12
<b>TOTAL</b>	<b>61</b>

## Q7 How satisfied are you with taxi services in the ACT?



	Very unsatisfied	Unsatisfied	OK	Satisfied	Very satisfied	No comment	Total	Weighted Average
Availability	6.78% 4	23.73% 14	30.51% 18	30.51% 18	5.08% 3	3.39% 2	59	3.04
Wait times	5.08% 3	28.81% 17	33.90% 20	18.64% 11	10.17% 6	3.39% 2	59	3.00
Price	30.51% 18	42.37% 25	20.34% 12	3.39% 2	0.00% 0	3.39% 2	59	1.96
Safety	5.08% 3	22.03% 13	27.12% 16	25.42% 15	16.95% 10	3.39% 2	59	3.28
Driver service	15.25% 9	20.34% 12	30.51% 18	18.64% 11	13.56% 8	1.69% 1	59	2.95
Disability access	1.69% 1	5.08% 3	11.86% 7	3.39% 2	0.00% 0	77.97% 46	59	2.77
Overall	6.78% 4	35.59% 21	33.90% 20	18.64% 11	1.69% 1	3.39% 2	59	2.72

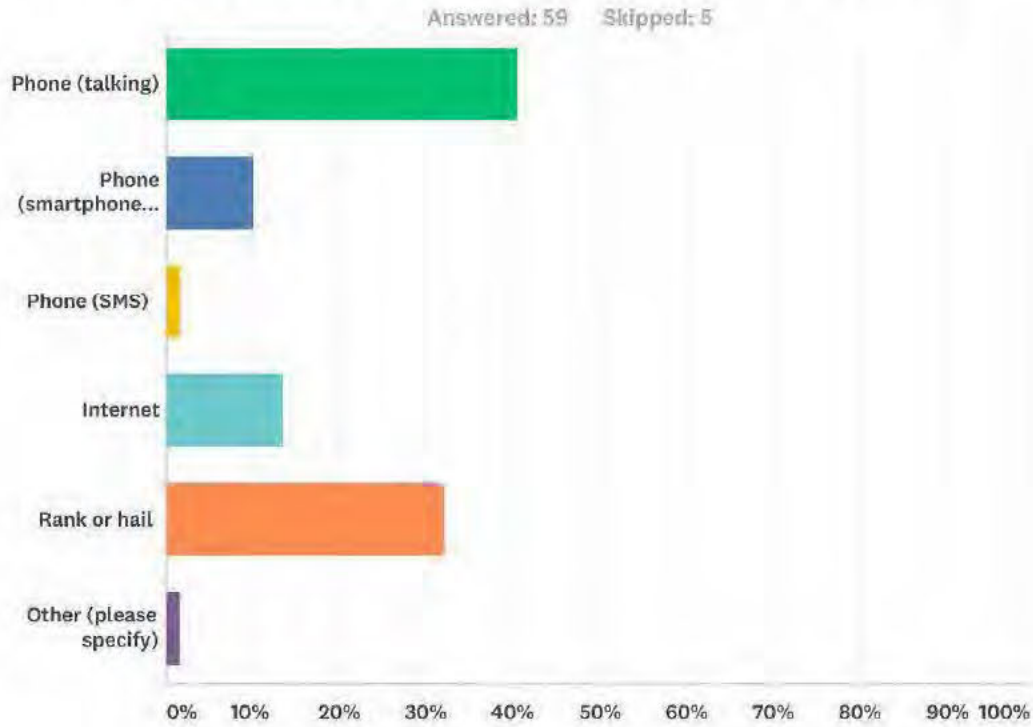
## Q8 How often have you been offered a discount to the maximum fare in your use of taxis?



Answer Choices	Average Number	Total Number	Responses
	1	53	45
<b>Total Respondents: 45</b>			

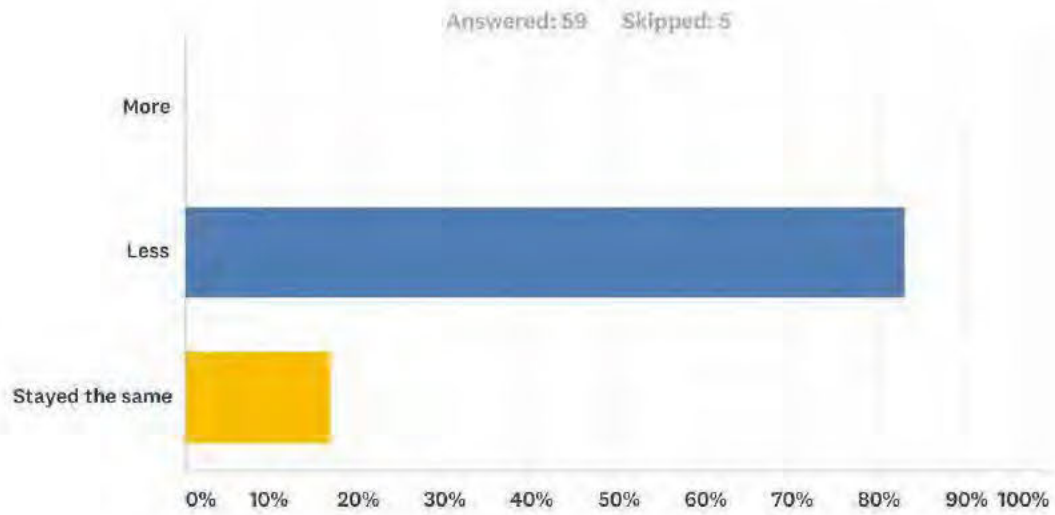


## Q9 How do you normally hire a taxi?



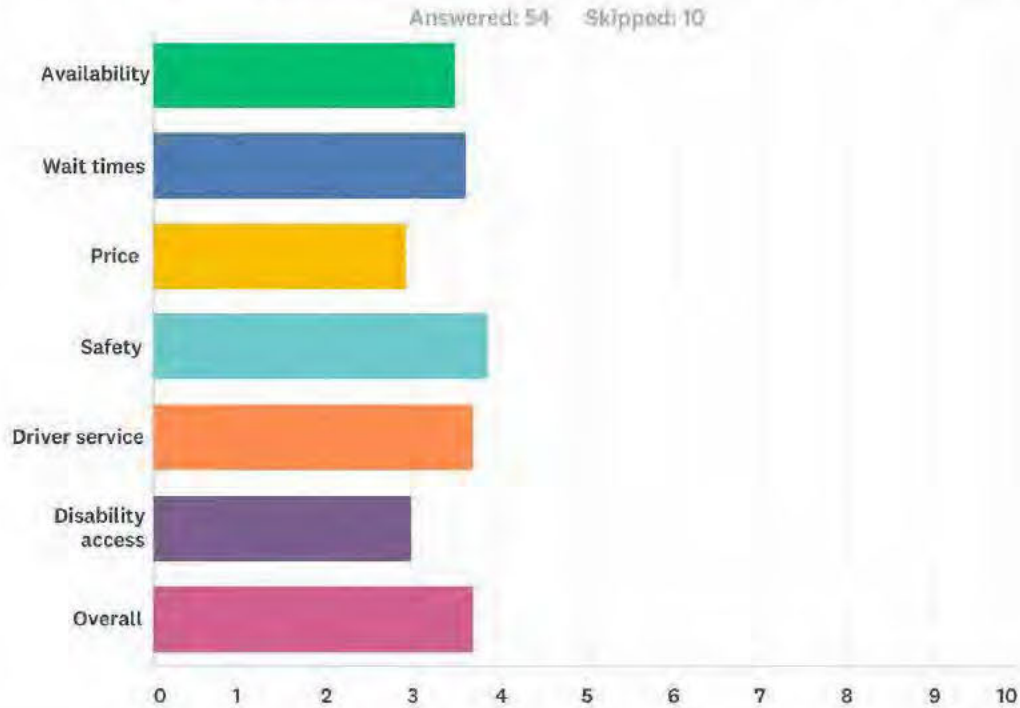
Answer Choices	Responses	Count
Phone (talking)	40.68%	24
Phone (smartphone app)	10.17%	6
Phone (SMS)	1.69%	1
Internet	13.56%	8
Rank or hail	32.20%	19
Other (please specify)	1.69%	1
<b>TOTAL</b>		<b>59</b>

## Q10 Since rideshare started in the ACT, has your use of taxis changed?



Answer Choices	Responses	
More	0.00%	0
Less	83.05%	49
Stayed the same	16.95%	10
<b>TOTAL</b>		<b>59</b>

## Q11 How satisfied are you with hire car services in the ACT?



	Very unsatisfied	Unsatisfied	OK	Satisfied	Very satisfied	No comment	Total	Weighted Average
Availability	0.00% 0	3.70% 2	9.26% 5	9.26% 5	3.70% 2	74.07% 40	54	3.50
Wait times	0.00% 0	0.00% 0	13.21% 7	7.55% 4	3.77% 2	75.47% 40	53	3.62
Price	1.89% 1	3.77% 2	16.98% 9	5.66% 3	0.00% 0	71.70% 38	53	2.93
Safety	0.00% 0	0.00% 0	9.43% 5	11.32% 6	5.66% 3	73.58% 39	53	3.86
Driver service	0.00% 0	0.00% 0	9.43% 5	5.66% 3	3.77% 2	81.13% 43	53	3.70
Disability access	0.00% 0	1.89% 1	5.66% 3	1.89% 1	0.00% 0	90.57% 48	53	3.00
Overall	0.00% 0	1.89% 1	9.43% 5	9.43% 5	5.66% 3	73.58% 39	53	3.71

## Q12 How often have you been offered a discount to the stated fare in your use of hire cars?



Answer Choices	Average Number	Total Number	Responses
	4	114	32
<b>Total Respondents: 32</b>			

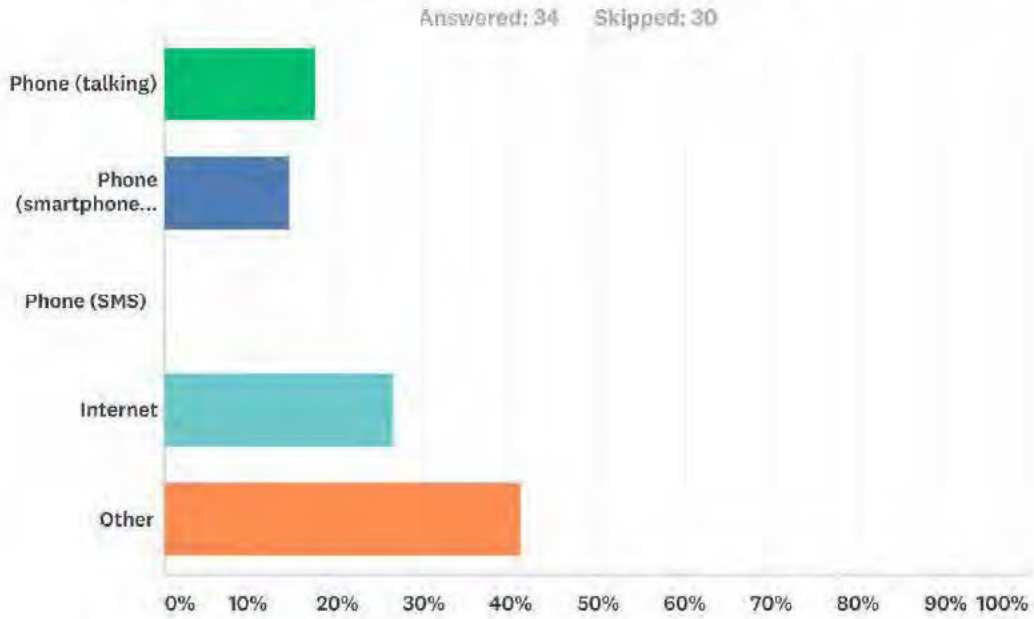
### Q13 How often has surge pricing applied in your use of hire cars?

Answered: 31 Skipped: 33



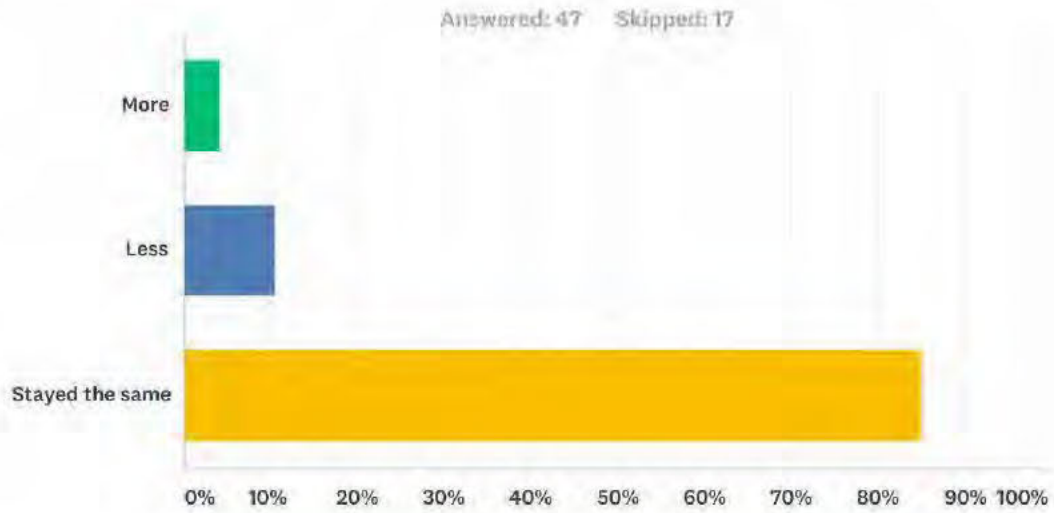
Answer Choices	Average Number	Total Number	Responses
	2	53	31
<b>Total Respondents: 31</b>			

## Q14 How do you normally book a hire car?



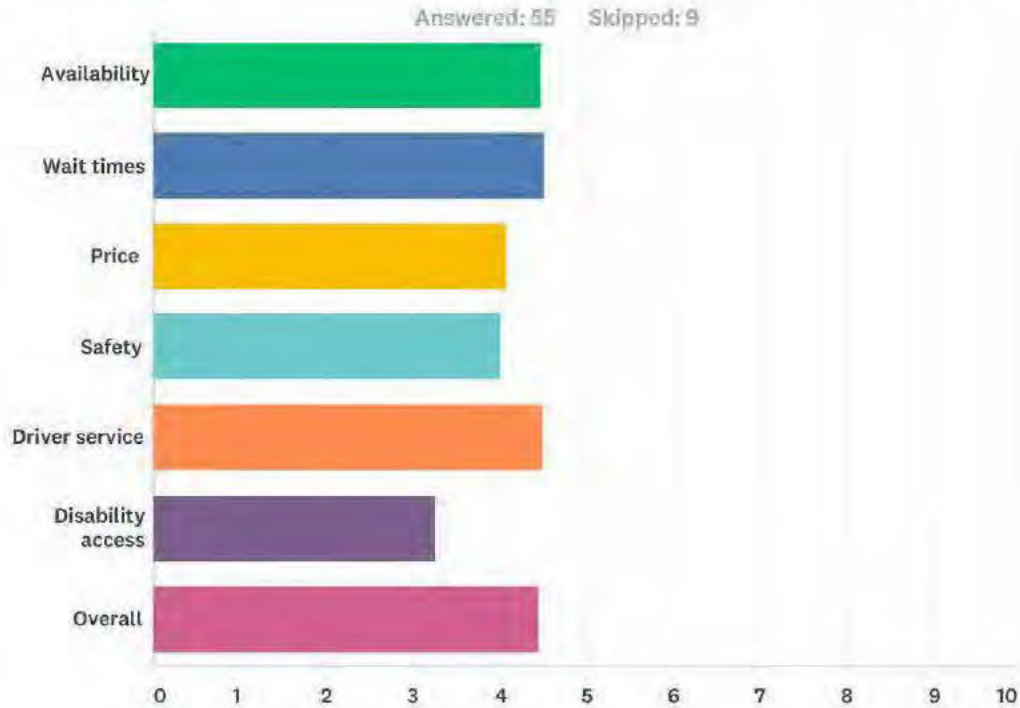
Answer Choices	Responses	
Phone (talking)	17.65%	6
Phone (smartphone app)	14.71%	5
Phone (SMS)	0.00%	0
Internet	26.47%	9
Other	41.18%	14
<b>TOTAL</b>		<b>34</b>

# Q15 Since rideshare started in the ACT, has your use of hire cars changed?



Answer Choices	Responses	
More	4.26%	2
Less	10.64%	5
Stayed the same	85.11%	40
<b>TOTAL</b>		<b>47</b>

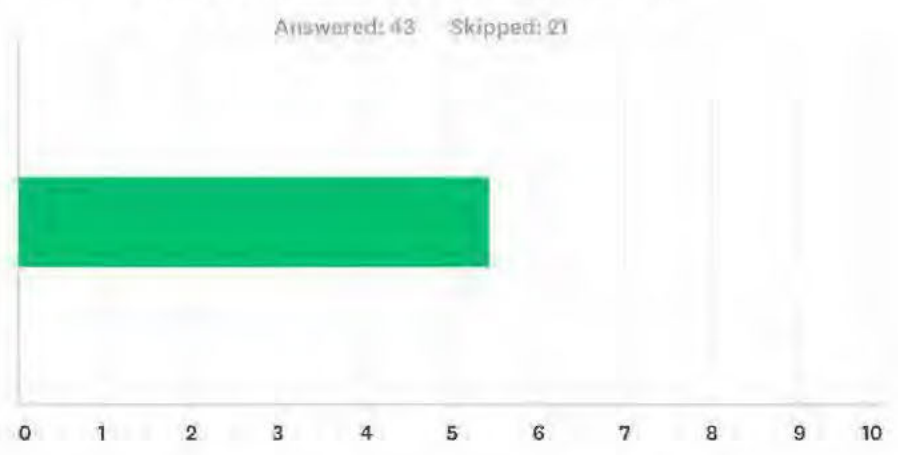
## Q16 How satisfied are you with rideshare in the ACT?



	Very unsatisfied	Unsatisfied	OK	Satisfied	Very satisfied	No comment	Total	Weighted Average
Availability	1.82% 1	3.64% 2	5.45% 3	21.82% 12	63.64% 35	3.64% 2	55	4.47
Wait times	0.00% 0	0.00% 0	9.09% 5	27.27% 15	56.36% 31	7.27% 4	55	4.51
Price	1.82% 1	1.82% 1	14.55% 8	47.27% 26	30.91% 17	3.64% 2	55	4.08
Safety	5.45% 3	3.64% 2	16.36% 9	30.91% 17	41.82% 23	1.82% 1	55	4.02
Driver service	0.00% 0	1.85% 1	5.56% 3	31.48% 17	55.56% 30	5.56% 3	54	4.49
Disability access	3.64% 2	1.82% 1	3.64% 2	7.27% 4	3.64% 2	80.00% 44	55	3.27
Overall	1.82% 1	1.82% 1	5.45% 3	29.09% 16	58.18% 32	3.64% 2	55	4.45



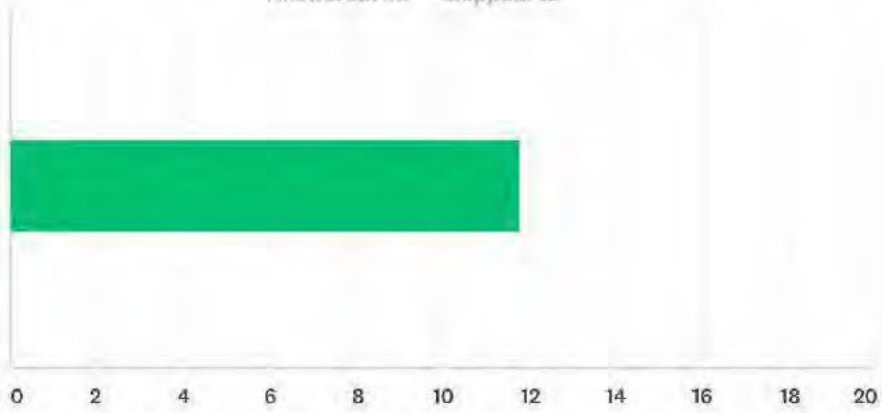
### Q17 How often have you been offered a discount to the stated fare in your use of rideshare?



Answer Choices	Average Number	Total Number	Responses
	5	234	43
<b>Total Respondents: 43</b>			

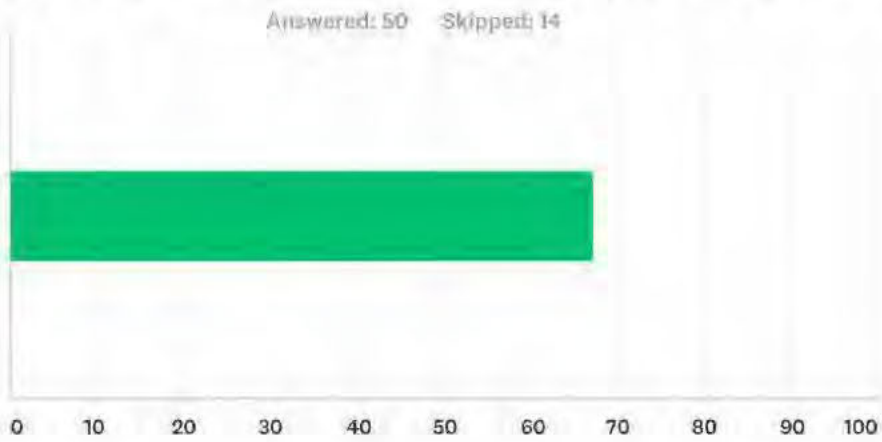
### Q18 How often has surge pricing applied in your use of rideshare?

Answered: 52 Skipped: 12



Answer Choices	Average Number	Total Number	Responses
	12	611	52
<b>Total Respondents: 52</b>			

**Q19 What share of your rideshare trips would you have taken by taxi or hire car if rideshare services were not available?**



Answer Choices	Average Number	Total Number	Responses
	67	3,370	50
<b>Total Respondents: 50</b>			

**Q20 Do you have any additional comments on on-demand transport in the ACT?**

Answered: 34 Skipped: 30

**COMPLETE**

Collector: Web Link 1 (Web Link)  
 Started: Thursday, July 06, 2017 2:10:37 PM  
 Last Modified: Thursday, July 06, 2017 2:17:32 PM  
 Time Spent: 00:06:55  
 IP Address: 2.2(a)(ii)

Page 2: Part A - General

Q1 May we publicly quote any written answers you have provided, in whole or in part, in this survey?	Yes. I give consent for any of my answers to be published, in whole or in part, when communicating the outcomes of this survey. I understand that my name or other formal means of my identification will not accompany any of my answers.
Q2 What is your age?	55 to 64
Q3 What is your gender?	Male
Q4 How often do you use on-demand transport in the ACT?	
Taxis	Occasionally
Hire cars	Seldom to none
Rideshare (e.g. uberX)	Occasionally
Q5 What is your preferred service?	Rideshare
Q6 Why is this above your preferred service?	More convenient

Page 3: Part B - Taxis

**Q7**

**How satisfied are you with taxi services in the ACT?**

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

**Q8**

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

0

**Q9**

**How do you normally hire a taxi?**

Phone (talking)

**Q10**

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

Less,  
Please explain any changes  
Rideshare more convenient and easier to use

**Page 4: Part C - Hire cars**

**Q11**

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

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

**Q12**

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

0

**Q13**

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

0

**Q14**

Other

How do you normally book a hire car?

**Q15**

Stayed the same

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

**Page 5: Part D - Rideshare**

**Q16**

How satisfied are you with rideshare in the ACT?

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

**Q17**

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

0

**Q18**

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

1

**Q19**

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

100

**Q20**

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

Personally, I find them easier to book rather than the taxi voice system. They are quicker to arrive, you can see the details on the App and they are cheaper. I would use taxis more if they were similar in pricing and easier to book.

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**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Friday, July 07, 2017 11:20:14 AM  
**Last Modified:** Friday, July 07, 2017 11:23:29 AM  
**Time Spent:** 00:03:15  
**IP Address:** 2.2(a)(ii)

Page 2: Part A - General

<p><b>Q1</b> May we publicly quote any written answers you have provided, in whole or in part, in this survey?</p>	<p>Yes. I give consent for any of my answers to be published, in whole or in part, when communicating the outcomes of this survey. I understand that my name or other formal means of my identification will not accompany any of my answers.</p>
<p><b>Q2</b> What is your age?</p>	<p>45 to 54</p>
<p><b>Q3</b> What is your gender?</p>	<p>Male</p>
<p><b>Q4</b> How often do you use on-demand transport in the ACT?</p>	
Taxis	Occasionally
Hire cars	Seldom to none
Rideshare (e.g. uberX)	Occasionally
<b>Q5</b> What is your preferred service?	Rideshare
<b>Q6</b> Why is this above your preferred service?	Higher quality service

Page 3: Part B - Taxis

**Q7**

**How satisfied are you with taxi services in the ACT?**

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

**Q8**

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

0

**Q9**

Rank or hail

**How do you normally hire a taxi?**

**Q10**

Less,

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

Please explain any changes  
Convenient booking through app

**Page 4: Part C - Hire cars**

**Q11**

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

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

**Q12**

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

0

**Q13**

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

10

**Q14**

Phone (smartphone app)

How do you normally book a hire car?

**Q15**

More

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

**Page 5: Part D - Rideshare**

**Q16**

How satisfied are you with rideshare in the ACT?

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

**Q17**

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

0

**Q18**

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

0

**Q19**

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

Respondent skipped this question

**Q20**

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

Respondent skipped this question

**COMPLETE**

Collector: Web Link 1 (Web Link)  
 Started: Friday, July 07, 2017 11:20:59 AM  
 Last Modified: Friday, July 07, 2017 11:24:04 AM  
 Time Spent: 00:03:05  
 IP Address: 2.2(a)(ii)

Page 2: Part A - General

Q1 May we publicly quote any written answers you have provided, in whole or in part, in this survey?	Yes. I give consent for any of my answers to be published, in whole or in part, when communicating the outcomes of this survey. I understand that my name or other formal means of my identification will not accompany any of my answers.
Q2 What is your age?	25 to 34
Q3 What is your gender?	Female
Q4 How often do you use on-demand transport in the ACT?	
Taxis	Seldom to none
Hire cars	Seldom to none
Rideshare (e.g. uberX)	Frequently
Q5 What is your preferred service?	Rideshare
Q6 Why is this above your preferred service?	Higher quality service

Page 3: Part B - Taxis

**Q7**

**How satisfied are you with taxi services in the ACT?**

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

**Q8**

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

0

**Q9**

Phone (smartphone app)

**How do you normally hire a taxi?**

**Q10**

Less,

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

Please explain any changes  
I no longer use taxis if an Uber is available.

**Page 4: Part C - Hire cars**

**Q11**

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

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

**Q12**

Respondent skipped this question

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

**Q13**

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

Respondent skipped this question

**Q14**

How do you normally book a hire car?

Respondent skipped this question

**Q15**

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

Stayed the same

Page 5: Part D - Rideshare

**Q16**

How satisfied are you with rideshare in the ACT?

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

**Q17**

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

0

**Q18**

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

0

**Q19**

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

80

**Q20**

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

Respondent skipped this question

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Friday, July 07, 2017 12:22:12 PM  
**Last Modified:** Friday, July 07, 2017 12:25:57 PM  
**Time Spent:** 00:03:45  
**IP Address:** 2.2(a)(ii)

Page 2: Part A - General

<p><b>Q1</b></p> <p>May we publicly quote any written answers you have provided, in whole or in part, in this survey?</p>	<p>Yes. I give consent for any of my answers to be published, in whole or in part, when communicating the outcomes of this survey. I understand that my name or other formal means of my identification will not accompany any of my answers.</p>
<p><b>Q2</b></p> <p>What is your age?</p>	<p>35 to 44</p>
<p><b>Q3</b></p> <p>What is your gender?</p>	<p>Male</p>
<p><b>Q4</b></p> <p>How often do you use on-demand transport in the ACT?</p> <p>Taxis</p> <p>Hire cars</p> <p>Rideshare (e.g. uberX)</p>	<p>Seldom to none</p> <p>Occasionally</p> <p>Frequently</p>
<p><b>Q5</b></p> <p>What is your preferred service?</p>	<p>Rideshare</p>
<p><b>Q6</b></p> <p>Why is this above your preferred service?</p>	<p>Less expensive</p>

Page 3: Part B - Taxis

**Q7**

**How satisfied are you with taxi services in the ACT?**

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

**Q8**

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

1

**Q9**

Phone (talking)

**How do you normally hire a taxi?**

**Q10**

Less

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

**Page 4: Part C - Hire cars**

**Q11**

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

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

**Q12**

Respondent skipped this question

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



**Q13**

Respondent skipped this question

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

**Q14**

Phone (talking)

How do you normally book a hire car?

**Q15**

Less

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

Page 5: Part D - Rideshare

**Q16**

How satisfied are you with rideshare in the ACT?

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

**Q17**

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

10

**Q18**

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

10

**Q19**

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

1

**Q20**

Respondent skipped this question

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

**COMPLETE**

Collector: Web Link 1 (Web Link)  
 Started: Friday, July 07, 2017 4:42:31 PM  
 Last Modified: Friday, July 07, 2017 4:46:40 PM  
 Time Spent: 00:04:09  
 IP Address: 2.2(a)(ii)

Page 2: Part A - General

Q1 May we publicly quote any written answers you have provided, in whole or in part, in this survey?	Yes. I give consent for any of my answers to be published, in whole or in part, when communicating the outcomes of this survey. I understand that my name or other formal means of my identification will not accompany any of my answers.
Q2 What is your age?	45 to 54
Q3 What is your gender?	Female
Q4 How often do you use on-demand transport in the ACT?	
Taxis	Occasionally
Hire cars	Seldom to none
Rideshare (e.g. uberX)	Occasionally
Q5 What is your preferred service?	Rideshare
Q6 Why is this above your preferred service?	Other (please specify) Better user interface - can see where the car is, how long it should cost, is less expensive

Page 3: Part B - Taxis

**Q7**

**How satisfied are you with taxi services in the ACT?**

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

**Q8**

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

1

**Q9**

Phone (talking)

**How do you normally hire a taxi?**

**Q10**

Less,

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

Please explain any changes  
Uber is better so I use it more now

**Page 4: Part C - Hire cars**

**Q11**

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

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

**Q12**

Respondent skipped this question

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

**Q13**

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

Respondent skipped this question

**Q14**

How do you normally book a hire car?

Respondent skipped this question

**Q15**

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

Stayed the same

Page 5: Part D - Rideshare

**Q16**

How satisfied are you with rideshare in the ACT?

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

**Q17**

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

0

**Q18**

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

10

**Q19**

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

100

**Q20**

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

Respondent skipped this question

**COMPLETE**

Collector: Web Link 1 (Web Link)  
 Started: Friday, July 07, 2017 5:39:13 PM  
 Last Modified: Friday, July 07, 2017 5:45:13 PM  
 Time Spent: 00:06:00  
 IP Address: 2.2(a)(ii)

Page 2: Part A - General

Q1 May we publicly quote any written answers you have provided, in whole or in part, in this survey?	Yes. I give consent for any of my answers to be published, in whole or in part, when communicating the outcomes of this survey. I understand that my name or other formal means of my identification will not accompany any of my answers.
Q2 What is your age?	25 to 34
Q3 What is your gender?	Female
Q4 How often do you use on-demand transport in the ACT?	
Taxis	Occasionally
Hire cars	Seldom to none
Rideshare (e.g. uberX)	Occasionally
Q5 What is your preferred service?	Rideshare
Q6 Why is this above your preferred service?	More convenient

Page 3: Part B - Taxis

**Q7**

**How satisfied are you with taxi services in the ACT?**

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

**Q8**

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

0

**Q9**

Phone (talking)

**How do you normally hire a taxi?**

**Q10**

Less,

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

Please explain any changes  
I am required to use taxis' for work however i no longer use them for personal use.

**Page 4: Part C - Hire cars**

**Q11**

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

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

**Q12**

Respondent skipped this question

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

**Q13**

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

Respondent skipped this question

**Q14**

How do you normally book a hire car?

Respondent skipped this question

**Q15**

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

Stayed the same

**Page 5: Part D - Rideshare**

**Q16**

How satisfied are you with rideshare in the ACT?

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

**Q17**

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

14

**Q18**

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

2

**Q19**

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

100

**Q20**

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

Rideshare services like Uber are more convenient and easier to use. The only down side is the user ratings- sometimes it's a real pain to have to worry if you're being nice enough to your driver

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**COMPLETE**

Collector: Web Link 1 (Web Link)  
 Started: Friday, July 07, 2017 6:15:37 PM  
 Last Modified: Friday, July 07, 2017 6:18:28 PM  
 Time Spent: 00:02:50  
 IP Address: 2.2(a)(ii)

Page 2: Part A - General

Q1	No. Information provided by me is strictly confidential, and may only be used for the purpose of the evaluation and updating accessible public transport priorities.
May we publicly quote any written answers you have provided, in whole or in part, in this survey?	
Q2	35 to 44
What is your age?	
Q3	Male
What is your gender?	
Q4	
How often do you use on-demand transport in the ACT?	
Taxis	Seldom to none
Hire cars	Seldom to none
Rideshare (e.g. uberX)	Occasionally
Q5	Rideshare
What is your preferred service?	
Q6	Less expensive
Why is this above your preferred service?	

Page 3: Part B - Taxis

**Q7**

**How satisfied are you with taxi services in the ACT?**

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

**Q8**

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

0

**Q9**

Internet

**How do you normally hire a taxi?**

**Q10**

Less

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

**Page 4: Part C - Hire cars**

**Q11**

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

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

**Q12**

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

1

**Q13**

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

1

**Q14**

Other

How do you normally book a hire car?

**Q15**

Stayed the same

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

**Page 5: Part D - Rideshare**

**Q16**

How satisfied are you with rideshare in the ACT?

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

**Q17**

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

1

**Q18**

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

0

**Q19**

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

50

**Q20**

Respondent skipped this question

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

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**COMPLETE**

Collector: Web Link 1 (Web Link)  
 Started: Friday, July 07, 2017 7:27:53 PM  
 Last Modified: Friday, July 07, 2017 7:34:29 PM  
 Time Spent: 00:06:36  
 IP Address: 2.2(a)(ii)

Page 2: Part A - General

Q1 May we publicly quote any written answers you have provided, in whole or in part, in this survey?	Yes. I give consent for any of my answers to be published, in whole or in part, when communicating the outcomes of this survey. I understand that my name or other formal means of my identification will not accompany any of my answers.
Q2 What is your age?	15 to 24
Q3 What is your gender?	Female
Q4 How often do you use on-demand transport in the ACT?	
Taxis	Occasionally
Hire cars	Seldom to none
Rideshare (e.g. uberX)	Occasionally
Q5 What is your preferred service?	Rideshare
Q6 Why is this above your preferred service?	Less expensive

Page 3: Part B - Taxis

**Q7**

**How satisfied are you with taxi services in the ACT?**

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

**Q8**

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

0

**Q9**

Rank or hail

**How do you normally hire a taxi?**

**Q10**

Stayed the same

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

**Page 4: Part C - Hire cars**

**Q11**

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

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

**Q12**

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

0

**Q13**

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

0

**Q14**

Other

How do you normally book a hire car?

**Q15**

Stayed the same,

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

Please explain any changes I have not used hire cars.

**Page 5: Part D - Rideshare**

**Q16**

How satisfied are you with rideshare in the ACT?

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

**Q17**

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

Respondent skipped this question

**Q18**

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

25

**Q19**

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

50