



# Myriad Consultancy

*'the Market Research people'*

## *Research Report*

**Client:** *Department of Infrastructure, Energy and Resources  
Passenger Transport Policy Branch*

**Project:** *Market Research – WAT Review  
User Survey*

**Date:** *October 2005*

## ***1. Background.***

This survey of wheelchair reliant members of the Transport Access Scheme was conducted to assess the degree to which wheelchair accessible taxi (WAT) services meet the needs of users in metropolitan areas of the state – Hobart, Launceston, Devonport and Burnie.

The user survey was an integral part of the evaluation of WAT services being conducted for the Department of Infrastructure, Energy and Resources (DIER) by SGS Economics and Planning, in association with Myriad Research.

The statewide survey was also a follow-up to earlier surveys conducted by Colmar Brunton for DIER – a national taxi user survey (2002) and a ‘baseline’ survey of SPC/maxi taxi users in Tasmania (2003).

## ***2. Research Aim and Objectives.***

A survey of wheelchair reliant members of the Transport Access Scheme living in metropolitan areas to objectively assess the level of WAT services currently provided, and the degree to which this meets the needs of the target group. The research focused particularly on the key attributes of

- availability
- response times
- driver courtesy and attention to needs
- ride comfort and convenience
- perceived safety
- value for money

The survey also covered transport patterns generally, service expectations and comparisons with earlier times (SPC transport before the introduction of special purpose wheelchair accessible taxis in 2004).

## ***3. Methodology.***

A random telephone survey, with target sample 200 respondents, was conducted by the Myriad Research field team during late October 2005. Respondents were selected from a list of wheelchair reliant members of the Transport Access Scheme provided by DIER, with interviews conducted via a structured questionnaire developed by the consultants in conjunction with the DIER Project Team (Passenger Transport Policy Branch personnel) – refer to *Appendix A* survey questionnaire.

All interviews were conducted to Market and Social Research Quality Assurance standards for telephone interviewing (IQCA), with the relevant privacy and confidentiality standards strictly adhered to.

Qualified respondents were aged 18 years plus, living independently, did not work for a taxi company or for DIER and were wheelchair reliant members of the Transport Access Scheme. A number of interviews were conducted with the carer of the contact respondent (if the carer had travelled with the respondent in a WAT on the last trip taken).

There was a significant number of exclusions from the contact list provided due to a number of factors – non listing/availability of phone contact, nursing home residents (combined close to 50% of total contacts provided) and not wheelchair reliant (as reported by potential respondent – close to 30% of total contacts made).

The final survey sample of 177 respondents was distributed as follows

	<b>Frequency</b>	<b>%</b>
Hobart	93	52.5
Launceston	58	32.8
NW	26	14.7
	177	100.0

Data entry and analysis of survey returns has been completed by the consultants with the following research findings ...

#### 4. Research Findings.

Results have been grouped with the relevant survey question (refer *Appendix A* survey questionnaire).

*Note: The total sample provides a sampling error of approximately 7% at the 95% confidence level, ie. survey results are likely to be within 7% plus or minus of the parameter for the total target population. Survey results for regions should be regarded as indicative only given the relatively smaller sample size.*

Quantitative results are tabulated as frequency (number of responses) and percent (of total sample or regional group – unless otherwise indicated).

Results for the 2003 survey are included where comparable. Note that the 2003 survey comprised a similar number of respondents (total 202) from Hobart and Launceston metropolitan areas, and excluded the NW metropolitan areas of Burnie and Devonport. ‘Last trip’ responses for the 2003 survey covered both standard and wheelchair accessible taxi transport.

#### Qualifying questions

##### A. Firstly does anyone in your household or immediate family work

as a taxi driver?

for a taxi company?

for the Department of Infrastructure, Energy and Resources?

*(if yes to any of above, close with thanks)*

##### B. Are you a wheelchair-reliant member of the Transport Access Scheme – the fare vouchers when you use a taxi?

Yes 1

Unsure 2 *(close)*

No 3 *(close)*

##### C. What is your housing situation?*(close if nursing home)*

##### D. And can I check that you are aged 18 years or over? *(if carer - person answering on behalf of)*

**1. When did you last use a WAT – might also be called a maxi taxi, an accessible taxi or a special purpose cab (SPC)?**

<b>Table 1 (frequency)</b>				
	<b>Total</b>	<b>Hobart</b>	<b>L'ton</b>	<b>NW</b>
last week	55	30	22	3
last month	30	17	8	5
last 3 months	14	8	5	1
last 6 months	7	1	4	2
	<b>106</b>	<b>56</b>	<b>39</b>	<b>11</b>
last 12 months	10	8	1	1
longer ago	24	10	10	4
never	36	18	8	10
can't recall	1	1	0	0
	177	93	58	26

<b>Table 1 (%)</b>					
	<b>Total</b>	<b>Hobart</b>	<b>L'ton</b>	<b>NW</b>	<b>2003</b>
last week	31.1	32.3	37.9	11.5	34.0
last month	16.9	18.3	13.8	19.2	16.0
last 3 months	7.9	8.6	8.6	3.8	9.0
last 6 months	4.0	1.1	6.9	7.7	8.0
	<b>59.9</b>	<b>60.2</b>	<b>67.2</b>	<b>42.3</b>	<b>67.0</b>
last 12 months	5.6	8.6	1.7	3.8	7.0
longer ago	13.6	10.8	17.2	15.4	8.0
never	20.3	19.4	13.8	38.5	15.0
can't recall	0.6	1.1	0.0	0.0	1.0
	100.0	100.0	100.0	100.0	

(Q2 – Q6 only asked of those who had used a WAT in the last 6 months)

## Thinking about your most recent wheelchair taxi journey ...

### 2a. How did you get the taxi?

<b>Table 2a (frequency)</b>				
	<b>Total</b>	<b>Hobart</b>	<b>L'ton</b>	<b>NW</b>
phoned taxi company	74	40	28	6
phoned driver direct	6	4	1	1
regular booking	21	10	9	2
can't recall	0	0	0	0
other	5	2	1	2
	106	56	39	11

<b>Table 2a (%)</b>					
	<b>Total</b>	<b>Hobart</b>	<b>L'ton</b>	<b>NW</b>	<b>2003</b>
phoned taxi company	69.8	71.4	71.8	54.5	72.0
phoned driver direct	5.7	7.1	2.6	9.1	8.0
regular booking	19.8	17.9	23.1	18.2	16.0
can't recall	0.0	0.0	0.0	0.0	1.0
other	4.7	3.6	2.6	18.2	3.0
	100.0	100.0	100.0	100.0	100.0

#### 'other' responses

##### Hobart

- *I just went over to it in the street*
- *Picked up at Eastlands, on the rank*

##### Launceston

- *Hospital arranged*

##### NW

- *Organiser for elderly does it for me*
- *Went down to taxi company and asked them to book it for me*

## 2b. And was it booked for a specific time, or was it just to come as soon as possible?

<b>Table 2b (frequency)</b>				
	<b>Total</b>	<b>Hobart</b>	<b>L'ton</b>	<b>NW</b>
pre booked	89	46	34	9
ASAP	15	8	5	2
other	2	2	0	0
	106	56	39	11

<b>Table 2b (%)</b>					
	<b>Total</b>	<b>Hobart</b>	<b>L'ton</b>	<b>NW</b>	<b>2003</b>
pre booked	84.0	82.1	87.2	81.8	59.0
ASAP	14.2	14.3	12.8	18.2	38.0
other	1.9	3.6	0.0	0.0	3.0
	100.0	100.0	100.0	100.0	100.0

(2c, 2d, 2e - for pre booked)

## 2c. How far ahead did you book the taxi?

<b>Table 2c (frequency)</b>				
	<b>Total</b>	<b>Hobart</b>	<b>L'ton</b>	<b>NW</b>
less than a day ahead	20	11	7	2
more than a day ahead	29	15	12	2
less than 1 week ahead	11	7	4	0
more than a week ahead	8	3	2	3
regular booking	20	10	8	2
can't recall	0	0	0	0
other	1	0	1	0
	89	46	34	9

<b>Table 2c (%)</b>				
	<b>Total</b>	<b>Hobart</b>	<b>L'ton</b>	<b>NW</b>
less than a day ahead	22.5	23.9	20.6	22.2
more than a day ahead	32.6	32.6	35.3	22.2
less than 1 week ahead	12.4	15.2	11.8	0.0
more than a week ahead	9.0	6.5	5.9	33.3
regular booking	22.5	21.7	23.5	22.2
can't recall	0.0	0.0	0.0	0.0
other	1.1	0.0	2.9	0.0
	100.0	100.0	100.0	100.0

## 2d. And did it arrive

<b>Table 2d (frequency)</b>				
	<b>Total</b>	<b>Hobart</b>	<b>L'ton</b>	<b>NW</b>
early	15	8	4	3
on time	67	35	27	5
late	7	3	3	1
	89	46	34	9

<b>Table 2d (%)</b>				
	<b>Total</b>	<b>Hobart</b>	<b>L'ton</b>	<b>NW</b>
early	16.9	17.4	11.8	33.3
on time	75.3	76.1	79.4	55.6
late*	7.9	6.5	8.8	11.1
	100.0	100.0	100.0	100.0

<b>Hobart</b>	<b>Launceston</b>	<b>NW</b>
10 minutes (2 responses)	5 minutes	15 minutes
55	15	
	20	

Median time = 15 minutes

### Day/time of travel for 'late' responses

#### Hobart

9.00	Tuesday or Wednesday	no
11.00	Saturday	no
17.00	Friday	no

#### Launceston

9.00	Thursday	n
9.00	Thursday	n
11.00	Thursday	Launceston Show Day

#### NW

9:00	can't remember	no
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## 2e. How close to the booked time would you normally expect a wheelchair accessible taxi to arrive?

<b>Table 2e (frequency)</b>				
	<b>Total</b>	<b>Hobart</b>	<b>L'ton</b>	<b>NW</b>
0 (on time)	17	6	9	2
1 - 5 minutes	15	7	7	1
6 - 10 minutes	27	14	10	3
11 - 15 minutes	18	12	5	1
16 - 20 minutes	5	2	2	1
more than 20 minutes	7	5	1	1
	89	46	34	9

<b>Table 2e (%)</b>				
	<b>Total</b>	<b>Hobart</b>	<b>L'ton</b>	<b>NW</b>
0 (on time)	19.1	13.0	26.5	22.2
1 - 5 minutes	16.9	15.2	20.6	11.1
6 - 10 minutes	30.3	30.4	29.4	33.3
11 - 15 minutes	20.2	26.1	14.7	11.1
16 - 20 minutes	5.6	4.3	5.9	11.1
more than 20 minutes	7.9	10.9	2.9	11.1
	100.0	100.0	100.0	100.0

(2f, 2g - for ASAP)

## 2f. How long did the taxi take to arrive from the time you booked it?

<b>Table 2f (frequency)</b>				
	<b>Total</b>	<b>Hobart</b>	<b>L'ton</b>	<b>NW</b>
1 - 5 minutes	3	3	0	0
6 - 10 minutes	3	0	3	0
11 - 15 minutes	4	2	0	2
16 - 20 minutes	0	0	0	0
more than 20 minutes	4	2	2	0
	14	7	5	2

<b>Table 2f (%)</b>				
	<b>Total</b>	<b>Hobart</b>	<b>L'ton</b>	<b>NW</b>
1 - 5 minutes	21.4	42.9	0.0	0.0
6 - 10 minutes	21.4	0.0	60.0	0.0
11 - 15 minutes	28.6	28.6	0.0	100.0
16 - 20 minutes	0.0	0.0	0.0	0.0
more than 20 minutes	28.6	28.6	40.0	0.0
	100.0	100.0	100.0	100.0

**Day/time of travel for ‘more than 20 minutes’ responses****Hobart**

14:00	Saturday	no
11:00	Tuesday	no

**Launceston**

16.00	Thursday	no
15.00	Friday	no

**2g. And in general what do you think is a reasonable waiting time for a WAT?**

<b>Table 2g (frequency)</b>				
	<b>Total</b>	<b>Hobart</b>	<b>L'ton</b>	<b>NW</b>
1 - 5 minutes	1	1	0	0
6 - 10 minutes	0	0	0	0
11 - 15 minutes	6	2	3	1
15 - 30 minutes	7	4	2	1
more than 30 minutes	1	1	0	0
	15	8	5	2

<b>Table 2g (%)</b>				
	<b>Total</b>	<b>Hobart</b>	<b>L'ton</b>	<b>NW</b>
1 - 5 minutes	6.7	12.5	0.0	0.0
6 - 10 minutes	0.0	0.0	0.0	0.0
11 - 15 minutes	40.0	25.0	60.0	50.0
15 - 30 minutes	46.7	50.0	40.0	50.0
more than 30 minutes	6.7	12.5	0.0	0.0
	100.0	100.0	100.0	100.0

**3a. Do you remember what time of the day it was you travelled on your most recent WAT trip?****3b. And what day of week?****3c. And was it a public holiday, or was there a special event on in your area on that day?**

*refer to responses for Q2d and Q2f.*

#### 4a. What was the main reason for your trip?

<b>Table 4a (frequency)</b>				
	<b>Total</b>	<b>Hobart</b>	<b>L'ton</b>	<b>NW</b>
to get home	5	4	1	0
to get to work	3	2	1	0
to go to a day centre	3	1	1	1
shopping	16	7	7	2
to a social event	12	8	3	1
to a special event	7	3	3	1
a medical appointment	35	21	10	4
other	25	10	13	2
	106	56	39	11

<b>Table 4a (%)</b>					
	<b>Total</b>	<b>Hobart</b>	<b>L'ton</b>	<b>NW</b>	<b>2003</b>
to get home	4.7	7.1	2.6	0.0	13.0
to get to work	2.8	3.6	2.6	0.0	3.0
to go to a day centre	2.8	1.8	2.6	9.1	6.0
shopping	15.1	12.5	17.9	18.2	13.0
to a social event	11.3	14.3	7.7	9.1	13.0
to a special event	6.6	5.4	7.7	9.1	2.0
a medical appointment	33.0	37.5	25.6	36.4	34.0
other	23.6	17.9	33.3	18.2	16.0
	100.0	100.0	100.0	100.0	100.0

**4b. And how satisfied were you overall with your last wheelchair taxi trip – on a scale of 1 – 5, where 5 = very satisfied, 3 = OK, 1 = not at all satisfied**

<b>Table 4b (frequency)</b>						
	<b>5</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>	
<b>Total</b>	75	22	7	1	1	106
<b>Hobart</b>	45	7	3	1	0	56
<b>L'ton</b>	25	11	3	0	0	39
<b>NW</b>	5	4	1	0	1	11
<b>Table 4b (%)</b>						
<b>Total</b>	70.8	20.8	6.6	0.9	0.9	100.0
<b>Hobart</b>	80.4	12.5	5.4	1.8	0.0	100.0
<b>L'ton</b>	64.1	28.2	7.7	0.0	0.0	100.0
<b>NW</b>	45.5	36.4	9.1	0.0	9.1	100.0
	<b>Total</b>	<b>Hobart</b>	<b>L'ton</b>	<b>NW</b>	<b>2003</b>	
<b>Average</b>	4.6	4.7	4.6	4.1		
<b>% 4/5</b>	91.5	92.9	92.3	81.8	92.0	

**5a. Do you remember which taxi company or driver it was?**

**5b. And the make/model of the taxi?**

*refer to data set.*

**5c. What was the entry method**

<b>Table 5c (frequency)</b>				
	<b>Total</b>	<b>Hobart</b>	<b>L'ton</b>	<b>NW</b>
Ramp	87	46	34	7
Hoist	13	5	5	3
Side	14	12	2	0
Back	90	42	37	11

<b>Table 5c (% responses)</b>				
	<b>Total</b>	<b>Hobart</b>	<b>L'ton</b>	<b>NW</b>
Ramp	82.1	82.1	87.2	63.6
Hoist	12.3	8.9	12.8	27.3
Side	13.2	21.4	5.1	0.0
Back	84.9	75.0	94.9	100.0

### 5d. Which do you prefer?

<i>Table 5d (frequency)</i>				
	<b>Total</b>	<b>Hobart</b>	<b>L'ton</b>	<b>NW</b>
Ramp	70	37	29	4
Hoist	21	8	7	6
Side	11	8	2	1
Back	79	37	33	9

<i>Table 5d (% responses)</i>				
	<b>Total</b>	<b>Hobart</b>	<b>L'ton</b>	<b>NW</b>
Ramp	76.9	82.2	80.6	40.0
Hoist	23.1	17.8	19.4	60.0
Side	12.2	17.8	5.7	10.0
Back	87.8	82.2	94.3	90.0

### 6a. How long have you been using wheelchair accessible taxis or similar?

<i>Table 6a (frequency)</i>				
	<b>Total</b>	<b>Hobart</b>	<b>L'ton</b>	<b>NW</b>
last 6 months	23	11	8	4
12 months	12	7	2	3
more than 12 months	70	37	29	4
	105	55	39	11

<i>Table 6a (%)</i>				
	<b>Total</b>	<b>Hobart</b>	<b>L'ton</b>	<b>NW</b>
last 6 months	21.9	20.0	20.5	36.4
12 months	11.4	12.7	5.1	27.3
more than 12 months	66.7	67.3	74.4	36.4
	100.0	100.0	100.0	100.0

**6b. Next I'm going to read out a list of aspects of the taxi trip and still thinking about your most recent wheelchair taxi journey, I'd like you to rate each one on a scale of 1 – 5, where 5 = very good, 3 = average, 1 = poor.**

**6c. (if rating 1 or 2) How could this aspect be improved?**

**6d. (for those who have been using WATs for more than 12 months) And how would you compare that aspect to previously – say 18 months ago – better, about the same or worse?**

<b>Availability of taxi</b>						
<i>Table 6b (frequency)</i>						
	<b>5</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>	
<b>Total</b>	65	24	12	2	2	105
<b>Hobart</b>	39	10	4	1	1	55
<b>L'ton</b>	18	13	6	1	1	39
<b>NW</b>	8	1	2	0	0	11
<i>Table 6b (%)</i>						
<b>Total</b>	61.9	22.9	11.4	1.9	1.9	100.0
<b>Hobart</b>	70.9	18.2	7.3	1.8	1.8	100.0
<b>L'ton</b>	46.2	33.3	15.4	2.6	2.6	100.0
<b>NW</b>	72.7	9.1	18.2	0.0	0.0	100.0
	<b>Total</b>	<b>Hobart</b>	<b>L'ton</b>	<b>NW</b>	<b>2003</b>	
<b>Average</b>	4.4	4.5	4.2	4.5	4.3	
<b>% 4/5</b>	84.8	89.1	79.5	81.8		

<i>Q6d (frequency)</i>						
	<b>Total</b>	<b>Hobart</b>	<b>L'ton</b>	<b>NW</b>		
<b>better</b>	41	24	16	1		
<b>same</b>	27	14	10	3		
<b>worse</b>	1	0	1	0		
	69	38	27	4		
<i>Q6d (%)</i>						
	<b>Total</b>	<b>Hobart</b>	<b>L'ton</b>	<b>NW</b>		
<b>better</b>	59.4	63.2	59.3	25.0		
<b>same</b>	39.1	36.8	37.0	75.0		
<b>worse</b>	1.4	0.0	3.7	0.0		

**Comments (with rating)****Hobart**

5	<i>Was not good on weekends two years ago</i>
4	<i>It's bad early hours of the morning (4-5am)</i>
3	<i>Some don't arrive</i>
2	<i>Late, but not normal</i>
1	<i>Should be on taxi rank usually, not just occasionally</i>

<b>Courtesy of person when booking</b>						
<b>Table 6b (frequency)</b>						
	<b>5</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>	
<b>Total</b>	88	12	2	0	0	102
<b>Hobart</b>	50	1	2	0	0	53
<b>L'ton</b>	28	11	0	0	0	39
<b>NW</b>	10	0	0	0	0	10
<b>Table 6b (%)</b>						
<b>Total</b>	86.3	11.8	2.0	0.0	0.0	100.0
<b>Hobart</b>	94.3	1.9	3.8	0.0	0.0	100.0
<b>L'ton</b>	71.8	28.2	0.0	0.0	0.0	100.0
<b>NW</b>	100.0	0.0	0.0	0.0	0.0	100.0
	<b>Total</b>	<b>Hobart</b>	<b>L'ton</b>	<b>NW</b>		
<b>Average</b>	4.8	4.9	4.7	5.0		
<b>% 4/5</b>	98.0	96.2	100.0	100.0		

<b>Q6d (frequency)</b>						
	<b>Total</b>	<b>Hobart</b>	<b>L'ton</b>	<b>NW</b>		
<b>better</b>	29	19	9	1		
<b>same</b>	39	18	18	3		
<b>worse</b>	0	0	0	0		
	68	37	27	4		
<b>Q6d (%)</b>						
	<b>Total</b>	<b>Hobart</b>	<b>L'ton</b>	<b>NW</b>		
<b>better</b>	42.6	51.4	33.3	25.0		
<b>same</b>	57.4	48.6	66.7	75.0		
<b>worse</b>	0.0	0.0	0.0	0.0		

<b>Response time of the taxi</b>						
<i>Table 6b (frequency)</i>						
	<b>5</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>	
<b>Total</b>	70	23	8	1	2	104
<b>Hobart</b>	42	6	4	1	1	54
<b>L'ton</b>	19	17	3	0	0	39
<b>NW</b>	9	0	1	0	1	11
<i>Table 6b (%)</i>						
<b>Total</b>	67.3	22.1	7.7	1.0	1.9	100.0
<b>Hobart</b>	77.8	11.1	7.4	1.9	1.9	100.0
<b>L'ton</b>	48.7	43.6	7.7	0.0	0.0	100.0
<b>NW</b>	81.8	0.0	9.1	0.0	9.1	100.0
	<b>Total</b>	<b>Hobart</b>	<b>L'ton</b>	<b>NW</b>		
<b>Average</b>	4.5	4.6	4.4	4.5		
<b>% 4/5</b>	89.4	88.9	92.3	81.8		

<i>Q6d (frequency)</i>						
	<b>Total</b>	<b>Hobart</b>	<b>L'ton</b>	<b>NW</b>		
<b>better</b>	33	23	9	1		
<b>same</b>	34	14	17	3		
<b>worse</b>	2	1	1	0		
	69	38	27	4		
<i>Q6d (%)</i>						
	<b>Total</b>	<b>Hobart</b>	<b>L'ton</b>	<b>NW</b>		
<b>better</b>	47.8	60.5	33.3	25.0		
<b>same</b>	49.3	36.8	63.0	75.0		
<b>worse</b>	2.9	2.6	3.7	0.0		

**Comments (with rating)****Hobart**

2	Some late, some don't arrive
1	Late

**NW**

1	Late getting here - he needed to not worry about his crosswords
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<b>Driver courtesy and attitude towards you</b>						
<b>Table 6b (frequency)</b>						
	<b>5</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>	
<b>Total</b>	82	20	4	0	0	106
<b>Hobart</b>	51	4	1	0	0	56
<b>L'ton</b>	24	13	2	0	0	39
<b>NW</b>	7	3	1	0	0	11
<b>Table 6b (%)</b>						
<b>Total</b>	77.4	18.9	3.8	0.0	0.0	100.0
<b>Hobart</b>	91.1	7.1	1.8	0.0	0.0	100.0
<b>L'ton</b>	61.5	33.3	5.1	0.0	0.0	100.0
<b>NW</b>	63.6	27.3	9.1	0.0	0.0	100.0
	<b>Total</b>	<b>Hobart</b>	<b>L'ton</b>	<b>NW</b>	<b>2003</b>	
<b>Average</b>	4.7	4.9	4.6	4.5	4.6	
<b>% 4/5</b>	96.2	98.2	94.9	90.9		

<b>Q6d (frequency)</b>						
	<b>Total</b>	<b>Hobart</b>	<b>L'ton</b>	<b>NW</b>		
<b>better</b>	34	25	8	1		
<b>same</b>	34	13	18	3		
<b>worse</b>	1	0	1	0		
	69	38	27	4		
<b>Q6d (%)</b>						
	<b>Total</b>	<b>Hobart</b>	<b>L'ton</b>	<b>NW</b>		
<b>better</b>	49.3	65.8	29.6	25.0		
<b>same</b>	49.3	34.2	66.7	75.0		
<b>worse</b>	1.4	0.0	3.7	0.0		

### Comments (with rating)

#### NW

4	Got a bit frustrated with the type of wheelchair that I have
4	Pompous person - need someone who cares

<b>Ride comfort</b>						
<b>Table 6b (frequency)</b>						
	<b>5</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>	
<b>Total</b>	66	30	6	3	1	106
<b>Hobart</b>	37	15	2	1	1	56
<b>L'ton</b>	20	14	3	2	0	39
<b>NW</b>	9	1	1	0	0	11
<b>Table 6b (%)</b>						
<b>Total</b>	62.3	28.3	5.7	2.8	0.9	100.0
<b>Hobart</b>	66.1	26.8	3.6	1.8	1.8	100.0
<b>L'ton</b>	51.3	35.9	7.7	5.1	0.0	100.0
<b>NW</b>	81.8	9.1	9.1	0.0	0.0	100.0
	<b>Total</b>	<b>Hobart</b>	<b>L'ton</b>	<b>NW</b>		
<b>Average</b>	4.5	4.5	4.3	4.7		
<b>% 4/5</b>	90.6	92.9	87.2	90.9		

<b>Q6d (frequency)</b>						
	<b>Total</b>	<b>Hobart</b>	<b>L'ton</b>	<b>NW</b>		
<b>better</b>	44	30	13	1		
<b>same</b>	25	8	14	3		
<b>worse</b>	0	0	0	0		
	69	38	27	4		
<b>Q6d (%)</b>						
	<b>Total</b>	<b>Hobart</b>	<b>L'ton</b>	<b>NW</b>		
<b>better</b>	63.8	78.9	48.1	25.0		
<b>same</b>	36.2	21.1	51.9	75.0		
<b>worse</b>	0.0	0.0	0.0	0.0		

### Comments (with rating)

#### Hobart

5	Old ones were poor and made husband travel sick
5	Jurgen's is good but some are awful and rough
4	New cars now much better
3	Chair space limited for large chair between the chair and backseat and door
2	Bumpy and uncomfortable. Needs redesign
1	It can't really be improved, it's just that riding in the back is not comfortable

#### Launceston

4	Can sway a bit in the bigger vans
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<b>Feeling of safety</b>						
<b>Table 6b (frequency)</b>						
	<b>5</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>	
<b>Total</b>	86	14	4	2	0	106
<b>Hobart</b>	51	3	2	0	0	56
<b>L'ton</b>	25	10	2	2	0	39
<b>NW</b>	10	1	0	0	0	11
<b>Table 6b (%)</b>						
<b>Total</b>	81.1	13.2	3.8	1.9	0.0	100.0
<b>Hobart</b>	91.1	5.4	3.6	0.0	0.0	100.0
<b>L'ton</b>	64.1	25.6	5.1	5.1	0.0	100.0
<b>NW</b>	90.9	9.1	0.0	0.0	0.0	100.0
	<b>Total</b>	<b>Hobart</b>	<b>L'ton</b>	<b>NW</b>		
<b>Average</b>	4.7	4.9	4.5	4.9		
<b>% 4/5</b>	94.3	96.4	89.7	100.0		

<b>Q6d (frequency)</b>						
	<b>Total</b>	<b>Hobart</b>	<b>L'ton</b>	<b>NW</b>		
<b>better</b>	38	26	11	1		
<b>same</b>	30	12	15	3		
<b>worse</b>	1	0	1	0		
	69	38	27	4		
<b>Q6d (%)</b>						
	<b>Total</b>	<b>Hobart</b>	<b>L'ton</b>	<b>NW</b>		
<b>better</b>	55.1	68.4	40.7	25.0		
<b>same</b>	43.5	31.6	55.6	75.0		
<b>worse</b>	1.4	0.0	3.7	0.0		

<b>Convenience of entry/exit</b>						
<b>Table 6b (frequency)</b>						
	<b>5</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>	
<b>Total</b>	77	20	7	1	0	105
<b>Hobart</b>	41	8	6	0	0	55
<b>L'ton</b>	26	12	0	1	0	39
<b>NW</b>	10	0	1	0	0	11
<b>Table 6b (%)</b>						
<b>Total</b>	73.3	19.0	6.7	1.0	0.0	100.0
<b>Hobart</b>	74.5	14.5	10.9	0.0	0.0	100.0
<b>L'ton</b>	66.7	30.8	0.0	2.6	0.0	100.0
<b>NW</b>	90.9	0.0	9.1	0.0	0.0	100.0
	<b>Total</b>	<b>Hobart</b>	<b>L'ton</b>	<b>NW</b>		
<b>Average</b>	4.6	4.6	4.6	4.8		
<b>% 4/5</b>	92.4	89.1	97.4	90.9		

<b>Q6d (frequency)</b>						
	<b>Total</b>	<b>Hobart</b>	<b>L'ton</b>	<b>NW</b>		
<b>better</b>	41	25	15	1		
<b>same</b>	27	13	11	3		
<b>worse</b>	1	0	1	0		
	69	38	27	4		
<b>Q6d (%)</b>						
	<b>Total</b>	<b>Hobart</b>	<b>L'ton</b>	<b>NW</b>		
<b>better</b>	59.4	65.8	55.6	25.0		
<b>same</b>	39.1	34.2	40.7	75.0		
<b>worse</b>	1.4	0.0	3.7	0.0		

### Comments (with rating)

#### Hobart

5	Some are not so good
3	Side entry/exit would be better
3	Inside platform is too short - makes entry difficult. And angle
3	I prefer the normal taxi, I would not like to go on a long trip in a WAT
3	Choose to use passenger seat

<b>Driver attention to your needs</b>						
<i>Table 6b (frequency)</i>						
	<b>5</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>	
<b>Total</b>	79	20	5	1	0	105
<b>Hobart</b>	49	4	2	0	0	55
<b>L'ton</b>	22	15	1	1	0	39
<b>NW</b>	8	1	2	0	0	11
<i>Table 6b (%)</i>						
<b>Total</b>	75.2	19.0	4.8	1.0	0.0	100.0
<b>Hobart</b>	89.1	7.3	3.6	0.0	0.0	100.0
<b>L'ton</b>	56.4	38.5	2.6	2.6	0.0	100.0
<b>NW</b>	72.7	9.1	18.2	0.0	0.0	100.0
	<b>Total</b>	<b>Hobart</b>	<b>L'ton</b>	<b>NW</b>	<b>2003</b>	
<b>Average</b>	4.7	4.9	4.5	4.5	4.6	
<b>% 4/5</b>	94.3	96.4	94.9	81.8		

<i>Q6d (frequency)</i>						
	<b>Total</b>	<b>Hobart</b>	<b>L'ton</b>	<b>NW</b>		
<b>better</b>	31	23	7	1		
<b>same</b>	37	14	20	3		
<b>worse</b>	0	0	0	0		
	68	37	27	4		
<i>Q6d (%)</i>						
	<b>Total</b>	<b>Hobart</b>	<b>L'ton</b>	<b>NW</b>		
<b>better</b>	45.6	62.2	25.9	25.0		
<b>same</b>	54.4	37.8	74.1	75.0		
<b>worse</b>	0.0	0.0	0.0	0.0		

### Comments (with rating)

#### Hobart

4	Some drivers have given me trouble when I was drinking
---	--

<b>Value for money</b>						
<b>Table 6b (frequency)</b>						
	<b>5</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>	
<b>Total</b>	70	21	7	6	1	105
<b>Hobart</b>	43	6	6	0	1	56
<b>L'ton</b>	18	15	0	5	0	38
<b>NW</b>	9	0	1	1	0	11
<b>Table 6b (%)</b>						
<b>Total</b>	66.7	20.0	6.7	5.7	1.0	100.0
<b>Hobart</b>	76.8	10.7	10.7	0.0	1.8	100.0
<b>L'ton</b>	47.4	39.5	0.0	13.2	0.0	100.0
<b>NW</b>	81.8	0.0	9.1	9.1	0.0	100.0
	<b>Total</b>	<b>Hobart</b>	<b>L'ton</b>	<b>NW</b>	<b>2003</b>	
<b>Average</b>	4.5	4.6	4.2	4.5	4.3	
<b>% 4/5</b>	86.7	87.5	86.8	81.8		

<b>Q6d (frequency)</b>						
	<b>Total</b>	<b>Hobart</b>	<b>L'ton</b>	<b>NW</b>		
<b>better</b>	26	17	8	1		
<b>same</b>	39	20	16	3		
<b>worse</b>	4	1	3	0		
	69	38	27	4		
<b>Q6d (%)</b>						
	<b>Total</b>	<b>Hobart</b>	<b>L'ton</b>	<b>NW</b>		
<b>better</b>	37.7	44.7	29.6	25.0		
<b>same</b>	56.5	52.6	59.3	75.0		
<b>worse</b>	5.8	2.6	11.1	0.0		

### Comments (with rating)

#### Hobart

3	<i>Expensive, but we expect it</i>
1	<i>\$30 from Berridale to Hobart is too much. Car pool the WATs or shuttle bus would reduce the cost</i>

#### Launceston

4	<i>Depends on where I'm going</i>
2	<i>To be the same price as an ordinary taxi</i>
2	<i>Should be the same price each time</i>
2	<i>If you are using it for a medical reason, price should be reduced</i>
2	<i>Government should look into prices being charged by Bakker Company</i>

#### NW

2	<i>Too expensive</i>
---	----------------------

**7a. In the last 6 months, have you tried to book/use a WAT and weren't able to get one?**

<b>Table 7a (frequency)</b>				
	<b>Total</b>	<b>Hobart</b>	<b>L'ton</b>	<b>NW</b>
Yes	29	15	11	3
No*	147	78	47	22
	176	93	58	25
Not tried	75	38	21	16
Always available	72	40	26	6
	147	78	47	22

<b>Table 7a (%)</b>					
	<b>Total</b>	<b>Hobart</b>	<b>L'ton</b>	<b>NW</b>	<b>2003</b>
Yes	16.5	16.1	19.0	12.0	18.0
No*	83.5	83.9	81.0	88.0	
	100.0	100.0	100.0	100.0	
Not tried	51.0	48.7	44.7	72.7	
Always available	49.0	51.3	55.3	27.3	

**Details of 'yes' responses**

**Hobart**

<b>Time</b>	<b>Day of week</b>	<b>Special event / public holiday</b>
12:30	Tuesday	no
13:00	d/k	no
Mid afternoon	Wednesday	no
8:00	d/k	no
d/k	d/k	no
9.00	Friday	no
17.00	Weekday	no
dk	dk	dk
4:00am, 8:30am, 10:45am	Saturday nights, early Sunday mornings	no
5:00	Sunday morning	no
15:00	Tuesday	no
9:00	Monday	no
11.00	Weekday	no
dk	dk	dk
11.00-12.00	Tuesday	no

## Launceston

Time	Day of week	Special event / public holiday
Morning	Weekday	no
12.30	Sunday	no
14:00	Thursday	no
16:00	Monday	no
14:00	Weekday	no
14:00	weekdays	no
10.30	dk	no
15:00	Friday afternoon (school rush)	no
Afternoon	School day	no
15.30	Thursday	no
12:00	Wednesday	no

## NW

Time	Day of week	Special event / public holiday
13:00	Wednesday	no
15.00	Thursday	Cruise boat in
d/k	Mondays and Tuesdays	no

## 7b. Was that because

<b>Table 7b (frequency)</b>				
	<b>Total</b>	<b>Hobart</b>	<b>L'ton</b>	<b>NW</b>
you couldn't get through on the phone	1	0	1	0
there were no WATs available	22	12	9	1
the WAT did not show	4	2	1	1
driver refused fare	1	1	0	0
other	1	0	0	1
	29	15	11	3

<b>Table 7b (%)</b>				
	<b>Total</b>	<b>Hobart</b>	<b>L'ton</b>	<b>NW</b>
you couldn't get through on the phone	3.4	0.0	9.1	0.0
there were no WATs available	75.9	80.0	81.8	33.3
the WAT did not show	13.8	13.3	9.1	33.3
driver refused fare	3.4	6.7	0.0	0.0
other	3.4	0.0	0.0	33.3
	100.0	100.0	100.0	100.0

**'other' response**

No drivers available on Mondays and Tuesdays (NW respondent)



***other comments*****Hobart**

- |   |
|---|
| • <i>Mixed up booking</i>   |
| • <i>Was a three hour wait before being available. Too long to wait</i>         |
| • <i>None were available, hospital had to send me home in private ambulance</i> |

**Launceston**

- |   |
|---|
| • <i>Can't get because of school children</i> |
|---|

**NW**

- |   |
|---|
| • <i>The WAT wasn't available at the time - Taxi company arranged for airport bus to pick me up and he forgot - driver got the sack as a result</i> |
|---|

### 8a. In the last 6 months, what other transport have you used to get around?

<b>Table 8a (frequency)</b>	<b>Used</b>			
	<b>Total</b>	<b>Hobart</b>	<b>L'ton</b>	<b>NW</b>
WAT				
standard taxi	47	27	17	3
own car/self drive	27	19	5	3
family car	65	37	19	9
friend/relative car	47	25	12	10
Metro bus	8	4	2	2
private bus	3	2	1	0
community transport (HACC)	13	3	3	7
nursing/hospital vehicle	3	3	0	0
group transport	6	3	3	0
no other	29	19	10	0
other	21	7	9	5

<b>Table 8a (%)</b>	<b>Used</b>				
	<b>Total</b>	<b>Hobart</b>	<b>L'ton</b>	<b>NW</b>	<b>2003</b>
WAT					
standard taxi	26.6	29.0	29.3	11.5	*
own car/self drive	15.3	20.4	8.6	11.5	12.0
family car	36.7	39.8	32.8	34.6	53.0
friend/relative car	26.6	26.9	20.7	38.5	
Metro bus	4.5	4.3	3.4	7.7	10.0
private bus	1.7	2.2	1.7	0.0	
community transport (HACC)	7.3	3.2	5.2	26.9	2.0
nursing/hospital vehicle	1.7	3.2	0.0	0.0	2.0
group transport	3.4	3.2	5.2	0.0	
no other	16.4	20.4	17.2	0.0	32.0
other	11.9	7.5	15.5	19.2	11.0

\* 2003 survey combined standard and wheelchair taxis

## 8b. What is your preferred method of transport?

<b>Table 8b (frequency)</b>	<b>Prefer</b>			
	<b>Total</b>	<b>Hobart</b>	<b>L'ton</b>	<b>NW</b>
WAT	86	49	29	8
standard taxi	24	15	8	1
own car/self drive	21	14	4	3
family car	44	25	12	7
friend/relative car	22	8	6	8
Metro bus	2	1	0	1
private bus	0	0	0	0
community transport (HACC)	1	0	0	1
nursing/hospital vehicle	0	0	0	0
group transport	1	1	0	0
no other				
other	8	3	3	2
<b>Table 8b (%)</b>	<b>Prefer</b>			
	<b>Total</b>	<b>Hobart</b>	<b>L'ton</b>	<b>NW</b>
WAT	48.6	52.7	50.0	30.8
standard taxi	13.6	16.1	13.8	3.8
own car/self drive	11.9	15.1	6.9	11.5
family car	24.9	26.9	20.7	26.9
friend/relative car	12.4	8.6	10.3	30.8
Metro bus	1.1	1.1	0.0	3.8
private bus	0.0	0.0	0.0	0.0
community transport (HACC)	0.6	0.0	0.0	3.8
nursing/hospital vehicle	0.0	0.0	0.0	0.0
group transport	0.6	1.1	0.0	0.0
no other				
other	4.5	3.2	5.2	7.7

## 8c. Why is that?

### WAT

#### Hobart

• <i>A lot easier for me and don't have to worry about parking</i>
• <i>All I can use. The stretch cab with the bubble was the best for comfort.</i>
• <i>Are made to take wheelchairs and does the job better</i>
• <i>Availability</i>
• <i>Because community transport bus less acceptable, more cramped and less comfort</i>
• <i>Because of the convenience of being dropped off and picked up. The reliability. Not having to get parking.</i>
• <i>Big enough for wheelchair. We don't have to pay much money</i>

• <i>Cannot get into car now</i>
• <i>Can't get him out of chair and into our car or standard taxi nowadays</i>
• <i>Easier access</i>
• <i>Easier if you have to take a wheelchair</i>
• <i>Easier to get into than a normal car</i>
• <i>Easy to access. Lots of room</i>
• <i>Easy to fit wheelchair in as too difficult for our family car</i>
• <i>Good rapport with drivers</i>
• <i>He likes going in a wheelchair accessible taxi</i>
• <i>Son would like to be able to get around on his own more</i>
• <i>I like going with them because I don't have to get out of the chair</i>
• <i>I have bad balance and sometimes need a wheelchair</i>
• <i>I would much prefer to use a WAT because it can take my wheelchair/scooter it is convenient. They treat me well.</i>
• <i>If going to be in a wheelchair all day and need to take oxygen too</i>
• <i>independence from parents</i>
• <i>Independence, plenty available now. Convenience</i>
• <i>Is big and takes my motorised wheelchair easily</i>
• <i>It is my main method of transport at the moment, and I prefer it because they do such a good job.</i>
• <i>It is the only type of transport I can use</i>
• <i>Know all drivers and the owners and feel personal services is beneficial. Appreciate the reduction for cost of WAT and SPC</i>
• <i>More comfortable and independent</i>
• <i>More convenient</i>
• <i>More room than in standard taxis</i>
• <i>Much easier</i>
• <i>Need a WAT because of size of large wheelchair and mobility requirements</i>
• <i>Need two people to assist otherwise if I tried to get into a car. WAT is only reasonable means of transport</i>
• <i>No choice, could not go out otherwise</i>
• <i>Now I'm so confident in the comfort and performance of the WAT it's as good as driving myself</i>
• <i>Only alternative because I have a large wheelchair</i>
• <i>Only available means of transport</i>
• <i>Only means of transport that I can use</i>
• <i>Only possible method of transport</i>
• <i>Only way I can get around</i>
• <i>Only way I can travel except for community transport</i>
• <i>Our only means of taking him out</i>
• <i>Parking is difficult at Eastlands so I use the taxi for convenience</i>
• <i>Son had trouble lifting husband into his car. WAT are far more easy</i>
• <i>Suits family because we both work so Heath is Independent</i>
• <i>WATs more available than Metro bus</i>

**Launceston**

• <i>Easier to work with</i>
• <i>Always available and drivers friendly</i>
• <i>Awkward to get in and out of wheelchair into cars</i>
• <i>Can only get into these taxis</i>
• <i>Can't use any other transport</i>
• <i>Can't use anything else</i>
• <i>Easier to get around</i>
• <i>Easier to get in and out of (2 responses)</i>
• <i>Easier, no transfer, can stay in chair</i>
• <i>Feeling of independence</i>
• <i>It is my only option apart from my scooter</i>
• <i>It is now our only way of getting around</i>
• <i>It is the only choice</i>
• <i>Much easier to access and get into</i>
• <i>Much easier to be wheeled on</i>
• <i>My only way of getting around</i>
• <i>My wife has lost here eye sight. SO have to rely on other people to drive</i>
• <i>Not always convenient for family members to drive</i>
• <i>Nothing else available</i>
• <i>Only method of transport</i>
• <i>Only way to get around</i>
• <i>Only way to get around when I need to use electric scooter</i>
• <i>They are more available than Metro bus</i>
• <i>Wheel straight on, no transfer from chair to seat</i>
• <i>Wife lost use in right arm so it is easier in a maxi taxi</i>
• <i>Would be easier sometimes but you have to prebook. Transfer is easier, on and off</i>

**NW**

• <i>Easier to use at the moment</i>
• <i>Don't like to rely on family</i>
• <i>I feel safer in them</i>
• <i>I need their help</i>
• <i>I would be able to get to more places that I need to go to.</i>
• <i>Much easier to get into. Hard for me to get in or out of a sedan</i>
• <i>Only transport can use</i>
• <i>Only way I can get around</i>

**standard taxi****Hobart**

• <i>Fold up wheelchair so standard cab is OK</i>
• <i>Prefer to sit in a car seat rather than in my wheelchair</i>
• <i>Otherwise, that's just convenient</i>

<i>• More of them around</i>
<i>• More convenient for me</i>
<i>• More comfortable than group transport</i>
<i>• Like to use normal taxis because I feel more independent</i>
<i>• I was not aware I could use a WAT. I have never used the vouchers</i>
<i>• I am OK in a normal taxi</i>
<i>• Find ordinary cab drivers courteous and helpful</i>
<i>• Don't need WAT, standard taxi is OK</i>
<i>• I don't need WAT yet. I will use cab while I can</i>
<i>• Comfortable if I don't need a wheelchair</i>
<i>• As long as it gets me there I don't mind</i>

**Launceston**

<i>• Can't afford the batteries for my electric chair to use WAT</i>
<i>• Can't travel in my wheelchair - back problems</i>
<i>• Easy to use, can get any time</i>
<i>• I prefer to be in a seat and not stay in my chair</i>
<i>• Less hassle, easier to get. It is good for him to get out of the wheelchair, sense of independence</i>
<i>• My husband prefers the standard taxis because they do not stand out as much as the WATs</i>
<i>• Only needed the maxi taxi when I broke my leg. Otherwise I prefer standard taxis. I manage in those and can get any time with no need to book</i>
<i>• You have to prebook WATs and that is very difficult for me because I don't know the times that I have to be at the hospital</i>

**NW**

<i>• I need their help</i>
----------------------------

**own car/self drive****Hobart**

<i>• Can mostly manage OK until now, but it's getting harder</i>
<i>• Convenience</i>
<i>• Convenience but I don't like driving in city</i>
<i>• Don't have to wait for the last bus and I like driving</i>
<i>• Enjoy driving</i>
<i>• I have a licence and prefer to drive myself</i>
<i>• I like being able to get myself around</i>
<i>• I prefer my own car because it is more convenient for me</i>
<i>• If it suits me and not raining</i>
<i>• I'm eighty-six and still manage to drive. If I don't have to walk far from where I can park, as I often use a walker. Only needed wheelchair when I first came out of hospital</i>
<i>• Now have licence, only use WATs for late nights with pubs, about once every eight months</i>
<i>• Taxis are too expensive. I prefer to drive myself</i>

- *Travel easily. Have own hoist and daughter as carer*
- *Whenever it suits, drive myself*

**Launceston**

- *It's always there (no bookings)*
- *While I can still drive, I prefer to do this. Makes you independent*
- *My neighbour is available to drive my car and it is a bench seat so easy to slide in*
- *Convenience, can go when I like*

**NW**

- *Convenience (2 responses)*
- *Handy own vehicle, not as comfortable, but does the job*

**family car****Hobart**

- *Can fold my car up and travel in car*
- *Can't go up steps. Husband retired so he is the chauffeur*
- *Convenience*
- *Convenience*
- *Convenience of own van*
- *Convenience, new car is safe and comfortable (Renault)*
- *Easier to get in and out of car*
- *Familiar to us and does the job*
- *Family help with wheelchair. Need support for independence*
- *Going out with husband is good for company and convenience. Can go when we want to without having to book a taxi*
- *Have handed in my licence as I'm ninety but would rather be driving*
- *He prefers me to drive him around but this is not always possible.*
- *Husband can easily take me as we have a big Tarago*
- *Husband has left work and can always lift me into our car when I need to go somewhere*
- *Husband is my carer, more convenient*
- *Husband is trained medically. I have full confidence in him*
- *I can usually take her and prefer keeping her company*
- *I prefer to go in a car because I am mobile enough to be able to get in and out. Don't have to fuss with bookings*
- *I would rather have my wife with me*
- *More convenient. Can still sit in normal car.*
- *My dad looks after my chair very well*
- *My husband takes me everywhere in the family car*
- *We are capable of doing it at the moment*
- *We can fold up my wheelchair and put it in the car. Don't like WATs as they sway around too much. Was an uncomfortable ride. Made me feel seasick when I last used - nearly a year ago*
- *Wife and I drive our son around. We can fit his wheelchair in easily*

**Launceston**

• Able to sit in car seat using fold up wheelchair
• At the moment I can manage using out car. More convenient
• Can go out when we want instead of waiting for WAT to be available
• Car has been converted so it is wheelchair accessible
• Carer will drive my car. Have fold up wheelchair
• Door to door. Can get to our front door and it's easier to get straight in and out
• It's cheaper
• I have a fold up chair and can sit in the car
• My husband is driving and he helps me in and out, more secure
• My van is fitted out to take my son's wheelchair so I can take him out when we want
• Son will occasionally take me out
• We can just go out when we like

**NW**

• Convenient, easier for hubby or family to take me to the shops
• Easier, I can do it, don't need to rely on others
• Husband to help me
• I am able to sit in a car at the moment
• I am able to sit in the car and my husband can lift me in
• I need someone to help me
• We live long way from town need to get there first - use own car

**friend/relative car****Hobart**

• Daughter can often take me and prefer to go with her
• Family, convenient
• Have not needed to use taxi yet since getting vouchers. Rather be with friends or relatives
• I feel better going with my family
• I prefer to go in a car because I am mobile enough to be able to get in and out. Don't have to fuss with bookings
• My daughter takes me sometimes
• Prefer to go with children more often but they are busy. Have their own lives

**Launceston**

• At the moment I can get my mum around. It is more a time factor using my own car. We can go when we like
• Can still sit in a car seat
• Cost
• Like to travel with family
• No restriction on time. Travel with carer



**NW**

• <i>Convenience at the time</i>
• <i>Daughter likes to go with me to the doctor</i>
• <i>Depends on the circumstances of where I am going and what I am doing</i>
• <i>Don't go out very often. Prefer to travel with family</i>
• <i>Good friends to call on if need</i>
• <i>With family and friends, happy trip</i>

**Metro bus****Hobart**

• <i>Cheaper but inconvenient</i>
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**NW**

• <i>I find it hard to reverse out. There is no room on the bus so I can turn around</i>
--

**group transport****Hobart**

• <i>Would save money if two, three or more wheelchairs were transported at once as longer trips are very expensive</i>
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**other****Hobart**

<b>other transport used</b>
Private ambulance
Electric scooter
Carer's vehicle
Three wheel electric scooter
<b>preferred – why?</b>
• <i>Have a 3 wheeler, can travel by myself for short distances.</i>
• <i>I prefer to walk as far as I can. It's better for you to walk</i>
• <i>People from church will sometimes take me</i>

**Launceston**

<b>other transport used</b>
Family van with lift
Scooter
Motorised scooter
Redline Coach. When I went to Hobart
Scooter
<b>preferred – why?</b>
<i>Motorised scooter for short trips</i>

<i>Carer's vehicle as know carer well</i>
<i>A nippy (a three wheeled bike), but they need to be able to take an electric wheelchair. This would give me independence and my sister would not have to help me every second day when I go to the hospital</i>

**NW**

<b>other transport used</b>
Day centre wheelchair day service vehicle if needed in emergencies
Red Cross car
Day centre w/c bus, NW volunteers bus to Launceston
<b>preferred – why?</b>
• <i>Like to travel with my family. Own van which has hoist</i>
• <i>Use my own scooter to get where I mostly need to go</i>

**9a. How often would you use a WAT?**

<b>Table 9a (frequency)</b>				
	<b>Total</b>	<b>Hobart</b>	<b>L'ton</b>	<b>NW</b>
at least once a week	43	21	19	3
at least once a fortnight	16	9	6	1
at least once a month	21	13	6	2
at least once every 3 months	12	7	2	3
at least once every 6 months	11	5	4	2
less often	74	38	21	15
	177	93	58	26

<b>Table 9a (%)</b>				
	<b>Total</b>	<b>Hobart</b>	<b>L'ton</b>	<b>NW</b>
at least once a week	24.3	22.6	32.8	11.5
at least once a fortnight	9.0	9.7	10.3	3.8
at least once a month	11.9	14.0	10.3	7.7
at least once every 3 months	6.8	7.5	3.4	11.5
at least once every 6 months	6.2	5.4	6.9	7.7
less often	41.8	40.9	36.2	57.7
	100.0	100.0	100.0	100.0

### 9b. For you, are WATs ...

<b>Table 9b (frequency)</b>				
	<b>Total</b>	<b>Hobart</b>	<b>L'ton</b>	<b>NW</b>
one of my preferred ways of getting around	76	43	26	7
just another way of getting around	40	21	15	4
a last resort when there is nothing else available	61	29	17	15
	177	93	58	26

<b>Table 9b (%)</b>					
	<b>Total</b>	<b>Hobart</b>	<b>L'ton</b>	<b>NW</b>	<b>2003</b>
one of my preferred ways of getting around	42.9	46.2	44.8	26.9	47.0
just another way of getting around	22.6	22.6	25.9	15.4	23.0
a last resort when there is nothing else available	34.5	31.2	29.3	57.7	30.0
	100.0	100.0	100.0	100.0	100.0

### 9c. Finally, are there any particular reasons or situations when you would use other transport in preference to a WAT?

<b>Hobart</b>
• Any time. Don't need to use WAT yet so no point in calling one
• Any time. Rather use our car or ordinary taxi as have a fold up wheelchair. Sedans have more comfortable ride than WATs
• Any when I don't need to use a wheelchair
• Anytime that I'm on my crutches and can get around without my wheelchair, I'd use a Falcon cab or family car. Only use WAT when I need my wheelchair
• Are more ordinary taxis in Hobart and suburbs so easier to get one if in a hurry and don't need a wheelchair
• Can always get husband into our own cars, with space for his wheelchair to go to most places
• Can manage with own car except when I can't park nearby. I then catch any taxi so I can take my walker which will fit into any taxi. Don't need wheelchair now
• Can put my wheelchair in ordinary taxi when my daughter can't take me
• Community Transport is free. WATs are unreliable
• Family car for convenience
• Family car more convenient now, but I could NEVER use a bus. I feel comfortable knowing I can use the Taxi if I need too
• Family is preferred, more convenient
• Generally prefer own vehicle because of the convenience
• Husband always around and prefer to go out with him in his car
• I am happy to use the family car (husband) at present, but it is a real support to me to know that I have the WAT vouchers to use as a back-up if I ever need them

• <i>I can use other modes of transport but I prefer not to call one my adult child to take me places because they don't live near me. I prefer WATs.</i>
• <i>I can use standard taxis</i>
• <i>I can usually get my wheelchair into my own car, but it's getting harder so I will have to use WATs more often soon</i>
• <i>I can walk around a bit so don't use WAT at all</i>
• <i>I don't know how to access a WAT or book one</i>
• <i>I don't request a WAT when I ring for a taxi - I just take what they send me</i>
• <i>I nearly always use other transport in preference to a WAT. I rarely need to use them.</i>
• <i>I prefer going with my wife. WATs aren't necessary for me</i>
• <i>I prefer my own private Transport, and only use a WAT if I can't drive myself.</i>
• <i>I prefer the normal Taxi, and will use this method while I can. My husband can ONLY use the WAT but he is now in a home</i>
• <i>I prefer to use a normal taxi because it show my independence</i>
• <i>I prefer to use other forms of transport all the time</i>
• <i>I use family car from Sorell to Eastlands, then order a standard taxi to the city because I can never get a park in a handicapped park.</i>
• <i>I use a Metro bus and a friend to get around sometimes for specific purposes. I also travel a few suburbs on my electric scooter. Otherwise I use a WAT.</i>
• <i>I would much prefer to drive myself or go with someone else because I don't really like being loaded up into the back of this big car. I prefer not to use WATs</i>
• <i>If husband not available, only then would I use a WAT. Would be only option at that stage</i>
• <i>If I had to go fifty to one hundred kilometres or so - it's too expensive, so I'd rather take my own car</i>
• <i>If I was travelling to Launceston, I would prefer to use my own wheelchair accessible vehicle because it is cheaper. I also use my own car if I'm going to be out late at night.</i>
• <i>If I were going out socially with my husband, I would prefer to put my chair in a trailer and go in the car with my husband, but that hasn't really happened because I have been too unwell.</i>
• <i>If someone is driving my way and can fit my wheelchair in or if I'm not going out for a drink and can drive my own car home</i>
• <i>If wasn't drinking would generally prefer to drive myself</i>
• <i>If we go out for dinner or outing with family we use family car. We can manage with a few of us to help my husband in</i>
• <i>In general, the convenience and cost of family or friend's car are better</i>
• <i>It's not really convenient to use them. I don't use WATs.</i>
• <i>Long trips, I prefer a car for comfort</i>
• <i>Mostly can use van with family member. Medical appointments and art exhibitions, I use WAT. Intend to use more often to get out socially. Getting more confident to go solo in a WAT</i>
• <i>My husband can usually manage to get me and my wheelchair into our car, but sometimes is a bit hard for him. It's more convenient to go in our car as don't have to wait for a cab</i>
• <i>My neighbour drives a standard taxi and he sometimes drives me for convenience, and he knows my needs for assistance.</i>
• <i>Only if easier for family to take me</i>
• <i>Only if not available or have a very long wait, I'd have to organise something else</i>

• Only if nothing was available. Would have to get ambulance
• Only when travelling short distances and my wife is with me. Can go out when we want to and come home when we want to.
• Only school bus for an outing occasionally but it is just a bit harder to use bus for these outings usually
• Other cabs are quicker, easy to book, more available and more comfortable than maxi cabs
• Previous trip in maxi taxi was so appalling (eleven years ago) have been happier to go in normal taxi which is usually satisfactory. Would like to try new type of WAT if feel the service will have improved enough
• Rather go with husband in our Tarago which is big enough to take my electric wheelchair. Often hard to get a WAT to come out to Old Beach. Often has been a long wait so not bothered to use them much
• Safer in a car
• Safety in own car. More convenient. Had to wait two and a half hours for WAT to arrive last year. In the end called standard cab instead
• We don't have any WATs in our area and feel more comfortable in our family car
• When I go to doctor's appointment at St John's, I prefer my dad to take me.
• Wife and I can easily take son and wheelchair in our car, so no need to use a WAT
• Would even use WAT by preference to go to hospital. Felt more secure and calmer than in ambulance
• You have to wait too long for it to be available. I feel there are other people that need it more than me

<b>Launceston</b>
• Can't use anything else, paraplegic so need the maxi taxi
• Expense. I am not on any time restrictions when I go in a private vehicle
• Feel more secure with husband and the family car
• Friends and family car when my carer is available to take me out
• Gives me a feeling of independence. They were available to take me when I needed to go but found it difficult to get them to pick me up as they were always booked
• Going away on family holiday. Attending family events
• I am able to sit in a car. Don't like to use if I don't have to
• If I had a nippy
• If I have to use my electric wheelchair I will use the WAT. If I can manage my wheelchair I use standard taxi. All comes down to where I go and accessibility of places
• If no vehicle was available, I would use a WAT
• If WAT wasn't available
• Longer drives with the visit of family
• My husband is retired and can take me where I want or need to go and is more accessible
• My mother has the vouchers but we have never used them. I have my car so I can take her out when we want to, but my car is getting older, so the WATs would be an option in the future or if I could not use my car
• My own car because you can go when you like and no bookings
• My own car gives us more freedom
• I prefer Taxi, but use private car especially if daughter wants to take me out

• <i>Now use own car (converted) because taxi did not turn up on several occasions after being booked</i>
• <i>Only for longer trips eg. Launceston to Hobart</i>
• <i>Only if I go to my friend's house and use her car</i>
• <i>Our car for convenience and it's cheaper than maxi taxis. My son needs to use transport a lot</i>
• <i>Prefer standard taxis as they are easier to go around in for me and don't have to prebook</i>
• <i>Red Line Coach to Hobart when visiting family - can take my motorised scooter</i>
• <i>Standard taxis are available at any time, you don't need to prebook</i>
• <i>The cost</i>
• <i>The cost. Maxi taxis cost more than standard taxis and not always available</i>
• <i>Use my own car and standard taxi if can't get a WAT or doing something that is not planned</i>
• <i>Use my own car. A few years ago it was very difficult to get a WAT. At the moment we manage using our car and you have to prebook WATs, that makes it difficult</i>
• <i>WATS are not available, not enough around and too hard to get one compared to a normal taxi</i>
• <i>When going out with family</i>
• <i>When I am not going to work and when family are available to take me</i>
• <i>When I am using my fold up chair and I don't have far to go</i>
• <i>When I cannot get Maxi Cabs, go to Wattle Group</i>
• <i>With the cost of running my own car I am now looking into maybe using WATs</i>
• <i>Would only be for convenience if my son took me out anywhere. Can use my scooter for trips up to 12 km</i>

<b>NW</b>
• <i>Buses are cheaper</i>
• <i>Can't afford to use WATs</i>
• <i>Convenience</i>
• <i>Depends on where I am going - if I need my 'Gopher' I will use the taxi but if I am able to use just my sticks where I am going I will use a private car (friends etc.)</i>
• <i>Easier to use husband/friends, if they weren't able to help would have to call WAT</i>
• <i>Have had to use community transport BUT don't feel safe. No harness - bus had accident. I am double amputee and fell in between seats.</i>
• <i>Have heard that they are very expensive. Meter is turned on whilst they are boarding you</i>
• <i>I did order a WAT on a Sunday to go to church, got there very late, gentleman (taxi driver) did not know how to go about fixing/stabilising my scooter into the vehicle. There were certain fixing points for wheelchairs but not for electric scooters. He refused to go until it was fixed properly for safety reasons, but once an electric scooter is turned off they won't move. I am not complaining about the driver, he was doing his best. Same situation occurred when we got to our destination, he was so stressed, sweat coming off his brow etc. and I was very late for church. Since then I haven't used the service but it is a wonderful service. I'm not complaining, but think that they should cater for scooters as there are a fair few around now. I would prefer to use a WAT, because I would be able to go to different places but under the circumstances I haven't. Been house bound for sometime now and only go to medical appointments</i>
• <i>I usually go in my scooter myself where I need to go</i>

• <i>I use a private car mainly because I need someone to be with me to operate my wheelchair I haven't the strength; so therefore can't really go anywhere alone</i>
• <i>If condition improves</i>
• <i>Only on outings with family</i>
• <i>Use family car. More convenient for me, husband helps.</i>
• <i>Use own car for convenience, and my scooter, but used WAT last time because it was raining</i>
• <i>Use own transport. Have used WATs on mainland when needed</i>
• <i>Use own vehicle - easier</i>
• <i>We use community bus cheaper than WAT. WAT was going to cost \$35 each way (\$70 round trip). Couldn't afford that on a regular basis. Also think someone had to accompany son in WAT, not sure on that though.</i>

#### 9d. Do you have any other comments about the WAT services that we haven't covered today?

<b>Hobart</b>
• <i>DIER are not doing their part in providing training for drivers regarding all the different types of disability. DIER are also too restrictive in the legislation of how vehicles are fitted out. We should be able to fit two wheelchairs in one taxi.</i>
• <i>Drivers are more attentive to people's needs than 18 months ago</i>
• <i>For a person with no muscular use the ride is too rough, Jurgen uses rubber pads, but still not adequate</i>
• <i>Head room getting in is only just. Drivers are really excellent and friendly. Drivers all talk to my son although he has no speech and he really appreciates their treating him as a normal person.</i>
• <i>I know they are good because I used them years ago, but I don't use them now because I can get around.</i>
• <i>I use my own vehicle but pleased to have this scheme as a back-up.</i>
• <i>I used them about eighteen months ago, and I had a lot of trouble booking one. The other thing is it was hard to get one after 6pm, it's like they thought people in wheelchairs don't go out at night.</i>
• <i>Jurgen is terrific, he rings me if he is going to be late and brings in the groceries for me</i>
• <i>More attention to bookings, leaving person without reason</i>
• <i>Not enough available. We stopped trying to get them because always unavailable.</i>
• <i>Not enough WATs, or never available. WAT from Sorell to Hobart is \$75 plus \$30/hr waiting time.</i>
• <i>On one occasion the section on the taxi wasn't suitable for my wheelchair and they had to ring and get another WAT</i>
• <i>Prefer side access because it's safer as won't get hit in a rear end crash when loading or unloading and no gutter to wheel up. The Fiat Ducato is a good big van for group transport, but not as comfortable as the Chrysler Voyager</i>
• <i>Prefer side ramp entry, safer</i>
• <i>Probably will use occasionally in the future, so glad they are there</i>
• <i>Prompt and don't forget the booking</i>
• <i>They seem to be getting better over time compared to years ago</i>
• <i>The Associated Taxi company are probably one of the best with WATs</i>

• The drivers are really kind and polite, that really stands out.
• The electric wheelchairs don't have any bolts or hooks for them to put the straps onto, but that isn't really the taxis fault.
• The new WATs are excellent, they should have come in years ago
• There needs to be more maxi taxis, for example carer needs to book for Christmas in March to ensure service provided on Christmas Day
• They aren't available 24 hours a day. I cannot get one at night after 10pm and I haven't been able to get one at 8am Sunday mornings
• They have improved greatly in the last six months, had a bad experience before then.
• They reckon that at certain times of the day it is hard to get one
• Very good service
• Very pleased with the service provided and the drivers, I think all has improved over last two years
• When my husband had a stroke last year I had to use WAT, and may need to in future
• Would be good to have one in our area. There will come a time when my husband will need them

<b>Launceston</b>
• Although I do not use WAT at the moment I feel safe knowing I can if I want to.
• Always unreliable and hard to get. Not enough of them
• Can't fault them at all
• Don't abolish the 24 hour service, I rely on that. Because of my age I go out a lot at night, it's been fantastic – don't get rid of it!
• Had trouble with older style WATs in Hobart - too small
• How can I find out what the Department set prices are and what they should be?
• I think that they are trying. Drivers have improved
• I would recommend them to anyone, fantastic service
• It is good that you can now get them twenty four hours a day
• Need to be less expensive and far more reliable
• Ramps need to be long enough and gentle slope. On a short ramp you get the feeling of falling backwards. A hoist is good if it takes bigger chairs
• The service has been excellent
• Very happy with service not that I can fit my wheelchair on WAT. My chair didn't fit on the hoist they used. Ramp is much better for me

<b>NW</b>
• Good idea - if husband wasn't around to help me out I'd be stuck - many aren't as fortunate.
• Good to know I can use it, good to have the vouchers also
• Haven't needed to use them but would be good for elderly people
• Haven't used them but probably will do in the near future as I have a scooter now that I can use myself (don't need others to go with me then)
• Hoists they use are not suitable. Too many types of chairs, platform not big enough for modern chairs
• I have a walker now, and it is easier to fit into normal cars. So don't use the WAT much anymore
• The WAT with the ramp is better than the hoist. It is bigger and easier to get on



- *They are doing a good service - there is a need for more in this area to take everyone around.*
- *They said they were going to get a new one but they haven't yet*
- *Unavailability of taxi because drivers (two only) have the same day off*
- *Very good - appreciate everything they do for me*
- *Would be good if I go to the mainland, which I do about twice a year - family in Sydney*

And just to finish,

#### 10a. What is your town/suburb?

<b>Table 10a</b>		
	<b>Freq.</b>	<b>%</b>
Hobart	93	52.5
Launceston	58	32.8
NW (Burnie, Devonport)	26	14.7
	177	100.0

#### 10b. And your age range

<b>Table 10b (frequency)</b>				
	<b>Total</b>	<b>Hobart</b>	<b>L'ton</b>	<b>NW</b>
18 - 24	14	9	4	1
25 - 39	23	9	9	5
40 - 54	29	15	10	4
55 - 69	42	21	14	7
70 +	68	39	20	9
declined	1	0	1	0
	177	93	58	26

<b>Table 10b (%)</b>				
	<b>Total</b>	<b>Hobart</b>	<b>L'ton</b>	<b>NW</b>
18 - 24	7.9	9.7	6.9	3.8
25 - 39	13.0	9.7	15.5	19.2
40 - 54	16.4	16.1	17.2	15.4
55 - 69	23.7	22.6	24.1	26.9
70 +	38.4	41.9	34.5	34.6
declined	0.6	0.0	1.7	0.0
	100.0	100.0	100.0	100.0

## 10c. Gender

<b>Table 10b (frequency)</b>				
	<b>Total</b>	<b>Hobart</b>	<b>L'ton</b>	<b>NW</b>
Male	88	48	32	8
Female	88	45	25	18
	176	93	57	26

<b>Table 10b (%)</b>				
	<b>Total</b>	<b>Hobart</b>	<b>L'ton</b>	<b>NW</b>
Male	50.0	51.6	56.1	30.8
Female	50.0	48.4	43.9	69.2
	100.0	100.0	100.0	100.0