

DIER – WAT User Survey**Good morning/afternoon/evening. My name is ... from Myriad Research.****May I speak to ...** (*name from contact list*) (*arrange call back time if not available*)

If contact person not able to personally do the interview because of their disability, a carer may answer on their behalf – but only if the carer travelled with the respondent in a WAT on the last trip taken.

answered by carer ☐*Alternatively can arrange mail out of survey questionnaire to respondent for completion.*

(reintroduce as necessary) **We are conducting some research on behalf of the Department of Infrastructure, Energy and Resources. The Department runs the Transport Access Scheme, which is the scheme that provides the taxi vouchers you have. This research is for a project that is looking at the provision of wheelchair accessible taxis in Tasmania.**

Your name was provided by the Department from the Transport Access Scheme membership list. The research is totally confidential. No personal responses will be identified in the report to the Department. The interview usually takes between 10 and 15 minutes.

Is now a convenient time to ask you some questions about the transport you use? Thankyou.
(if not arrange call back time)

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? (*or the person answering on behalf of*)

Start time:

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

in the last week	1	last 12 months	5 (<i>go to Q7</i>)
last month	2	longer ago	6 (<i>go to Q7</i>)
last 3 months	3	never	7 (<i>go to Q7</i>)
last 6 months	4	can't recall	8 (<i>go to Q7</i>)

Thinking about your most recent wheelchair taxi journey,**2a. How did you get the taxi?**

phoned taxi company 1

phoned driver direct 2

regular booking 3

can't recall 4

other

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

pre booked 1

ASAP 2 (go to Q2f)

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

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

- | | | |
|------------------------|---|-------------|
| less than a day ahead | 1 | hours |
| more than a day ahead | 2 | |
| less than 1 week ahead | 3 | |
| more than a week ahead | 4 | |
| regular booking | 5 | |
| can't recall | 6 | |

other

2d. And did it arrive

- | | | |
|---------|---|-----------|
| early | 1 | |
| on time | 2 | |
| late | 3 |mins |

2e. How close to the booked time would you normally expect a wheelchair accessible taxi to arrive?

..... mins (go to Q3a)

(2f, 2g - for ASAP only)

2f. How long did the taxi take to arrive from the time you booked it? mins**2g. And in general what do you think is a reasonable waiting time for a WAT?** mins**3a. Do you remember what time of the day it was you travelled on your most recent WAT trip?**

.....(nearest hour)

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?** No

(if yes – specify)

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

- | | | |
|-------|-----------------------|---|
| | to get home | 1 |
| | to get to work | 2 |
| to go | to a day centre | 3 |
| | shopping | 4 |
| | to a social event | 5 |
| | to a special event | 6 |
| | a medical appointment | 7 |

other

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

1	2	3	4	5
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Reason for your rating?

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

.....

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

5c. What was the entry method -

ramp	1	or	hoist	2
side	1	or	back	2

5d. Which do you prefer?

ramp	1	or	hoist	2
side	1	or	back	2

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

last	6 months	1
	12 months	2
	more than 12 months	3

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. (rotate, mark first mention)

	Aspect	Rating	6c. Improve?	b/s/w
1	availability of taxi			
2	courtesy of person when booking			
3	response time of the taxi			
4	driver courtesy and attitude towards you			
5	ride comfort			
6	feeling of safety			
7	convenience of entry/exit			
8	driver attention to special needs			
9	value for money			

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

6d. (just for code 3 – Q6a) And how would you compare that aspect to previously – say 18 months ago – better, about the same or worse?

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

time of day

day of week

public holiday/special event?

- 7b. Was that because**
- you couldn't get through on the phone** 1
 - there were no WATs available** 2
 - the WAT did not show** 3
 - driver refused fare** 4

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

	8a	8b	8c. Reason
WAT		1	
standard taxi	2	2	
own car/self drive	3	3	
family car	4	4	
friend/relative car	5	5	
Metro bus	6	6	
private bus	7	7	
community transport (HACC)	8	8	
nursing/hospital vehicle	9	9	
group transport	10	10	
no other	11		
other			

8b. What is your preferred method of transport? (may be multiple)**8c. Why is that?**

- 9a. How often would you use a WAT?**
- at least once a week 1
 - at least once a fortnight 2
 - at least once a month 3
 - at least once every 3 months 4
 - at least once every 6 months 5
 - less often 6

- 9b. For you, are WATs
- | | |
|--|---|
| one of your preferred ways of getting around | 1 |
| just another way of getting around | 2 |
| a last resort when there is nothing else available | 3 |

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

.....

.....

.....

.....

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

.....

.....

And just to finish, (answers to 10a, 10b and 10c relate to the respondent, not the carer)

10a. What is your town/suburb?

10b. And your age range	18 – 24	1	40 – 54	3	70+	5
	25 – 39	2	55 – 69	4	declined	6

10c. Gender male 1 female 2

May I record your first name and phone number to verify the survey?

Name: Phone:

That completes the survey. In case you missed it, my name is ... from Myriad Research, calling on behalf of the Department of Infrastructure, Energy and Resources.

If you have any questions about the research you may contact Barb Dunford at DIER - would you like the contact details?
(phone 6233 2865 or email barb.dunford@dier.tas.gov.au)

Thankyou for your time and help with the interview today – very much appreciated.
Goodbye.

Finish time: Length: mins ID No: Date: / / 2005

Audited by: Date: / / 2005