



Myriad Consultancy

'the Market Research people'

Review of Wheelchair Accessible Taxi (WAT) Services in Tasmania

Conducted for DIER by SGS Economics and Planning, with Myriad Research

Discussion points for interviews/forums with advocacy groups and members

1. Extent of use of
 - standard taxis
 - SPCs
 - WATs
 - other transport, eg. organised through advocacy groups

2. User perceptions of service delivery
 - driver courtesy
 - vehicle safety
 - convenience – including ease of entry/exit
 - availability and response times
 - cost/value
 - comfort
 - communication with driver

Note: Discussion of above will relate to

- current level of WAT service
- changes since introduction of WATs
- SPCs and other transport modes
- REGIONAL DIFFERENCES AND ISSUES