

Department of Infrastructure, Energy and Resources

Survey of Advocacy Groups / Service Providers

Wheelchair Accessible Taxis

This survey is designed to give your organisation the opportunity to comment on the Review of Wheelchair Accessible Taxi (WAT) services in Tasmania being conducted by SGS Economics and Planning, in conjunction with Myriad Research.

Note that all responses are confidential. No individual organisation will be identified in the report to the Department. If you have any questions about the research, you may contact Barb Dunford (Passenger Transport Policy Branch, DIER) - phone **6233 2865** or email barb.dunford@dier.tas.gov.au

Please return your completed questionnaire to ACROD by Monday, 14 November 2005.

This survey relates to the transport needs of members or clients of your organisation who are wheelchair reliant. Your feedback on their behalf is appreciated.

Name of your organisation: _____

Postal address: _____

Contact person: _____

Contact phone: _____ Email: _____

Question 1

Approximately how many members/clients does your organisation cover/represent?

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Question 2

Where are they mainly located? South North NW

Or specific city/town/area? *(please specify)*

Question 3

Approximately how many of your clients/members are wheelchair reliant? (ie. confined to a wheelchair at least 50% of the time)

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Question 4

How many of your wheelchair reliant clients/members have their transport needs covered under the Transport Access Scheme, ie. taxi vouchers provided?

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Question 5a

Please indicate the type of transport used by your wheelchair reliant clients/members.

- standard taxis []
- special purpose cabs (SPCs) []
- wheelchair accessible taxis (WATs) []
- other (please specify)

Question 5b

And of the above, which transport is **used most often**?

.....

Question 5c

And which is the **preferred mode of transport**?

.....

Question 6

Now thinking about **wheelchair accessible taxi transport** (SPCs or WATs), and feedback from your clients/members, how would you rate the service currently provided in terms of the following aspects – on a scale of 1 to 5, where 5 = very good, 3 = OK, 1 = poor? (circle appropriate number. na = don't know/not applicable)

Please include any suggestions for improvement with your rating.

general availability of wheelchair accessible taxis

1 2 3 4 5 na

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.....

booking courtesy/efficiency

1 2 3 4 5 na

.....

.....

response time – from booking to arrival	1	2	3	4	5	na
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driver courtesy/attitude/understanding	1	2	3	4	5	na
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vehicle comfort – seating position, ride	1	2	3	4	5	na
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vehicle safety	1	2	3	4	5	na
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convenience of passenger entry/exit (ramp/hoist)

1	2	3	4	5	na
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driver attention to client's special needs	1	2	3	4	5	na
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affordability	1	2	3	4	5	na
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Question 7

How does the service currently provided compare with that say 18 months – 2 years ago?

much
better

somewhat
better

about the
same

somewhat
worse

much
worse

.....

.....

Question 8

In the last 6 months have there been any circumstances when your members have been unable to obtain wheelchair accessible transport? Please provide details – eg. specific time, day, event, etc

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Question 9a

Is the current wheelchair accessible taxi service adequate to meet the current needs of your members/clients?

Yes

No

Comments:
.....
.....

Question 9b

Over the next 1 – 2 years, do you see demand for wheelchair accessible taxis for your members/clients

increasing
a lot

increasing
a little

staying about
the same

decreasing
a little

decreasing
a lot

Comments:
.....

Question 10

Do you have any other comments about current or future service needs for members/clients of your organisation?

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Please return your completed questionnaire to Margaret Reynolds, Executive Officer, ACROD by Monday, 11 November 2005.

Thank you for your time and the valued input of your organisation.