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**Questionnaire - Experiences of older people and disabled people using taxis in Northern Ireland (June 2018)**

**General transport usage**

**Q1. What type of transport do you use most often? (i.e. for most of the journeys that you take)**

**Please tick one.**

* Walking (including Wheelchair / Power chair)
* Cycling
* Car (as driver)
* Car (as passenger)
* Motorcycle / Moped
* Taxi
* Train
* Bus (Translink Metro or Ulsterbus)
* Disability Action Transport Scheme (DATS)
* Community Transport Services
* Private commercial bus
* Rarely or never leave the house (less than 6 times per year)
* Other (please specify)

**Taxi usage**

**Q2. How many taxi journeys do you normally make? If you use a taxi to go from home to your destination, and then return home by taxi then please count this as two journeys.**

**Please tick one.**

* More than 6 journeys a week
* Between 3 and 6 journeys a week
* 1 to 2 journeys a week
* 1 to 2 journeys per fortnight
* 1 to 2 journeys per month
* Less than one journey a month
* Once or twice a year
* I never use taxis **(Please go directly to question 12)**
* Other (please specify)

**Q3. On what days do you use taxis most often?**

* Monday to Thursdays
* Fridays
* Saturdays
* Sundays
* It varies from week to week

**Q4. At what time of day do you most often use taxis?**

**Please tick one.**

* Early morning (before 10am)
* During the day (between 10am and 4pm)
* Early evening (between 4pm and 8pm)
* At night (after 8pm)
* It varies from week to week

**Q5. Which of the following do you use taxis for?**

**Please tick all that apply.**

* Shopping
* Work
* Education
* Visiting family and friends at their home
* Leisure (eg entertainment, cinema, social group, eating out, meeting friends away from their home, sporting or exercise activities etc.)
* Health appointments (eg doctor, dentist, optician, hospital, physio etc.)
* Personal business (eg going to the bank, church, post office etc.)
* Transport connections (eg to get a bus, train or got to the airport)
* Other (please specify)

**Q6. Of the options you ticked at Q5, which ONE of the activities would MOST of your taxi journeys be for?**

**Please tick one.**

* Shopping
* Work
* Education
* Visiting family and friends at their home
* Leisure (eg entertainment, cinema, social group, eating out, meeting friends away from their home, sporting or exercise activities etc.)
* Health appointments (eg doctor, dentist, optician, hospital, physio etc.)
* Personal business (eg going to the bank, church, post office etc.)
* Transport connections (eg to get a bus, train or got to the airport)
* Other (please specify)

**Q7. How do you usually request a taxi?**

**Please tick one.**

* Phone a taxi company
* Phone an individual driver
* Book through a mobile phone app
* In person at a taxi depot
* Go to a taxi rank
* Hail one in the street
* Other (please specify)

**Vehicle requirements**

**Q8. Which types of taxi vehicle are you able to use?**

**Tick all that apply.**

* Wheelchair accessible taxi with ramped access
* Large people carrier with no ramped access
* Standard saloon car
* I cannot use any of the above
* Other (please specify)

**General Experience**

**Q9. Has your experience of using taxis changed in the last two years?**

**Please tick one.**

* No, not at all (go to Q13)
* Yes, things have improved
* Yes, things have got worse (go to Q11)

**Q10. If things have improved, what has improved?**

**Tick all that apply then go directly to Q13.**

* The drivers are more aware of how to assist me
* The taxis I need to use are more available when I want to travel
* There are more wheelchair accessible taxis
* Vehicles are more accessible to me - i.e. easier to get in and out of
* Taxi fares are more reasonable
* Drivers are more courteous / friendly
* Other (please specify)

**Go directly to Q13.**

**Q11 If things have not improved, what has got worse?**

**Tick all that apply** **then go directly to Q13**

* The drivers are less willing or able to assist me
* I find it harder to get a taxi when I need one
* I find it harder to get a wheelchair accessible taxi
* Vehicles are less accessible to me - i.e. harder to get in and out of
* Fares have risen
* Drivers are less courteous / friendly
* Other (please specify)

**(Go to Question 13)**

**Q12. Why do you never travel by taxi? Please tick all that apply.**

* I drive myself about
* A family member / friend drives me about
* I use public transport
* A volunteer driver takes me to where I need to go
* It is difficult to get a taxi when I need it where I live
* I have difficulty getting a taxi that suits my needs
* I don’t feel safe using taxis in case my wheelchair is not secured properly when travelling
* I don’t feel safe travelling on my own
* Drivers or taxi companies refuse to take me
* Drivers refuse to carry my assistance dog
* Drivers refuse to carry my mobility equipment
* I am concerned I would be charged more for travelling as wheelchair user or with my mobility equipment
* Drivers don’t show understanding or offer the right assistance
* I have difficulty communicating with the driver
* I have difficulty getting in and out of a taxi
* I have difficulty accessing the taxi in my wheelchair / mobility scooter
* Fares are too expensive
* Other (please specify)

**(Go to Question 14)**

**Barriers to travel**

**Q13. In the past 12 months, did any of the following reasons make it difficult for you or prevent you from using taxis?**

**Please tick all that apply**

* I didn’t have any problems using taxis
* I had difficulty getting a taxi that suits my needs
* A driver or taxi company refused to take me
* I had difficulty getting in and out of a taxi
* I had difficulty accessing the taxi in my wheelchair/mobility scooter
* The driver refused to carry my assistance dog
* The driver refused to carry my mobility equipment
* I was charged more for travelling as wheelchair user or with my mobility equipment
* My wheelchair was not secured properly when travelling
* I didn’t feel safe
* The driver didn’t show understanding or offer the right assistance
* I had difficulty communicating with the driver
* Fares are too expensive
* Other (please specify)

**Improvements**

**Q14. Would any of the following measures encourage you to use taxis more often?**

* More availability of taxis when I need to travel
* More wheelchair accessible taxis available when I need to travel
* Improved access for wheelchair users, including better ramps
* More space in the taxi and secure fastenings for my wheelchair
* More grab rails to help me get in and out of taxis
* A swivel seat to help me get in and out of taxis
* A hearing loop system installed in the taxi
* Improved lighting in the taxi
* Being able to travel routinely in taxis with my assistance dog
* Better trained drivers who are more aware of how to assist me
* A way to communicate better with drivers
* Cheaper fares
* None of these
* Other (please specify)

**Q15. If you have any other comments on taxi services, please leave them in the box below.**

**Personal information**

**Q16. Are you?**

* Male
* Female
* Other
* Prefer not to say

**Q17. To which age group do you belong?**

* 16-24
* 25-34
* 35-49
* 50-59
* 60-69
* 70-74
* 75 and over

**Q18. Do you have any physical or mental health conditions or illnesses lasting or expected to last for 12 months or more?**

* Yes
* No

**Q19. Do any of these conditions or illnesses reduce your ability to carry-out day-to-day activities?**

* Yes, a lot
* Yes, a little
* Not at all
* Not applicable

**Q20. Do any of these conditions or illnesses affect you in any of the following areas?**

**Please tick all that apply**

* Vision (for example blindness or partial sight)
* Hearing (for example deafness or partial hearing)
* Mobility (for example walking short distances or climbing stairs)
* Dexterity (for example lifting and carrying objects, using a keyboard)
* Learning or understanding or concentrating
* Memory
* Mental Health
* Stamina or breathing or fatigue (e.g. asthma)
* Socially or behaviourally (for example associated with autism, attention deficit disorder or Asperger’s Syndrome)
* Not applicable
* Other (please specify)

**Q21. Do you use any of the following aids or equipment?**

**Please tick all that apply**

* A manual wheelchair
* A power chair (electric wheelchair)
* A mobility scooter
* A guide dog or other assistance animal
* A long cane
* Hearing aids
* A stick, crutches or other walking aid
* Not applicable

**Q22. What is your home postcode?**

Please enter your postcode in the space below. This will help us see if people living in towns or the countryside face different transport issues.

**Additional information**

**Q23. How long (i.e. how many minutes in total) did it take to complete this form?**

* + 0-5 minutes
  + 6-10 minutes
  + 11-15 minutes
  + More than 15 minutes

**Q24. Did you complete this questionnaire on behalf of someone else?**

* Yes
* No

**Thank you for taking the time to complete this questionnaire.**

**Please send completed surveys to:**

**David Gibson**

**Safe & Sustainable Travel Division**

**Dept. for Infrastructure**

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**10-18 Adelaide Street**

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