

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:

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