



Purple Orange

Accessibility of Public Transport in South Australia Survey Results

Taxis

October 2019

purpleorange.org.au

JFA Purple Orange is an independent, social-profit organisation that undertakes systemic policy analysis and advocacy across a range of issues affecting people living with disability and their families. Our work is characterised by co-design and co-production, and includes hosting a number of user-led initiatives.

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An online survey was used to explore the views and experiences of public transport for 87 South Australians living with disability

Objective

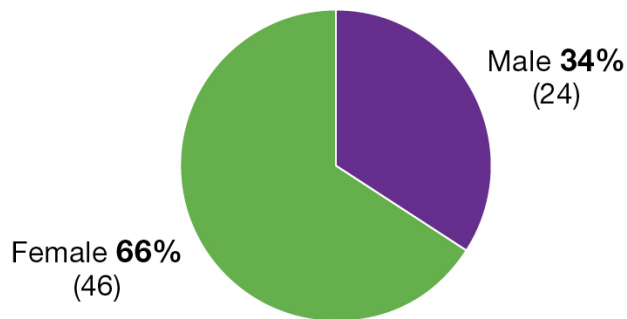
To better understand the views and experiences of public transport (including buses, trains, trams, taxis, rideshare and planes) for South Australians living with disability, so that we can identify what needs to be done to make public transport more accessible. **This slide pack focuses on taxis.**

Methodology

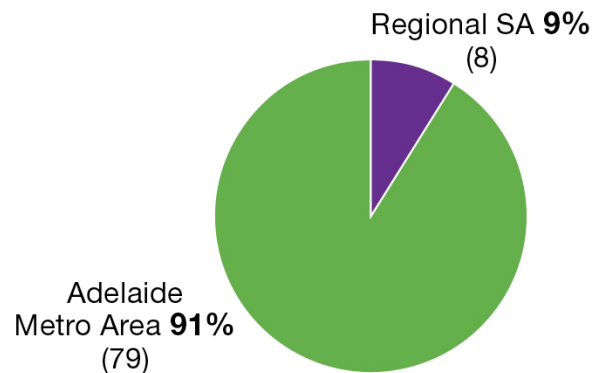
- **Sample:** South Australian adults living with disability or caring for someone living with disability
- **Source:** JFA Purple Orange contact lists
- **Online platform:** SurveyMonkey
- **Fieldwork period:** 13 Aug – 5 Sep 2019
- **Average survey length:** 19 mins
- **Total responses:** 87
- **Complete responses:** 70

Two thirds of respondents were female and most lived in the Adelaide Metro area

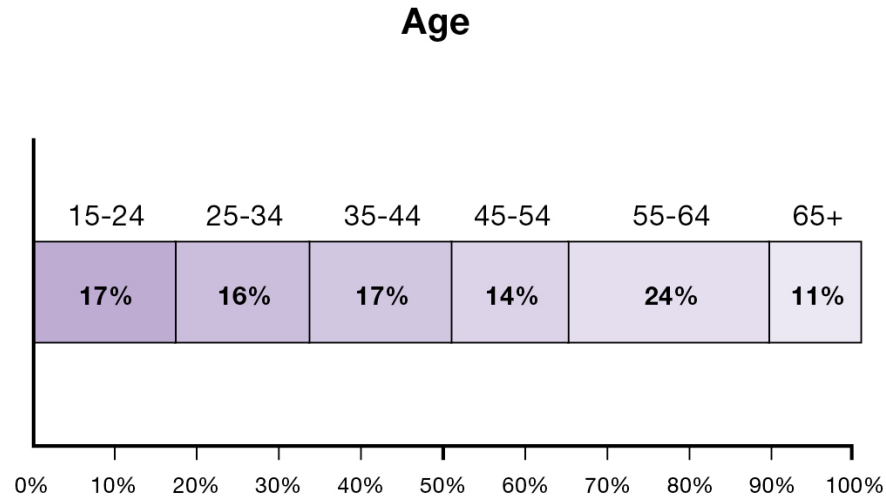
Gender



Location



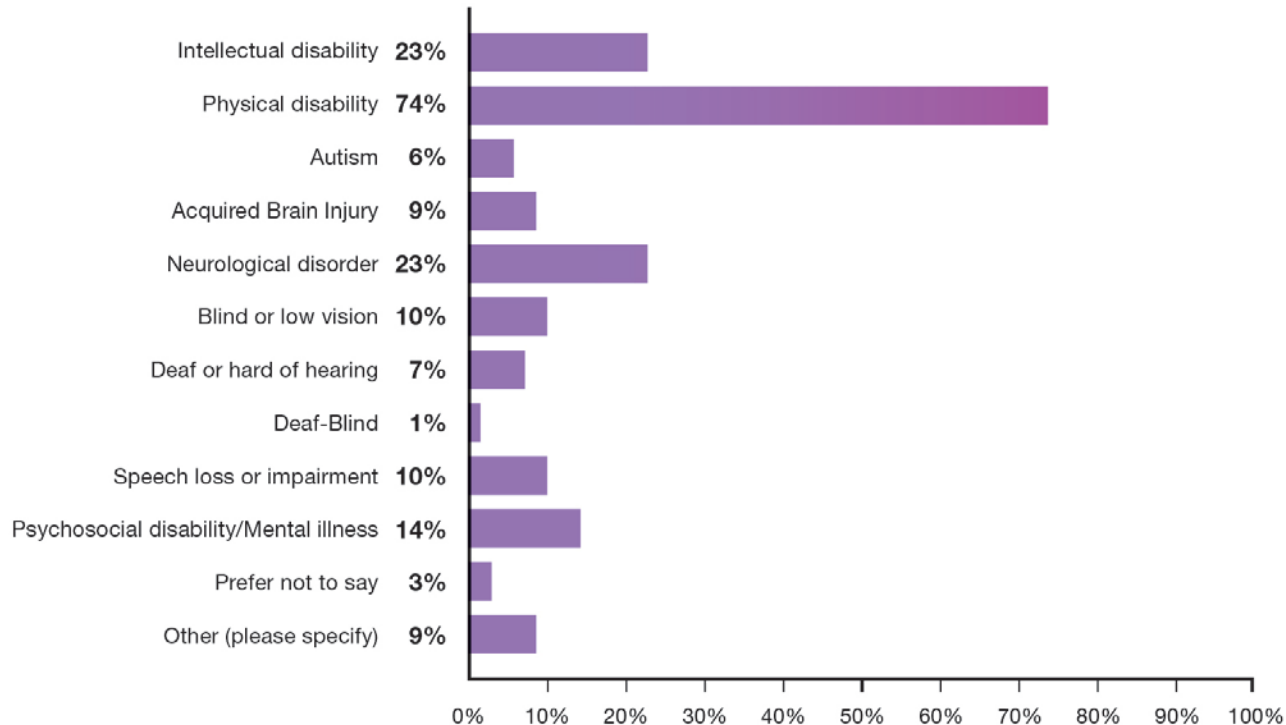
Respondents represented a diverse range of ages aged 15+



Three quarters of respondents lived with physical disability, a quarter with intellectual disability and a quarter with a neurological disorder

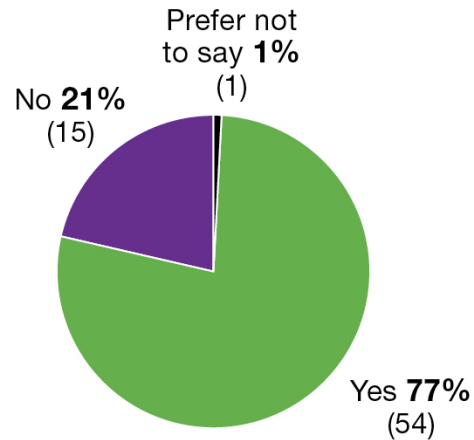
Disability

Number of respondents = 70

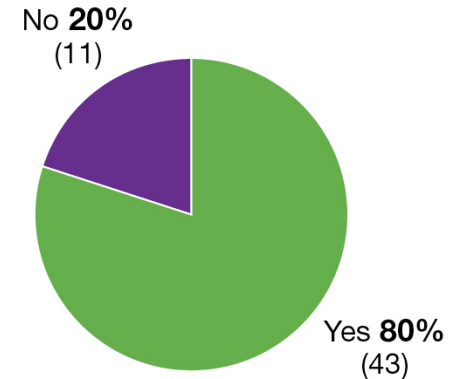


Three quarters of respondents were NDIS participants, with 8 in 10 of these members of SATSS, and therefore facing a loss of taxi subsidies

NDIS Participant?



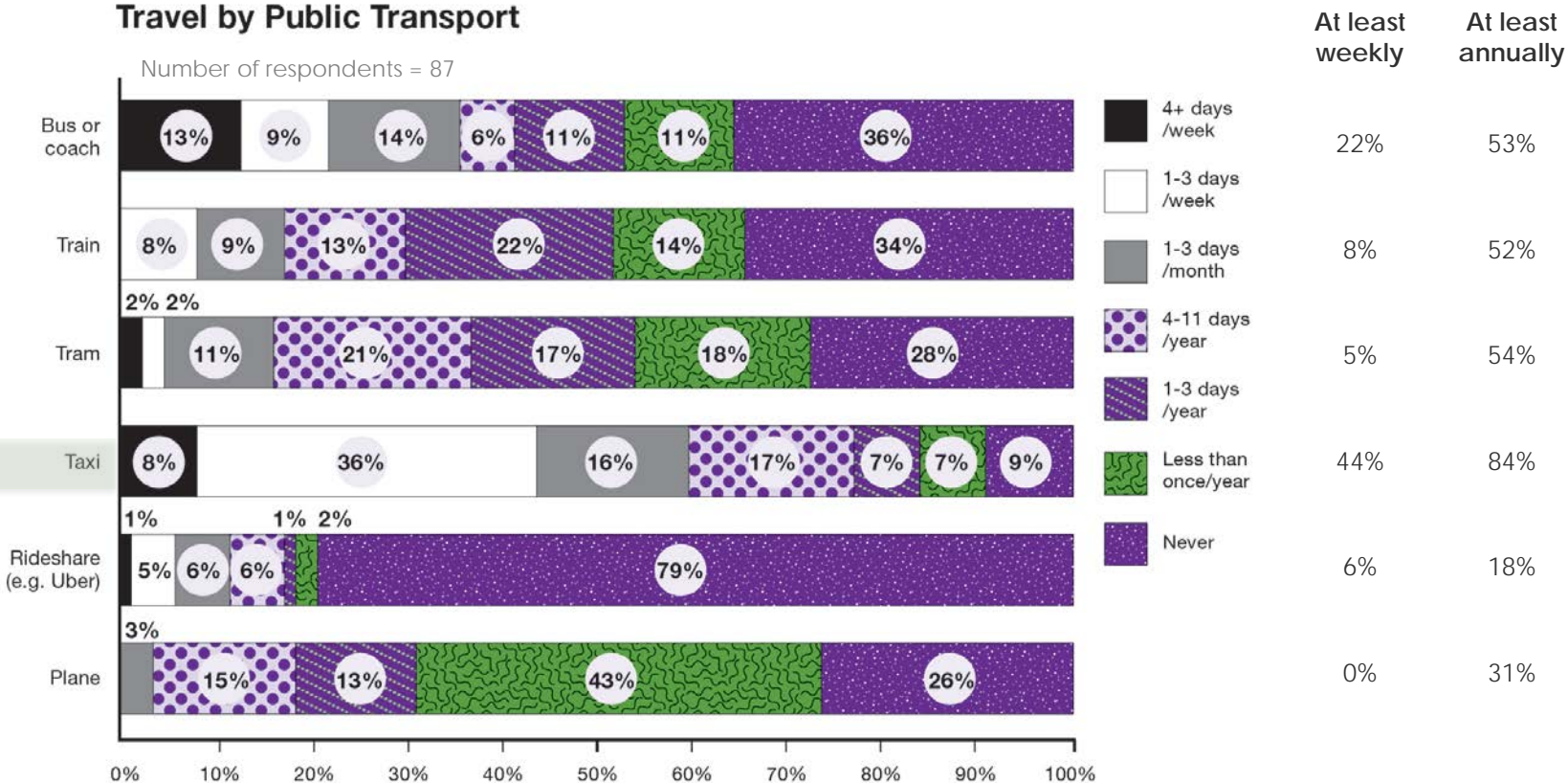
Member of SATSS?



Respondents were more likely to use taxis on at least a yearly and at least a weekly basis than any other mode of public transport

Travel by Public Transport

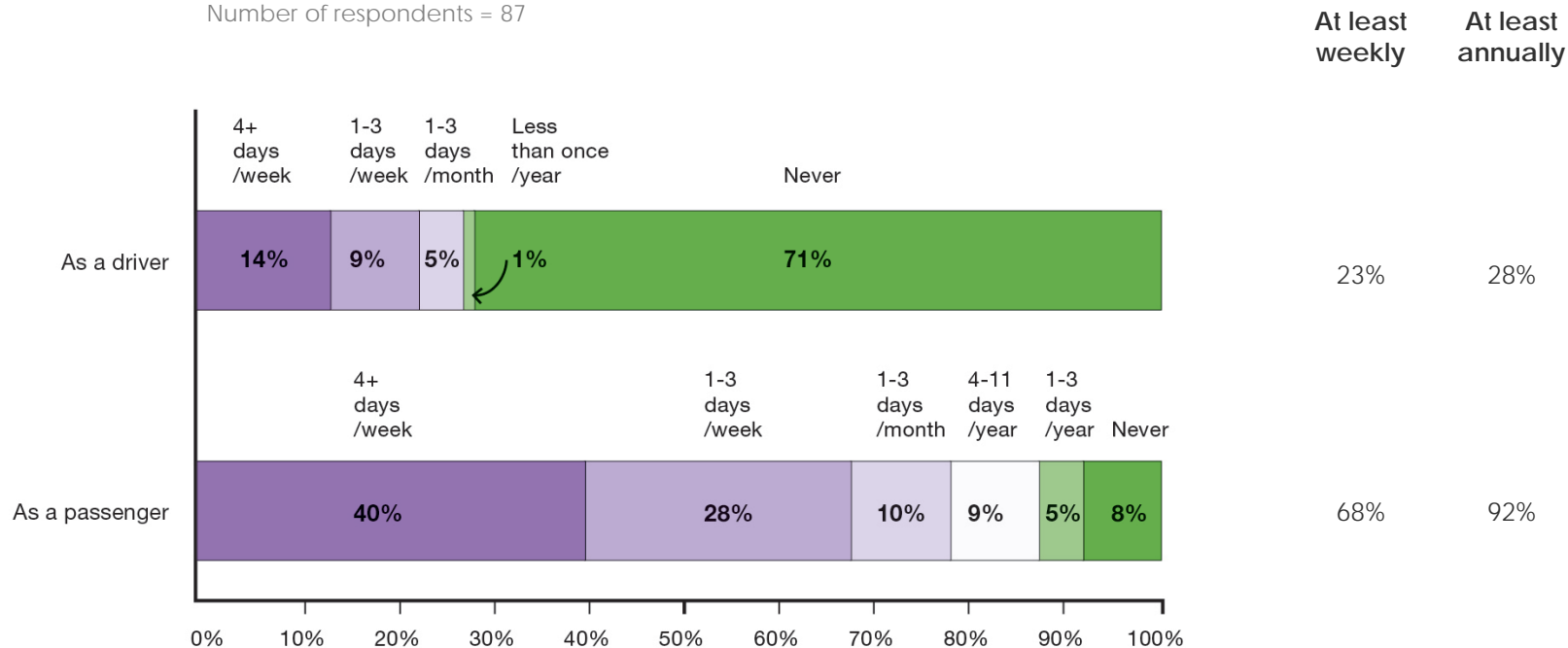
Number of respondents = 87



However, the most common way for them to travel was as a passenger in a private motor vehicle (only a minority were able to drive)

Private Motor Vehicle Travel

Number of respondents = 87



Taxis play an important role when a lift is unavailable, to offer additional independence, to conserve energy and for those who can't use other modes

Why taxis are important

"I don't have a licence and not always able to get a lift."

"Variable timetables mean that taxi is a more efficient method in terms of energy efficiency/ i.e. budgeting the amount of physical and cognitive energy available- can't afford to spend it all on the transport to and from somewhere."

"I need to use Accessible Taxis as my powered wheelchair cannot be transported safely on a bus."

"Prefer the safety of taxi due to multiple disabilities."

"It enables me to be independent and to not have to rely on my family to get me to places."

"I'm totally reliant on accessible taxis. Cannot use public transport independently nor with someone to get to work in time."

"For independence and to be more flexible in what I choose to do."

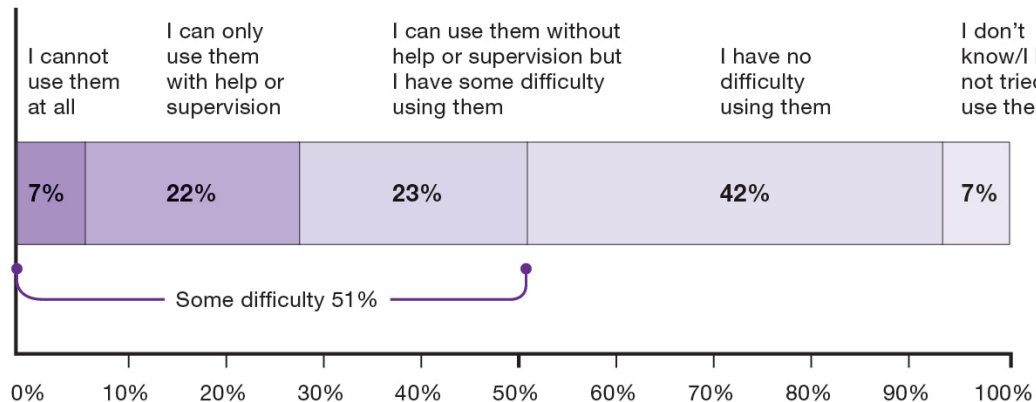
"I need to use taxis to get to medical appointments when too impaired to drive safely. I need to use taxis to access community when too impaired to drive or when driving would use all available capacity and none available for activity."

"I can only use accessible taxis & can not travel alone as I am completely dependent on my carer. I have very high needs & need constant supervision."

While only 42% of respondents indicated they had no difficulty using taxis, this was double the figure for any other public transport mode

Ease of Using Taxis

Number of respondents = 74



Other mode	Some difficulty	No difficulty	Don't know
Bus/Coach	82%	13%	5%
Train	66%	18%	16%
Tram	59%	21%	20%
Rideshare	25%	8%	67%
Plane	78%	11%	11%

Around half of respondents could identify taxi improvements in recent years, relating to the lifting fee, online booking, drivers and waiting times

Improvements in recent years

Lifting fee

"Lifting fee on time arrival bonus introduced which ensures prompt service."

"Lifting fee. But now I'm not eligible and have to pay more for a taxi than non disabled people due to time it takes to load."

Bookings via website/app

"Taxicab tracking online so that we don't have to wait in the freezing cold or burning heat any more."

"Can book a wheelchair taxi online now and track the driver."

"Using the app."

Driver etiquette and training

"The drivers are not rude, they are considerate and the taxis are maintained and there is no rubbish lying around on the taxis floors."

"More drivers understand about disability."

"Access cab staff are better trained."

Waiting times

"Waiting times have improved greatly over the years."

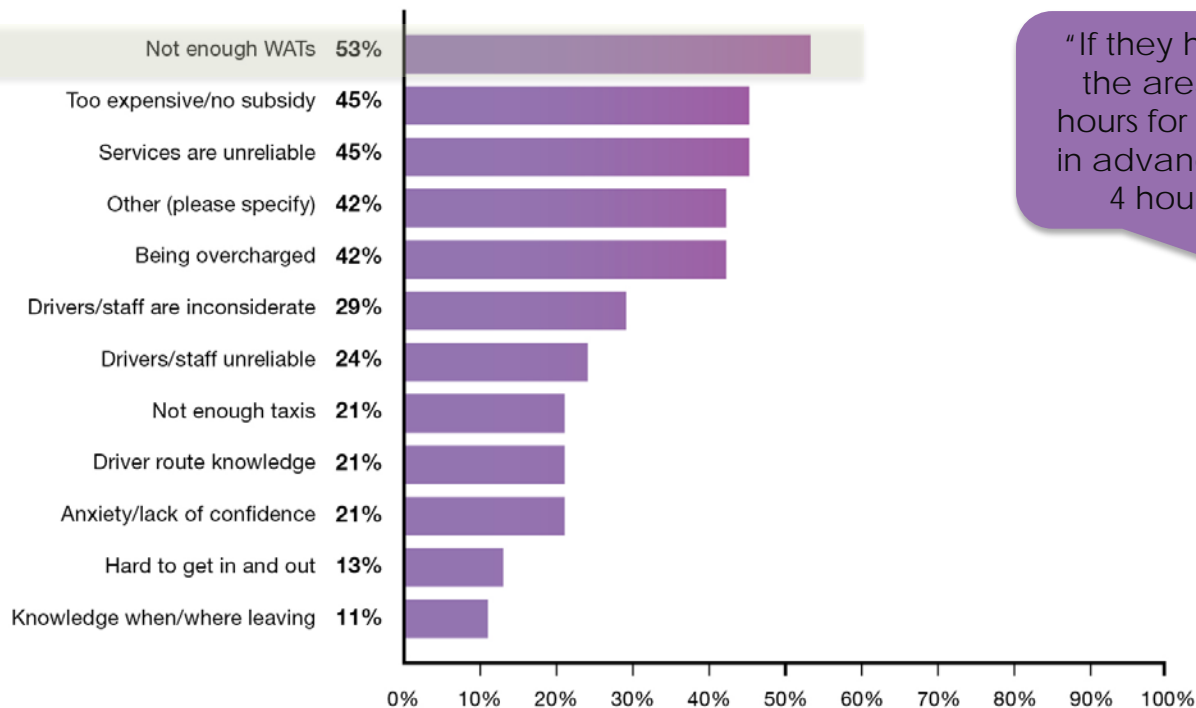
"Recent swap to current access cab provider seems to have more taxis arriving on time, though this varies."

"Small improvements in reliability and reduced waiting times."

The most common difficulty using taxis related to a shortage of WATs

Difficulties Using Taxis

Number of respondents = 38; Responses shown where selected by at least 10%



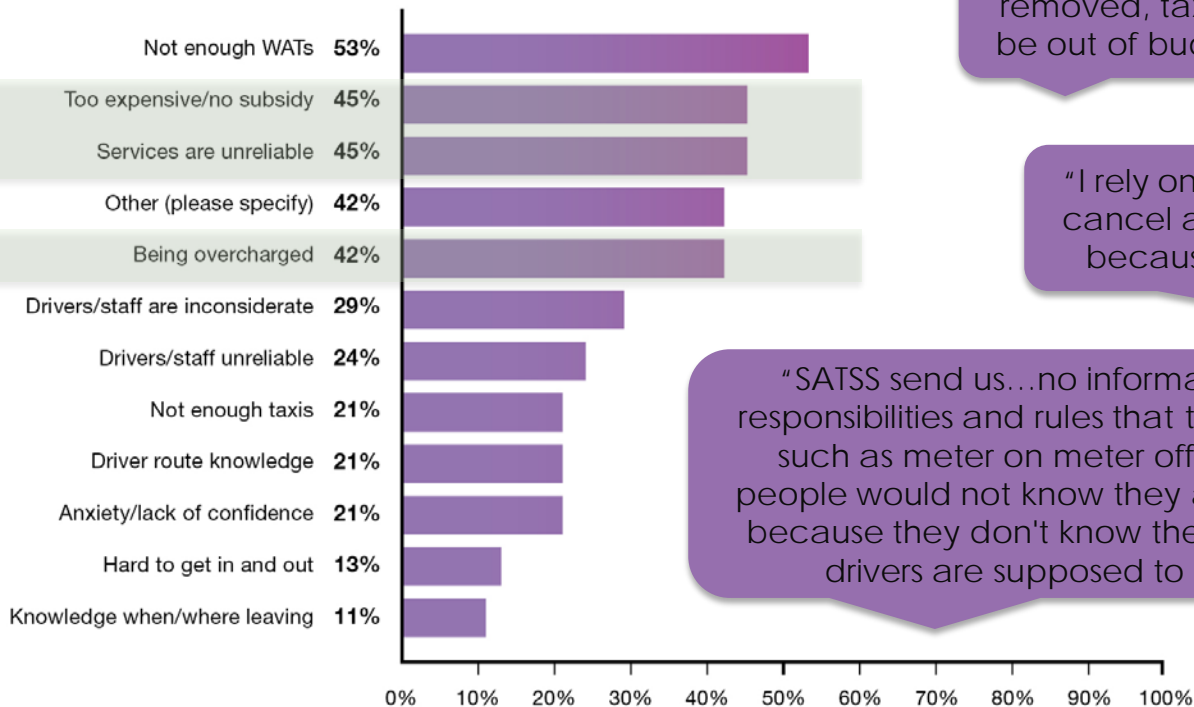
"If they have no accessible cabs in the area you can wait up to two hours for a cab. Even when booked in advance I have been left waiting 4 hours for the cab to arrive."

14/18 of those facing difficulties using **rideshare** selected a shortage of wheelchair accessible vehicles as a difficulty

The other most common difficulties using taxis related to unreliable services, high cost and being overcharged

Difficulties Using Taxis

Number of respondents = 38; Responses shown where selected by at least 10%



"If taxi subsidy is removed, taxis will be out of budget."

"Still expensive with capped fares so I still limit my taxi use for essential activities of daily living"

"I rely on access cabs and often I have had to cancel appointments or miss them completely because the access cabs have been late."

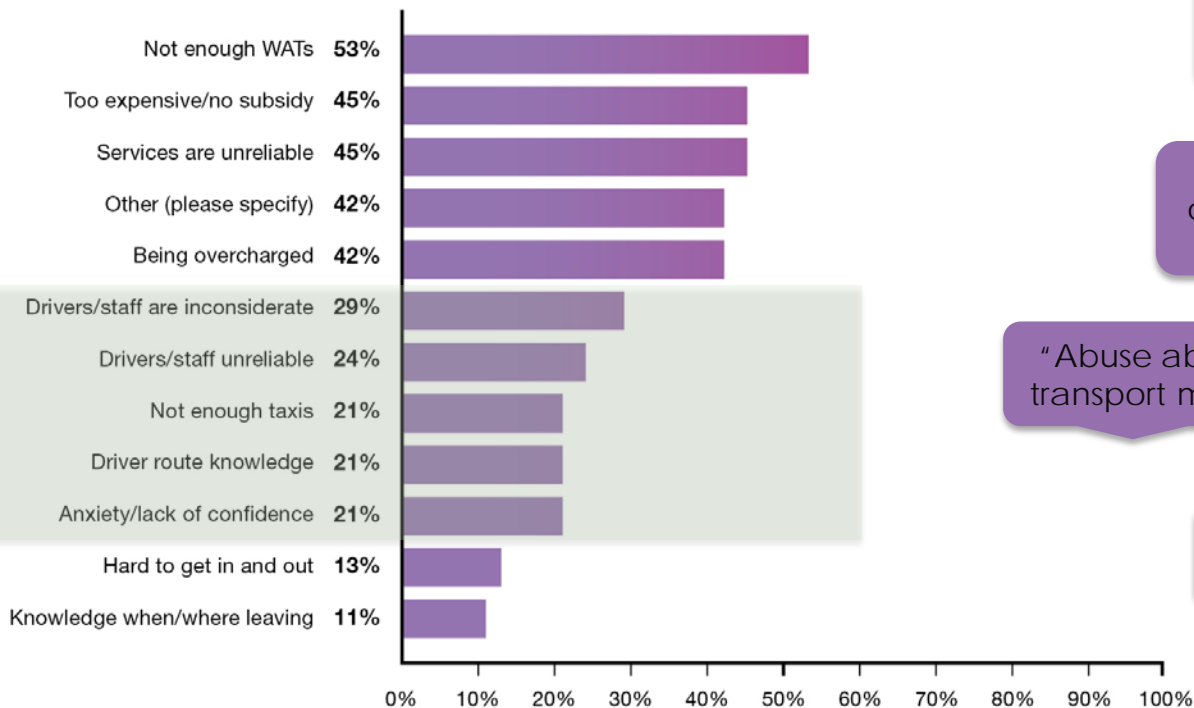
"SATSS send us...no information about their responsibilities and rules that they must abide by such as meter on meter off. Many disabled people would not know they are being cheated because they don't know the rules that the taxi drivers are supposed to be obeying."

"Don't trust them to drive most direct route when so expensive."

Other fairly common difficulties using taxis related to inconsiderate or unreliable drivers, lack of taxi services, driver route knowledge and anxiety

Difficulties Using Taxis

Number of respondents = 38; Responses shown where selected by at least 10%



"Some drivers do not drive smoothly, can be distracted on their phones or taxi communication system and some do not communicate clearly with us. Some are very good, some are not."

"Drivers who drive too fast around corners and brake too fast which means I am thrown around in my wheelchair."

"Abuse about having to transport my guide dog."

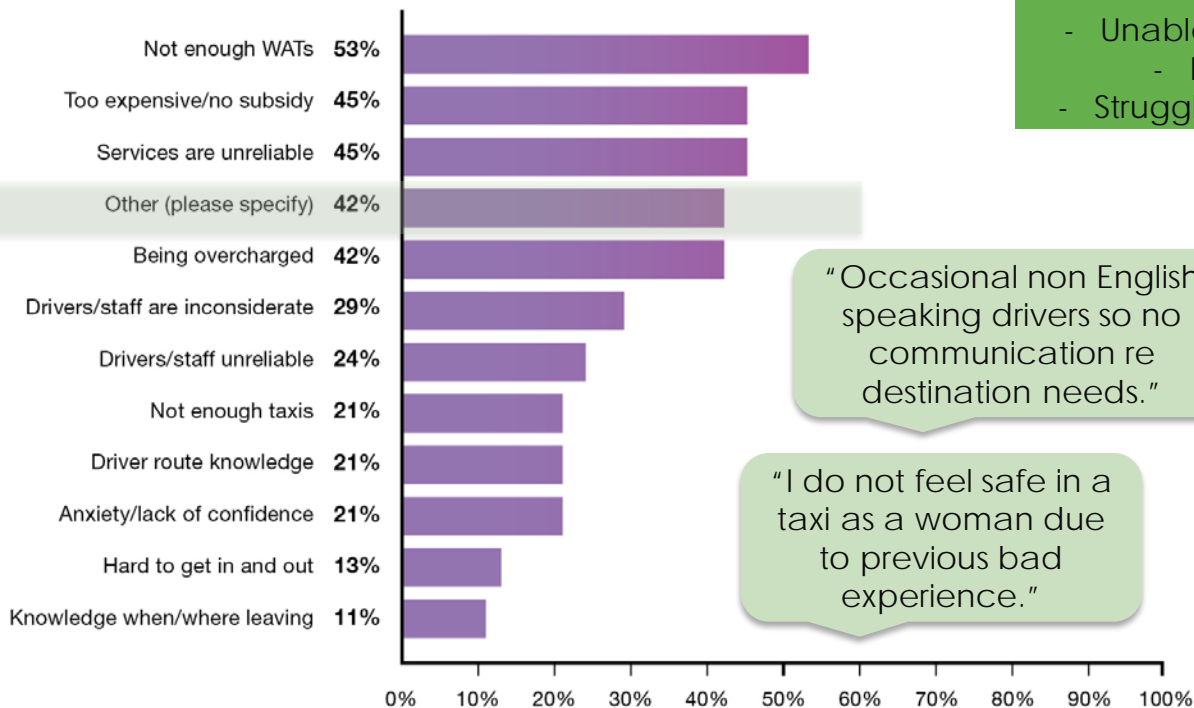
"No services in Riverland."

"I get very anxious going with people I don't know."

Some respondents mentioned difficulties not listed in the survey, relating to safety, preferencing, driver English skills and completing voucher forms

Difficulties Using Taxis

Number of respondents = 38; Responses shown where selected by at least 10%



Other difficulties

- Safety concerns
- Unable to preference drivers online
 - Drivers with poor English
- Struggle to complete voucher forms

"Occasional non English speaking drivers so no communication re destination needs."

"I do not feel safe in a taxi as a woman due to previous bad experience."

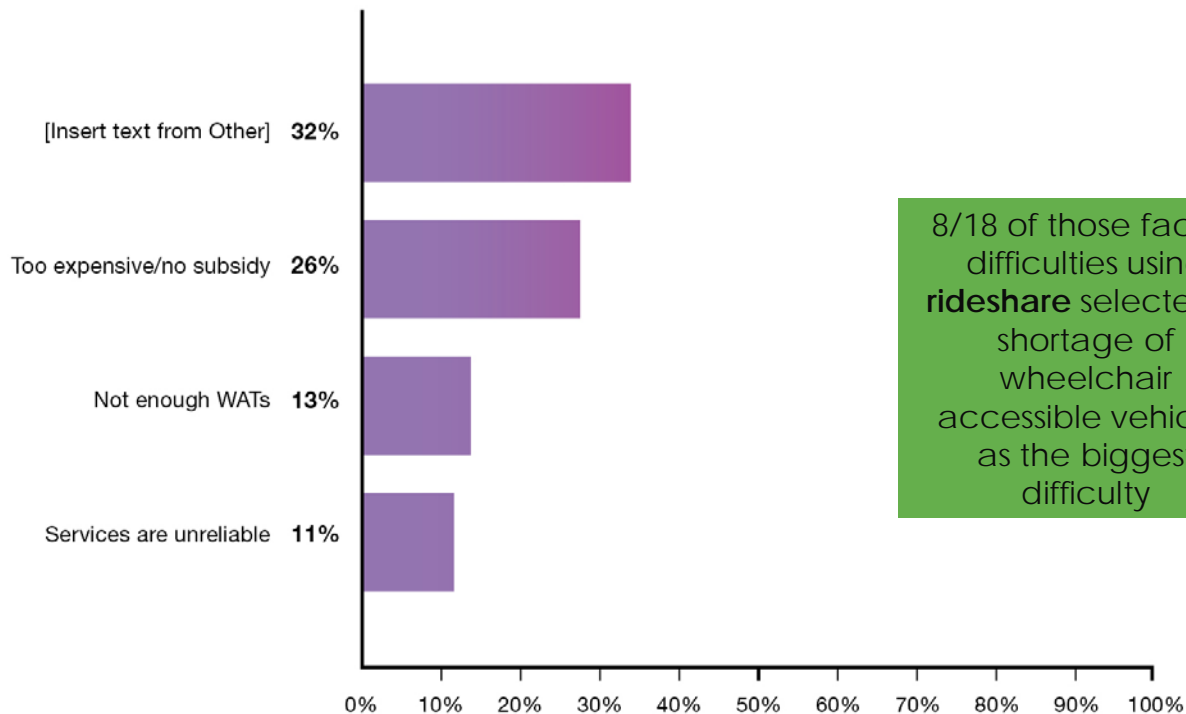
"I like to preference book a certain driver and the only way to do it is over the phone and my speech is not good, so, therefore, the person on the phone would have trouble understanding me."

"I use Access Cab 75 per vouchers...I feel rushed to fill them and drivers do not understand my wish to fill it out myself."

The biggest difficulty using taxis related to high cost/lack or loss of subsidy, followed by a shortage of WATs and unreliable services

Biggest Difficulty Using Taxis

Number of respondents = 38; Responses shown where selected by at least 10%



8/18 of those facing difficulties using **rideshare** selected a shortage of wheelchair accessible vehicles as the biggest difficulty

"Uber is destroying accessible vehicles being on the roads, since they don't provide any."

"Because a lack of accessible vehicles means people with mobility impairments can barely use them, especially if there's an electric wheelchair. It's borderline discriminatory that it's an inaccessible service. Solution is investment in more accessible vehicles."

To address cost barriers, respondents proposed more generous subsidies, resolving NDIS participant transport funding and better consumer information

Solutions to address cost barriers

More generous taxi subsidies

- "More vouchers, bigger subsidies."
- "Help more people be eligible for subsidised fares."
- "Subsidised fares for the disabled when attending appointments or social groups."

Resolve taxi funding for NDIS participants

- "NDIS needs to step up their funding coverage so people can use taxis regularly."
- "Sort out this game of no funding by NDIS and the defunct state taxi vouchers fiasco that is punishing so many of us."
- "NDIS gives insufficient travel allowance. Please keep SATSS!!!"

Better consumer information

- "Give us full and proper information about the responsibilities of the access taxi company and each individual access cab driver e.g. when the meter is to be put on and off."

To address fleet barriers, respondents proposed increasing the number of accessible taxis and rolling out a purpose-built accessible taxi

Solutions to address fleet barriers

Purpose-built accessible taxis

"Mandate a taxi vehicle that has been specifically designed as a wheelchair taxi and stop using inadequately modified transit vans. This would make our trip comfortable and make us feel like human beings instead of a lump of strapped down cargo! This would also alleviate the frighteningly rough and dangerous carriage we experience when drivers drive too fast and roughly."

More (accessible) taxis

"Well almost impossible to get most times at anywhere other than a popular - with the cabbies - rank. Needs to be many more cabs - they whinge about UBER, but UBER is not cheap, just available. Sort of.."

"More access taxis."

To address service quality barriers, respondents proposed better driver training and monitoring and complaints procedures and online preference booking

Solutions to address service quality barriers

Better driver training and monitoring

" More training for taxi drivers around disability and vulnerability."

" Driver education and monitoring of performance."

" Strap all new trainee drivers into a crappy wobbly wheelchair in the back of the cab...and drive very fast and roughly for a long time so that they never do it to us again."

Improved complaints procedures

" Complaints fall on deaf ears with the companies. Apologies are useless without culture change and action!"

" Establish and follow a rigorous complaints procedure."

Online preference booking

" If the ability to make a preference booking online, then it would increase my independence."

" Perhaps there could be a women only driver service."

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