



2008

TAXI PROVIDER

SURVEY

## **Aim of Report**

The aim of this survey was to:

- a) obtain feedback from SWCT clients on their experiences receiving transport service via taxi providers.
  
- b) provide both SWCT and taxi providers with a basis for ongoing development improvements.

## **Geographical areas (LGA)**

- Fairfield/Liverpool
- Camden/Campbelltown/Wollondilly

## **Telephone Consultation Process**

Clients were identified randomly. A software program was downloaded from the Internet called 'Radom Sequence Generator.' This sequence of numbers was used to select the clients to be contacted by telephone.

South West Community Transport has approx 582 clients on the database being identified as having used a taxi provider due to SWCT vehicles being fully booked at the time of a client transport request, vehicles being off the road due to maintenance, or understaffing due to driver illness. The aim was to contact 10% of these clients. The total number of clients contacted was 58 which is 10% of the database. Of the 58 clients contacted, 41 participated which is 7.04% of the total client database randomly selected.

South West Community Transport conducted a telephone survey of clients. Clients were contacted via a telephone call by a staff member from the Narellan office. The survey was conducted from June 2008.

After contacting the randomly identified clients and reviewing the statistics it was identified that Wollondilly clients receiving service from taxis had not been contacted. The above process randomly identifying clients was then applied to a database consisting of Wollondilly clients only receiving service from taxis.

## Observation of Comments made by clients during the survey

Key observations were:

- All of the clients contacted in the Wollondilly area, and receiving service from Tahmoor Taxis had nothing but praise for the services received. Not one negative comment was made.
- question 16, *Would you mind if we had to send a taxi in the future if all our vehicles were full?*, most participants answered to accepting a taxi if SWCT was unable to send transport, clients said they only preferred a taxi because they **did not** want to change their appointment times.
- participants concerned about signing blank receipts for the taxi driver.
- taxi drivers wait in vehicle on the street rather than assist clients to and from the taxi
- taxi drivers don't assist clients from the vehicle to the house.
- the taxi driver rarely assisted physically impaired SWCT clients from the vehicle into their appointment.
- shopping was removed from the taxi and left on the side of the road for the client to carry into their home.
- Some taxi drivers drive too fast around corners putting the passenger off balance in the seat, this often causing further pain from existing injuries.
- taxi driver demanding full payment from SWCT clients.
- taxi drivers don't always know directions, they park to read directory
- clients need more assistance than taxi driver prepared to give.
- clients of all backgrounds find some NESB taxi driver difficult to hear and understand.
- taxi driver did not have DVA form.
- Clients were unaware that a taxi rather than an SWCT vehicle would be picking them up

## **Recommendations**

- 1) South West Community Transport to identify strategies to ensure clients are notified prior to sub contracting transport to taxi provider. Strategies could include:-
  - Recruitment of volunteers to ring clients from the office prior to pick up
  - Drivers returning early to base on previous day to ring and notify clients
  
- 2) When notifying client that transport has been sub contracted to taxi provider, they are also to be advised of:-
  - fare to be paid and procedure if taxi driver insists on a greater amount being paid
  - If taxi sub contracted to undertake both the in and return journey or only one of these
  - Their rights as a passenger including the right not to sign a blank docket
  - Complaint / feedback process if service provision unsatisfactory or does not met their needs.
  
- 3) South West Community Transport to work with Taxi Industry to promote, to taxi drivers, the need to provide a door to door not a gutter to gutter service to HACC Clients.
  
- 4) South West Community Transport to ensure all clients are aware of the strengths obtained from both positive and negative feedback.
  
- 5) South West Community Transport to develop procedures to ensure Department of Veteran Affairs forms, to be completed by medical practitioner so that transport costs from may be claimed from DVA, are dealt with separately to transport provision when such transport has been sub contracted to taxi provider
  
- 6) At a minimum, South West Community Transport to undertake an annual telephone survey of clients receiving service via a taxi provider.

### Survey Statistics

➤ Participated	47 clients	7.04%
➤ Declined to Participate	1 clients	0.17%
➤ Contact details changed/obsolete	2 clients	0.34%
➤ No answer after 3 calls	12 clients	2.0%
➤ Can't remember using taxi	2 clients	0.34%
➤ Phone disconnected	1 clients	0.17%
➤ Deceased or moved to nursing home	3 clients	0.51%
<b>TOTAL</b>	<b>68 clients</b>	

The 1 client who stated they were not interested in participating was ill at the time of this survey.

Of the clients interviewed

### No of clients who used Taxi Providers

Premier	31	66%
Lime	7	14.9%
Southern Districts	3	6.4%
Tahmoor Taxis	6	12.8%
	<u>47</u>	

### Break up of usage

In the period from 1 July 07 – 30 June 08 the 41 clients accessed taxis a total of 157 times.

Taxi providers utilised in this 12 month period by 41 randomly selected clients were;

Premier Taxis	147 trips	77.4%
Lime Taxis	8	4.2%
South Western Taxis	2	1.1%
Tahmoor Taxis	33	17.4%
	<u>190</u>	

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**Breakdown of the 47 Clients who participated**

LGA	Client Numbers	Percentage Surveyed from each LGA	Percentage of Total Client Database
Campbelltown	10	21%	1.4%
Camden	6	12.8%	0.5%
Wollondilly	6	12.8 %	0%
Liverpool	9	19.1%	1.7%
Fairfield	16	34%	1.2%
<b>TOTAL</b>	<b>47</b>	<b>100%</b>	<b>5%</b>

**Demographics of clients surveyed**

LGA				Total	NESB B/Grd	Interpreter
	YDA	FA	CAR			
Campbelltown	3	11	1	15	2	0
Camden	1	3	0	4	0	0
Wollondilly	1	5	0	6	0	0
Liverpool	1	4	0	5	1	0
Fairfield	1	14	2	17	6	1
Total	<b>6</b>	<b>32</b>	<b>3</b>	<b>47</b>	<b>9</b>	<b>1</b>

## Questions asked in Telephone Survey

- Q1. Was the taxi driver polite and courteous?
- Q2. If NO, in what way?
- Q3. Did the taxi driver provide a door to door service?
- Q4. If NO, did you require this level of service?
- Q5. Did the taxi driver provide the physical assistance required?
- Q6. If NO did you require physical assistance?
- Q7. Was the taxi driver on time?
- Q8. If NO were they late, and if so by how much?
- Q9. Was the taxi clean and appropriate for your needs?
- Q10. Was the driver in uniform?
- Q11. Have you or do you have a complaint about a taxi provider?
- Q12. If YES, did you advise SWCT at the time of the complaint?
- Q13. Was your complaint dealt with in a timely manner?
- Q14. If NO, why didn't you advise SWCT of the complaint?
- Q15. If you had a complaint, either about a taxi or a SWCT driver and didn't complain, would you advise SWCT in the future?
- Q16. Would you mind if we had to send a taxi in the future if all our vehicles were full?
- Q17. If you had the choice, would you prefer to go in a taxi or change your appointment to another time or day when our vehicles were available?
- Q18. How would you compare the service provided by the taxi to that provided by SWCT?  
Better – Similar – Poor – Very Poor
- Q19. Are there any other comments you would like to make?

## Question Response

*Question 1. Was the taxi driver polite and courteous?*

Response		
Yes	38	80.9%
No	7	14.9%
Sometimes	2	4.3%

*Question 2. If NO, in what way?*

Response		
Abrupt	2	4.3%
Impatient	6	12.8%

*Question 3. Did the taxi driver provide a door to door service?*

Response		
No*	30	63.8%
Yes	16	34.0%
Sometimes	1	2.1%

*Question 4. If NO, did you require this level of service?*

Response		
Yes*	13	

*Of the 30 clients who replied No in Q3, 13 admitted to requiring door to door service.*

*Question 5. Did the taxi driver provide the physical assistance required?*

Response		
Yes	12	25.5%
No	35	74.5%

*Of the 8 who answered to Yes, 4 were known to the driver.*

*Question 6. If NO did you require physical assistance?*

Response		
Yes	18	38.3%
No	1	2.1

*Question 7. Was the taxi on time?*

Response		
Yes	38	80.9%
No	5	12.5%
Not always	2	4.3%
Don't know	1	2.5%
Sometimes	1	2.5%

*Question 8. If NO, by how much was the taxi late?*

Response		
10 mins	3	6.4%
15 mins	1	2.1%
10-20 mins	2	4.3%

*Question 9. Was the taxi clean and appropriate for your needs?*

<b>Response</b>		
Yes	40	85.1%
No*	1	2.1%
Can't remember	2	4.3%

\*For the client who answered NO, the vehicle was inappropriate for wheelchair, client is unable to transfer.

*Question 10. Was the driver in uniform?*

<b>Response</b>		
Yes	15	37.5%
No	5	10.6%
Sometimes	2	4.3%
Don't remember	25	53.2%

*Question 11. Have you, or do you have a complaint about a taxi provider?*

<b>Response</b>		
Yes	7	14.9%
No	40	85.1%

*Question 12. If YES, did you advise SWCT at the time of the complaint?*

<b>Response</b>	
Yes	4
No	3

*Question 13. Was your complaint dealt with in a timely manner?*

<b>Response</b>	
Yes	1
No	2

*Question 14. If NO, why didn't you advise SWCT of the complaint?*

<b>Response</b>	
Didn't think to	1
Forgot about it	1

*Question 15. If you had a complaint, either about a taxi or a SWCT driver and hadn't complained, would you advise SWCT in the future?*

<b>Response</b>		
No	15	31.9%
Yes	31	65.9%
Not sure	1	2.1%

*Question 16. Would you mind if we had to send a taxi in the future if all of our vehicles were full?*

<b>Response</b>		
No	43	91.5%
Yes	4	8.5%

*Question 17. If you had the choice would you prefer to go in a taxi or to change your appointment to another time or day when our buses were available.*

**Response**

Go by taxi	43	91.5%
Wait for SWCT	4	8.5%

*Question 18. How would you compare the service provided by the taxi to that provided by SWCT?*

**Response**

Better	0	0.0%
Similar	24	51.1%
Poor	20	42.6%
Very Poor	1	2.1%

*Question 19. Are there any other comments you would like to make?*

- SWCT so polite. Not notified taxi was coming.
- SWCT so lovely. Not notified taxi was coming.
- SWCT so good to my brother.
- Taxi driver did not push me into building, left me in street. Don't want to change appointment
- Need more assistance than taxi provides. Don't want to change appt
- Driver no help with walker or shopping bags, driver sat in cab
- Need to be informed taxi is replacing SWCT. Taxi driver don't look for client just drive away if client doesn't come.
- SWCT friendly caring helpful. Not notified taxi was coming.
- But prefer SWCT. Don't want to miss appointment. Not notified taxi was coming.
- Don't want to miss appointment but don't want taxi. Taxi does not come for return trip. Taxi driver demanded metered fare
- Great service all round from both.
- Taxi driver did not speak English, unshaven & scruffy. SWCT more helpful friendly, assists with shopping bags. Not notified taxi was coming.
- Unable to transfer to taxi, SWCT helpful easier
- Taxi no help. Driver did not speak English, not friendly, don't like taxis
- Taxi driver no help. SWCT wonderful
- Taxi asked for full fare. Not notified taxi was coming.
- Don't want taxi but keep appt, taxis do not assist, feel rushed, do not assist with walker or parcels. Did not have DVA form, demanded full fare which I gave. Did not notify SWCT.
- No English, no assistance, no receipt details, taxi drive too fast in corners. Pleased about survey
- Need to keep appointment, prefer SWCT. Not notified taxi was coming.
- Taxi don't know directions
- SWCT more helpful. Not notified taxi was coming.
- SWCT more helpful
- Lime taxi excellent. Premier drivers rude. Paid full fare, reimbursed from SWCT. Extend SWCT afternoon hours in ff area. Not notified taxi was coming.
- Can't do without SWCT
- Premier passed booking onto Southern Districts. No taxi please. Drivers don't fill out voucher.
- Car better, bus too big
- SWCT wonderful service
- Very happy with SWCT
- Prefer SWCT but like to keep appointment. Not notified taxi was coming.
- SWCT great service, love the outings