



Community Transport

Taxi Voucher

Project

2009

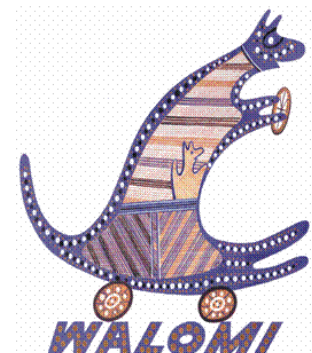
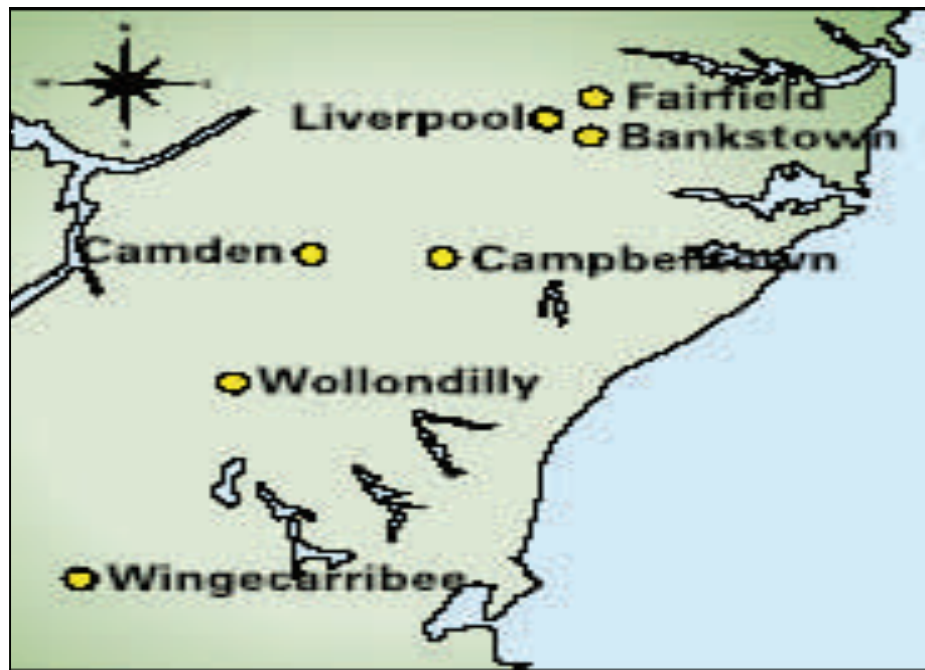
Telephone Survey



Community Transport

Taxi Voucher Project

4629 6888



TAXI VOUCHER PROJECT SURVEY REPORT

AIM

To provide HACC eligible clients, whose needs are not being met by conventional Community Transport Services, with an alternative transport option.

OBJECTIVE/HISTORY OF PROJECT

The Community Transport Taxi Voucher scheme is a joint project of South West Community Transport, Southern Highlands Community Transport, Bankstown Community Transport and Walomi Aboriginal Community Transport and covers the areas of Bankstown, Fairfield, Liverpool, Campbelltown, Camden, Wollondilly and Wingecarribee. The project is funded by State and Federal Governments under the Home & Community Care Program.

In 2005 community consultants spoke with younger people with disabilities via a consultative process and found that they often wanted transport at times when Community Transport was not operational. People with disabilities said that they wanted to go out in the evenings and on weekends. The Community Transport Taxi Voucher Project was developed with this outcome in mind. A copy of the “*Younger People with Disabilities, Transport Needs Project*” report may be downloaded from South West Community Transport's website at www.swct.com.au/publications or by ringing 02 4629 6888.

AIM OF SURVEY

The aim of the 2009 Taxi Voucher Project telephone survey is to assist the project in its growth and to improve the services provided, based on clients identified needs. This is achieved via addressing the following points;

- a) The impact of the project on individuals
- b) The effectiveness of the processes within the project e.g. Voucher distribution, method of payment etc
- c) Levels of Taxi access e.g. in local area, other areas, phone bookings, ranks etc
- d) Appropriateness of service delivery via Taxi Drivers
- e) Effectiveness of the complaints system, responsiveness & feedback

CLIENTS DEMOGRAPHIC PROFILE

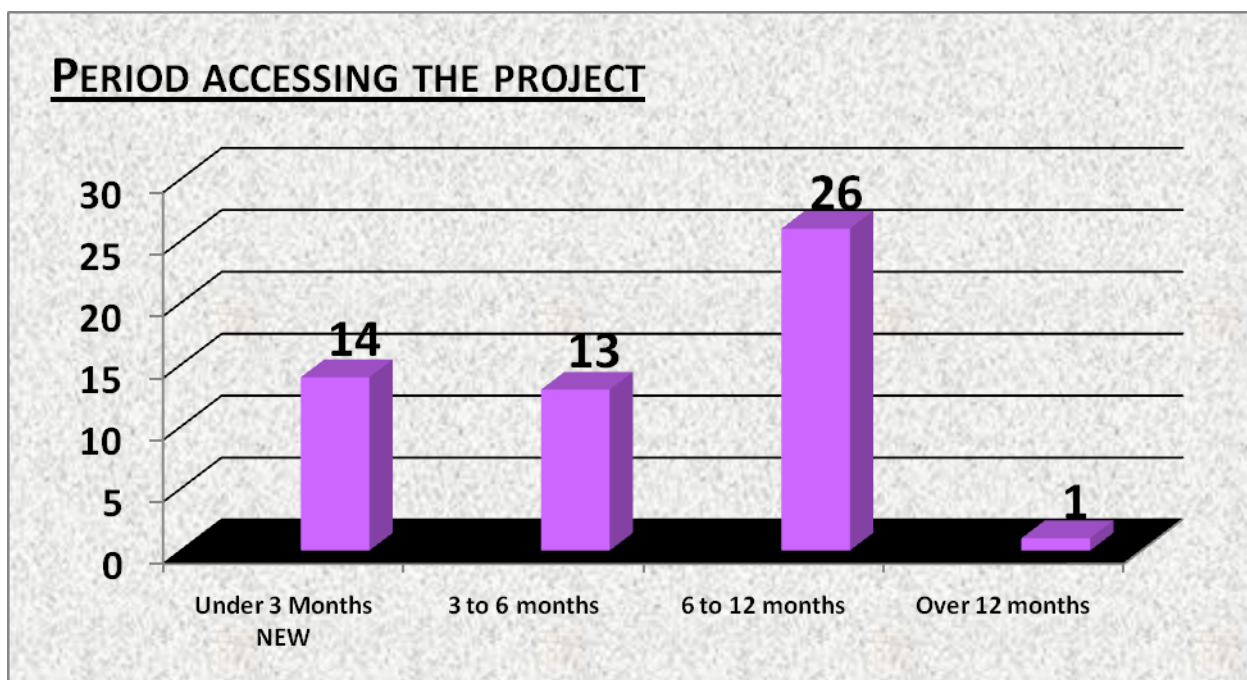
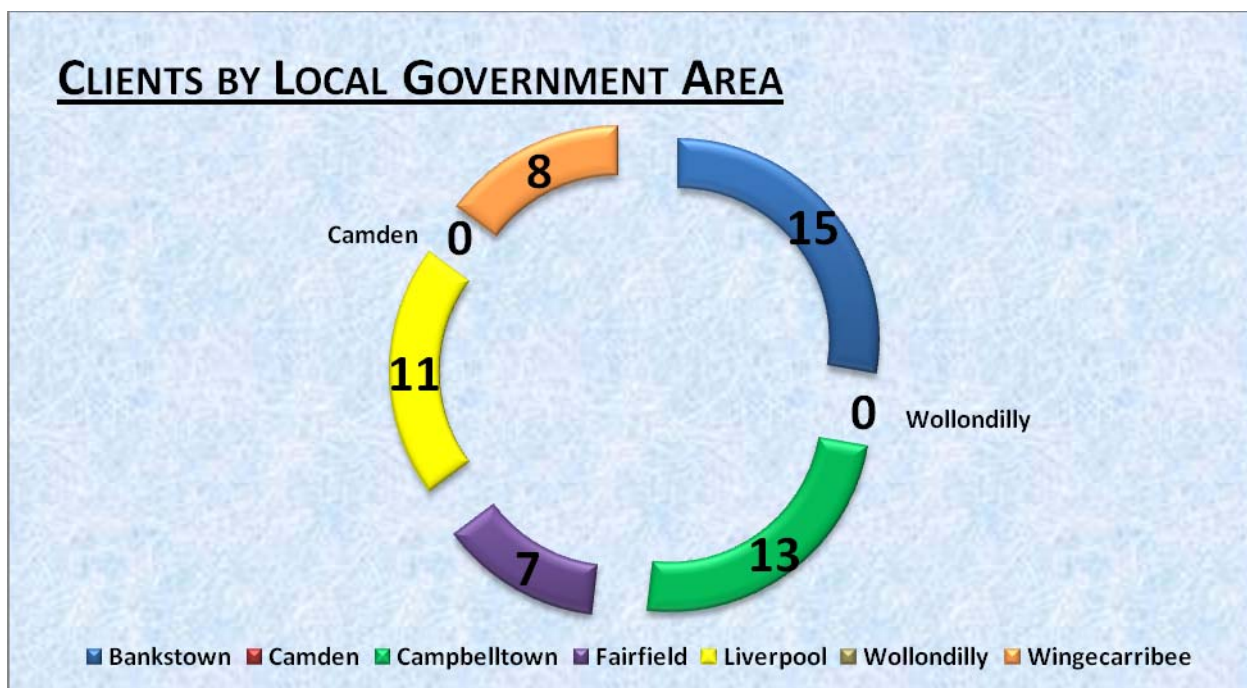
The client demographics are a synopsis of the 54 clients that participated in the Taxi Voucher Project survey and their responses to three questions. Other information used was obtained from the Taxi Voucher Project client database. The information has been collated and variance is represented in the below graphs.

Number of clients in Project:

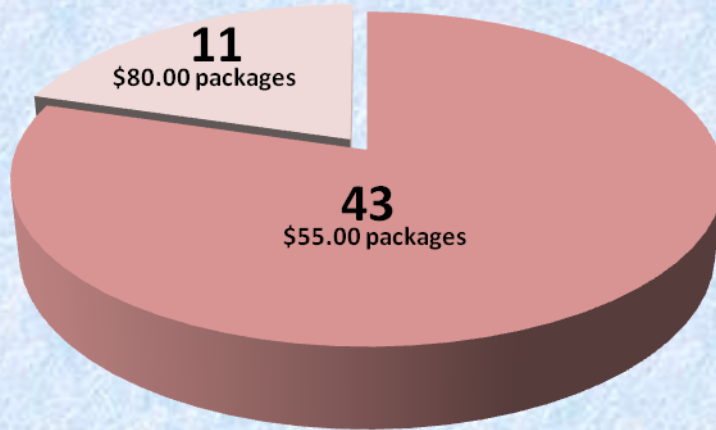
77

Number of clients who participated in Survey:

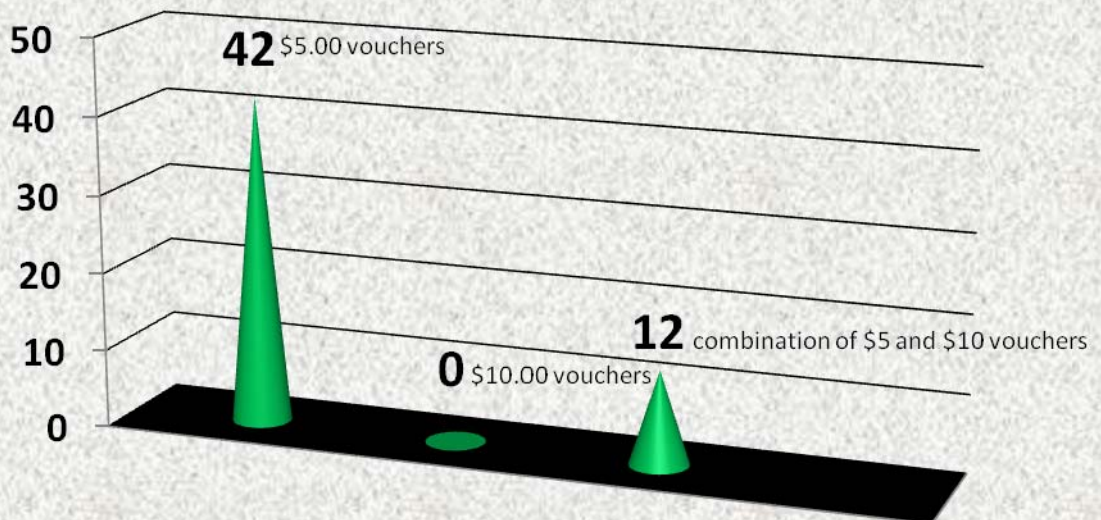
54



PACKAGE BREAKDOWN



VALUE OF VOUCHER'S CLIENTS RECEIVE



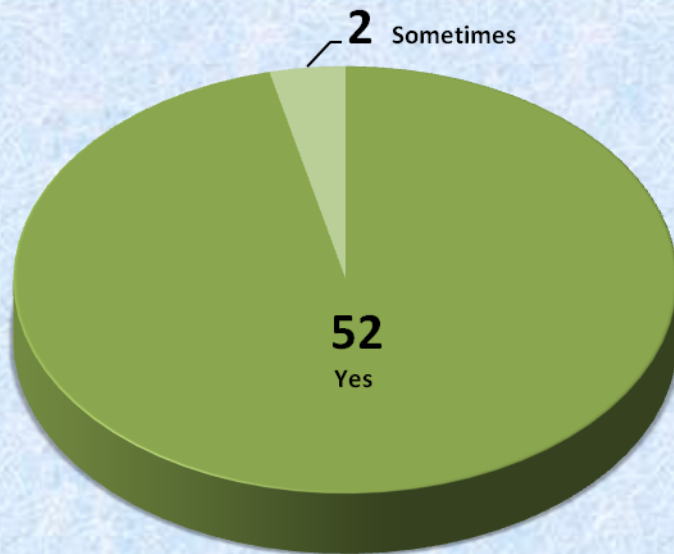
HOW OFTEN CLIENTS ORDER VOUCHERS



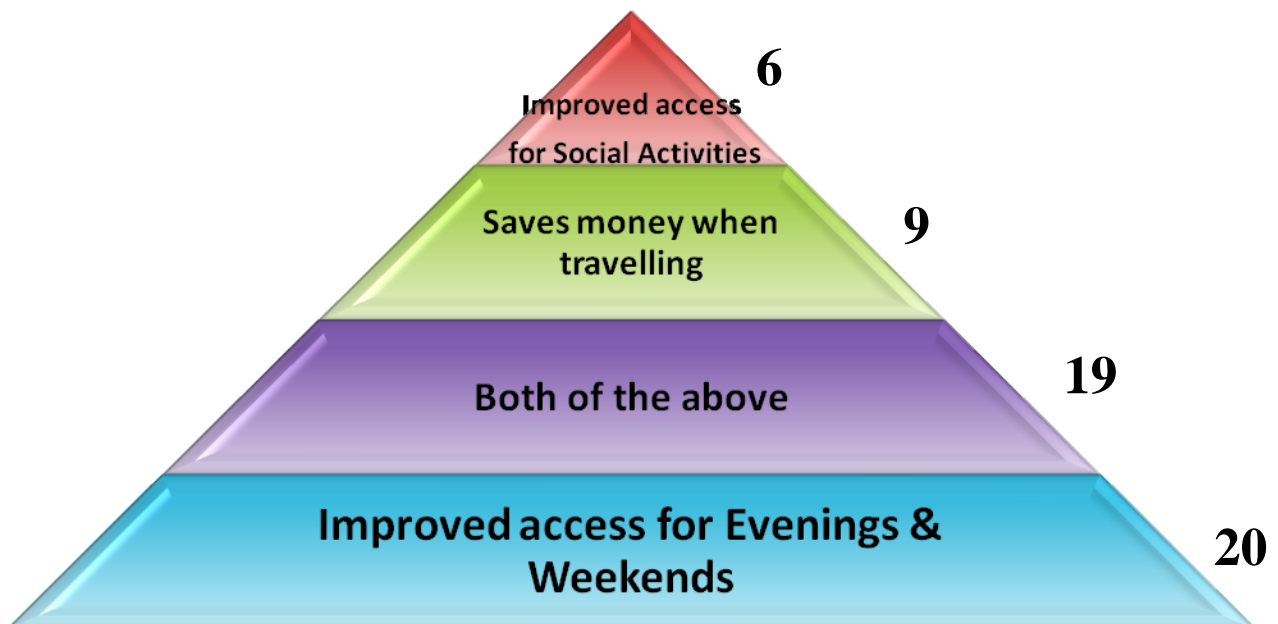
IF USAGE WAS MINIMAL, WHY?



DOES THE PROJECT MEET YOUR NEEDS ?



HOW HAS THE PROJECT CHANGED YOUR LIFE ?



RECOMMENDATIONS / SUGGESTIONS

- 1.** Continue negotiations with Cabcharge to produce a "Maximum Value" vouchers within the industry and take a leading approach to the education and implementation of Accredited Taxi Drivers for the Taxi Voucher Project.
- 2.** Re-enforce/educate the taxi drivers in relation to the Taxi Voucher Project and Vouchers, this could be achieved in a variety of ways such as; publications in the Taxi Industry Newsletter or Noticeboard or alternatively create a project information fact sheet to be distributed to all taxi drivers in the industry that use cabcharge.
- 3.** Create magnets with the Taxi Voucher Project contact number on it, to be distributed to all clients as an easy means of identifying the telephone number for the project for when they need to contact a staff member. Currently clients receive a contact card; however the telephone number for the project get's lost amongst all the telephone numbers of the taxi organisations.
- 4.** At the present clients are limited to vouchers with the value of \$5.00 and \$10.00. It was suggested that the project broaden the value options of the vouchers to \$15.00, \$20.00 and \$50.00.
- 5.** The current \$55.00 and \$80.00 monthly packages are meeting a majority of the clients needs, however it was mentioned during the survey that the taxi industry has just had a fare increase recently and the question was raised if the taxi voucher packages would also reflect this increase.
- 6.** Recommendation that the projects client capacity be expanded so that more of the target group are able to take advantage of the 24/7 transport option. It was mentioned in the survey that it is imperative to have a demand responsive transport options when you are Frail Aged and a Younger Person with a disability or a Carer for one of the above, this project has shown to be meeting this need.

Questions in Survey

Q1. Does the Taxi Voucher Project meet your needs?

Result: **96.3%** Yes **0%** No **3.7%** Sometimes **0%** Other **0%** N/A

Client comments:

- Helps with “out of hour” transport when Community Transport is not available.
- Very wonderful project, if only he can use it hassle free.
- Give me more independence.
- He no longer feels a burden on anyone; he can book a taxi himself and pay for it with his vouchers 24/7.
- I can get out and about without having to rely on people all the time.
- Give me more transport options also allowing for out of hour access.
- This project has changed my life; I'm in a Wheelchair and was basically house bound until I started using these vouchers, especially out of Community Transports working hours.
- Lets me get out and about – freedom.
- Life is easier in relation to “out of hours” transport and demand transport to the doctors.
- Gives me independence I can organise transport for myself, this empowers me.
- Has given me freedom and independency for social activities as well as allow me to attend more doctor appointments.
- It allows me transport 24/7 if required.
- I don't feel like such a burden on other services.
- Began this week to take a disabled child to the club for social interaction.
- Carer saves the vouchers up every 3 months for big trips into the opera house, zoo etc.
- Helps with transport to church on the weekends.
- Money saver and gave me access to “out of hours” transport without burdening her daughter & family.
- Allows client to be independent and not so reliant on services.

3.7% of client's expressed that the Taxi Voucher Project only Sometimes meets there transport need. Particularly when clients need to utilise the Wheelchair Accessible Taxi's, due to the limited vehicles at any given time the clients expressed they are only sometimes available when they require them.

Q2. Has the Taxi Voucher Project changed your life?

Result: **11.1%** Improved access Social Activities **37%** Improved access Evenings & Weekends
16.7% Saves Money **35.2%** All of the above **0%** Other

The taxi voucher project has improved client's access to social activities and saved them money, 37% of client's expressed that it changed there life by giving them access to evenings and weekend transport.

Q3. Are the Vouchers issued in a timely manner?

Results: 80% Yes 0% No 0% Sometimes 0% Other 20% N/A

20% of clients surveyed represent NEW client's which have just come onto the program and haven't had the opportunity of ordering any vouchers yet as they have not yet used the first allocation.

Q4. How do you pay for your monthly allocation of vouchers?

**Results: 9% Cash to CT Driver 63% Post Money Order 19% Post Cheque
9% Mixture of all three 0% Other**

Clients were aware of the different methods of paying for their monthly allocation of vouchers. 63% choosing to post a money order was the most common method.

Q5. Would you like a different method of paying for your monthly allocation?

Results: 0% Yes 100% No

100% of the clients surveyed stated are happy with the current methods of payment and have no desire to change them.

Q6. Does the amount of vouchers you currently receive, support your transport needs adequately?

Results: 94% Yes 2% No 4% Sometimes 0% Other 0% N/A

If No or Sometimes, please explain?

- One client stated that they may require a larger package in the future to adequately support there changing transport needs.
- One client stated that the voucher's help tremendously, but the Taxi prices have risen and therefore client may need increase in package to cover this.

An overwhelming 94% of the clients survey indicated that the amount of vouchers they receive each month adequately meets there transport needs.

Q7. Would you like to receive a different value of voucher?

Results: 17% Yes \$15.00 2% Yes \$20.00 0% Yes \$30.00 81% No 0% Other

Although the majority of clients indicated that it's not necessary for a different value of voucher, 17% of the clients surveyed said yes to a \$15.00 voucher being available in addition to the current \$5.00 and \$10.00 vouchers.

Q8. How do you access the taxis?

**Results: 68% Phone & Book 11% Taxi Rank 17% Both phone and rank
4% Private Contact 0% Other**

11% of clients choose to access the taxis via the taxi rank. 17% expressed that it was great to have the option of booking a taxi by phone or get some exercise and make there way to the nearest taxi rank.

Q9. Have you travelled outside your local area using the taxi vouchers?

**Results: 35% Local area ONLY 54% Used in other area's 7% Used in Sydney
4% Used Interstate 0% Other**

Although a lot of the vouchers are being used in the clients local area or their surrounding suburbs it was good to see that 7% of clients have used them in the Sydney CBD. The vouchers have also successfully been used interstate with 4% of client using the vouchers in Darwin, Queensland and many more exciting places.

Q10. Do the Taxi drivers provide you with the service and support you require?

Results: 78% Yes 7% No 15% Sometimes 0% Other 0% N/A

If Yes, please explain?

- Majority of drivers don't understand the vouchers and refuse to use more than 1 at a time.
- Taxi drivers have been quiet pleasant to me.
- If I've required assistance I have requested it and the taxi drivers have helped. The difference between Community Transport drivers and the Taxi drivers is that the Community Transport drivers don't need prompting to assist me. Go Community Transport!
- Taxi Driver's don't use their initiative to ask if the client needs assistance, client 9 times out of 10 has to request assistance.
- Taxi Drivers seem confused sometimes, especially with vouchers.
- Some taxi drivers make the client feel really uncomfortable, lack of conversation and interaction with client even after client has spoken to them.
- Taxi drivers are very kind; they give receipts for payment, very clear speech and patient with me.
- Client hasn't had the opportunity to utilise vouchers yet but hopes to get good service.
- There are good with the bad, minority ruin it for the majority.
- Drivers have been terrific; drivers have even picked up client and carer at midnight from a concert in the city.
- Drivers have been rude at times and don't assist client during transport even after client has asked for assistance.
- They are terrific!
- They are very nice people.
- Minority ruin it for the majority, some taxi drivers are just rude and obnoxious.
- Client finds the taxi drivers shady.
- Drivers have been nice and assisted me with my wheelchair and bags.
- Drivers are helpful.
- Hasn't used taxi vouchers since the 1st time, as driver knocked him back the first time with the vouchers and only wanted to take money not vouchers client felt threatened.
- They are quiet polite and refreshing.
- Drivers lend a hand when needed.
- Drivers are lovely although some drivers really need to be educated in the voucher system.
- Apart from the once when a driver ripped her off with the vouchers the service has been great.
- When I ask for assistance they give it to me.
- Physically I don't need much support, the taxi drivers always know where they are going and drive me directly there.
- They take me from point A to B.
- Have not had a bad taxi driver yet!
- When asked the drivers help they are very good.
- Not to the extent that Community Transport drivers do, but they are alright.
- They make me feel comfortable and safe.
- The drivers are more than happy to lend assistance because of my blindness.
- The drivers were really rude at the beginning but in the last couple of transports they are improving.
- They are fine with helping during transport.
- I have not had a successful hassle free attempt yet at using these vouchers, the taxi drivers have no idea!!!!!!
- I have found a really nice taxi driver that commonly picks me up.
- Some drivers complain about the use of the vouchers because of the \$5 limit on them.

Q11. Have there been any issues when using the taxi vouchers?

Results: 26% Yes 61% No 13% Sometimes 0% Other 0% N/A

If Yes, please explain?

- Client will call Sharon to complain once she is feeling better but expressed that there has been confusion with taxi drivers in regards to the vouchers.
- Some taxi drivers try to tell me that they only need 1 voucher each time I travel, client then educates driver in the process.
- When using the vouchers initially, Taxi drivers had issues with accepting the vouchers and denied me using them. Slowly they seem to be coming around.
- Taxi driver said that client only has to use 1 voucher to cover the cost of her \$16 trip instead of accepting to 3x\$5 + \$1 coin. Driver accepted it in the end after client told him to ring our office.
- Machines within a variety of vehicles don't always read the vouchers and drivers then try to refuse to them and expect cash, leaving the client confused, during this long process client feels like a hostage within vehicle.
- Taxi driver refused to accept vouchers leaving client to feel uncomfortable and to pay cash for the journey.
- Client feels like she was ripped off by some taxi drivers in regards to discrepancy's with the taxi vouchers. A driver on one occasion tried requesting more than what the fare was.
- Depending on if I have had the driver before, new drivers that I haven't had usually have some confusion with the vouchers being used.
- Confusion with vouchers with the taxi drivers. Because client is deaf they chose to leave the situation instead of complaining as they were unsure how to approach the issue or who to address a letter of concern to.
- Some drivers ask why there is a limit of \$5 on the front and tell me to question this fact, as taxi driver believes that these vouchers don't have a limit?
- Drivers have asked client "how do you use the voucher" and client has had to explain.
- On one occasion it took three phone calls to get the taxi to come and get us, as well as confusion with drivers accepting the vouchers.
- Taxi driver has refused to take vouchers at the end of the transport making client pay cash.
- At first the drivers were confused by the vouchers, I had to give the driver a read of the information pamphlet I had received when entering the project to inform him of how they work.
- Drivers refuse to take \$5 vouchers.
- Some drivers comment that these bloody vouchers don't work and are reluctant to use them.
- Some drivers don't want to take the vouchers, some insist that they only take one, and then others don't have a problem? Why is this?
- Had trouble with some drivers accepting the voucher reported to Bankstown Community Transport.
- The drivers play games by saying they will only take one voucher or say that they won't swipe them because the machine is playing up.

Q12. Have you reported any issues or complaints?

Results: **11%** Yes to Taxi Voucher Project Officer **2%** Yes to Taxi Operator
0% Yes to Ministry Of Transport **4%** Yes to Community Transport Organisation
83% No

17% of clients indicated that they have reported an issue or complaint.

Q13. Was the issue addressed in a timely manner?

Results: **11%** Yes **4%** No **0%** Sometimes **0%** Other **85%** N/A

The 4% above represents a client who advised that their complaint/issue was still ongoing and unresolved. Upon investigation Bankstown Community Transport stakeholder is currently in discussions with the Taxi organisation in question to resolve the issue.

Q14. Did you receive feedback on your issue/complaint in a timely manner?

Results: **11%** Yes **4%** No **0%** Sometimes **2%** Other **83%** N/A

2% of clients said that their issue was still being investigated and they are awaiting the outcome from the taxi voucher project officer. 4% of clients felt that their issue hadn't been resolved and no feedback has been given.

Q15. Did the original information package for the project, provide you with enough information?

Results: **98%** Yes **2%** No

The 2% represents 1 client who believed that he never received the original information pack, after discussing this with his wife the information package was found.

Q16. Have you found the black card holder useful?

Results: **98%** Yes **2%** No **0%** Sometimes **0%** Other **0%** N/A

98% of the clients surveyed found the card holder to be useful and use it all the time. The 2% represents one client who expressed that they haven't needed to use it the card holder as yet, but it is there for a rainy day if needed.

Q17. Have you found the taxi contact card useful?

Results: **96%** Yes **0%** No **4%** Sometimes **0%** Other **0%** N/A

96% of clients believe that the taxi contact card is a useful tool to have.

Q18. Would you like to receive a newsletter from the project?

Results: **98%** Yes **2%** No

Q19. Would you like a copy of the report that will be developed from this survey?

Results: **91%** Yes **9%** No

GENERAL COMMENTS AND/OR SUGGESTIONS (expressed during survey)

- The best thing since slice of bread, helps me keep independent
- Client would like to look into getting \$10 vouchers in her allocation
- Client went on holidays on her arrival home found house had been broken into and vouchers stolen. Was reported and dealt with promptly terrific
- Would like newsletter if it can be on email
- They have been ringing and booking taxis lately due to illness instead of going to the taxi rank / prefer Premier Taxis. Rebecca very kind thank you
- Client said it was great to receive a double whammy with her 1st package and loved the voucher holder which was xmas present
- Sharon is wonderful
- Sharon is very informative nice lady, always willing to help
- Hope this initiative continues
- Client has used vouchers in Darwin & Queensland as well as Campbelltown for Medical Appointments out of hours.
- Sharon helped me understand the process and was marvellous, what a lovely lady. Sharon gave client the confidence she needed to get out and about
- Thank you to Sharon and SWCT this has helped my life so much
- Client didn't receive initial information pack request for another one
- This program has opened many opportunities for the client and can't speak more highly for taxis and community transport, client says her life began at 70 and we are all to be commended
- It's a wonderful service, thank you
- It's a great service. Thank you so much
- Client has been sick and not been able to use the vouchers as much as they wanted, they are getting better now and will begin to use them again
- New client to the service, any teething issues were discussed through this survey
- Wonderful service enjoying the freedom of transport, thank you to Rebecca Ede for referring me to this project. It has change my life I'm the happiest I've been in years
- Very happy with the service and will order new vouchers shortly we have had bills to pay
- Thank you for opening my options for transport
- Client finds Premier Taxi to be a little more reliant then the other taxi providers
- Has given client a great sense of independence
- Thank you so much
- Client is reluctant to use vouchers anymore; he made a complaint to Bankstown Community Transport late last year in relation to legion cabs not accepting his vouchers for this project. He spoke with Frances, who advised client that she would talk to Legion Cabs and get back to the client with feedback. Client still hasn't heard anything since. LEGIONS are the only cab company in his area, hence the fact the client is not using the vouchers (will pass onto Frances)

- Saves client time because of location of where he lives giving him more transport options and also saves them time and money, client is able to save \$95.00 per month in transport alone
- What a wonderful service, this has improved my lifestyle ten fold
- Client has travelled and used the taxi vouchers all over the state to Armidale, Moree, Ipswich, Inverell and Sydney, also interstate to Queensland when he went. He has never had an issue with the vouchers or the drivers Thanks Guys
- Client mentioned that they would like an option to purchase more vouchers than her normal monthly occasion
- Uses both taxi voucher and Walomi Community Transport which helps her transport to where ever she needs to go
- I haven't felt this empowered in many years, thank you from the bottom of my heart.

May 2009

To Participants of the Survey,

On behalf of South West Community Transport, Southern Highlands Community Transport, Bankstown Community Transport and Walomi Aboriginal Community Transport, **Thank you** for taking the time to participate in our Taxi Voucher Project Telephone Survey, your contribution & feedback to this project is important to us and greatly appreciated.

The information obtained from the survey will be used to help with growth and improvement of the Taxi Voucher Project.

Yours in Appreciation



Rebecca Ede

