

Total Mobility Scheme

Annual Total Mobility Satisfaction Monitor 2011 Report

November 2011

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1. Background

This report provides the findings of the 2011 Greater Wellington Total Mobility Scheme Satisfaction Monitor. This Monitor has been undertaken annually for many years. The survey tends to be undertaken during the months of July/August.

The survey is distributed to a random sample of 200 registered Total Mobility Scheme users. This year through the use of our new electronic management system we were able to select people who are currently active users of the Scheme (i.e. each individual had taken at least 20 trips in the 3 months prior to the issue of the survey).

A profile of the sample of users that completed and returned the 2008, 2009, 2010 and 2011 survey follows. Unfortunately due to the current construction of the survey an accurate profile of respondents can not be formed. Thus for the 2012 survey we will be reviewing the survey form to ensure we obtain more accurate information.

	2008	2009	2010	2011
Area				
Hutt	30%	19%	13%	26%
Kapiti	10%	9%	18%	5%
Porirua	10%	6%	7%	12%
Wairarapa	16%	13%	6%	3%
Wellington	30%	17%	16%	33%
Unknown	4%	36%	40%	21%
Gender				
Female	68%	54%	37%	52%
Male	30%	7%	22%	27%
Not identified	2%	39%	41%	21%
Survey				
Base	200	200	200	200
Received	73	54	67	111
Response Rate	37%	27%	34%	56%

2. Summary of findings

2.1 Response rate

The response rate for this survey has been very low. 2011 has been our most successful year to date in receiving back responses. We believe this is a result of being able to target current active users of the scheme, which previously we have not been able to do.

2.2 Overall satisfaction

88% of users believe the Scheme is very good to excellent (up from 68% in 2008, 76% in 2009, and 80% in 2010).

Overall there were very few complaints about the services. The only few matters that were raised were around drivers not always being helpful and courteous, and problems with taxi machines occasionally not reading the new ID cards. These are areas that we are already working with taxis companies to reduce.

2.3 Value for money

80% of users rate the fare they pay as very good to excellent value (up from 65% in 2008, 67% in 2009, and 67% in 2010).

Matters raised in some responses:

- Unhappy with the large increase in fares
- Taxis drivers charging different rates for the same mileage
- Unhappy with the transaction fee to pay user share of the fare by Snapper

2.4 Availability and punctuality of service

82% of users believe the service to be very good to excellent in availability (up from 61% in 2008, 63% in 2009, and 71% in 2010).

Only 2 respondents commented on the fact that sometimes total mobility taxis have not been available.

80% of users believe the service to be very good to excellent in punctuality (up from 57% in 2008, 61% in 2009, and 73% in 2010).

2.5 Safety and Security

83% of users believe the service to be very good to excellent in safety and security (up from 66% in 2008, 71% in 2009, and 74% in 2010).

2.6 Equipment

We believe this question causes some confusion which is seen in a higher rate of no answers than any other question in the survey (average non response for other questions is 2% in 2011 compared to 18% on this question). This maybe because people believe this question only relates to wheelchair hoist users.

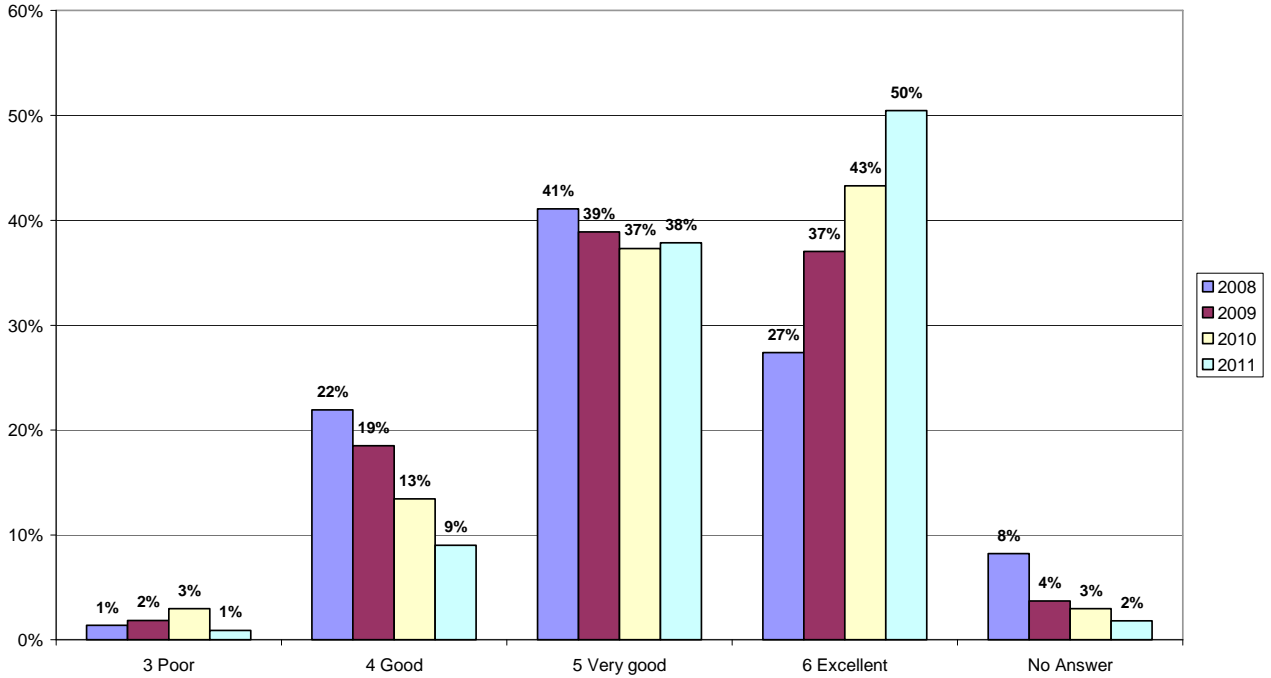
50% of users believe the equipment use to provide the service to be very good to excellent (up from 45% in 2008 and 43% in 2009, but down from 72% in 2010).

2.7 Quality and comfort of the taxis

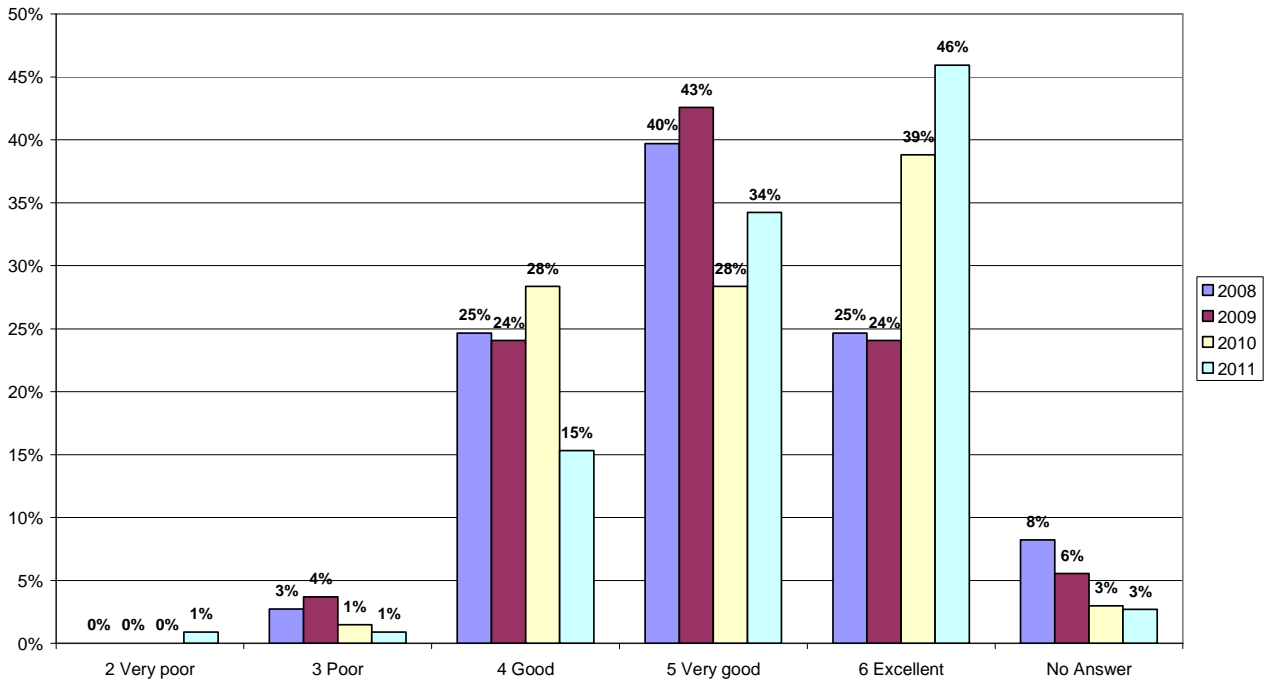
77% of users believe the taxis to be of very good to excellent quality and comfort (up from 62% in 2008, 69% in 2009, and 71% in 2010).

3. Responses to questions

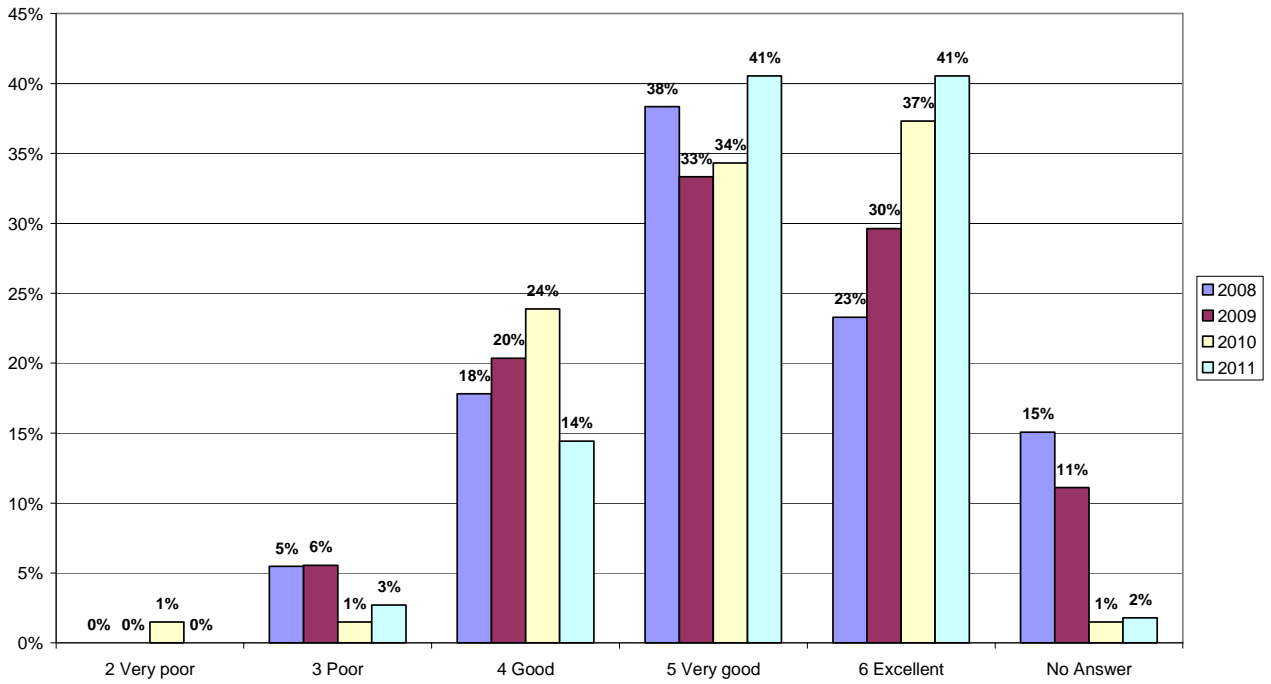
Question 1 - How do you rate the service overall?



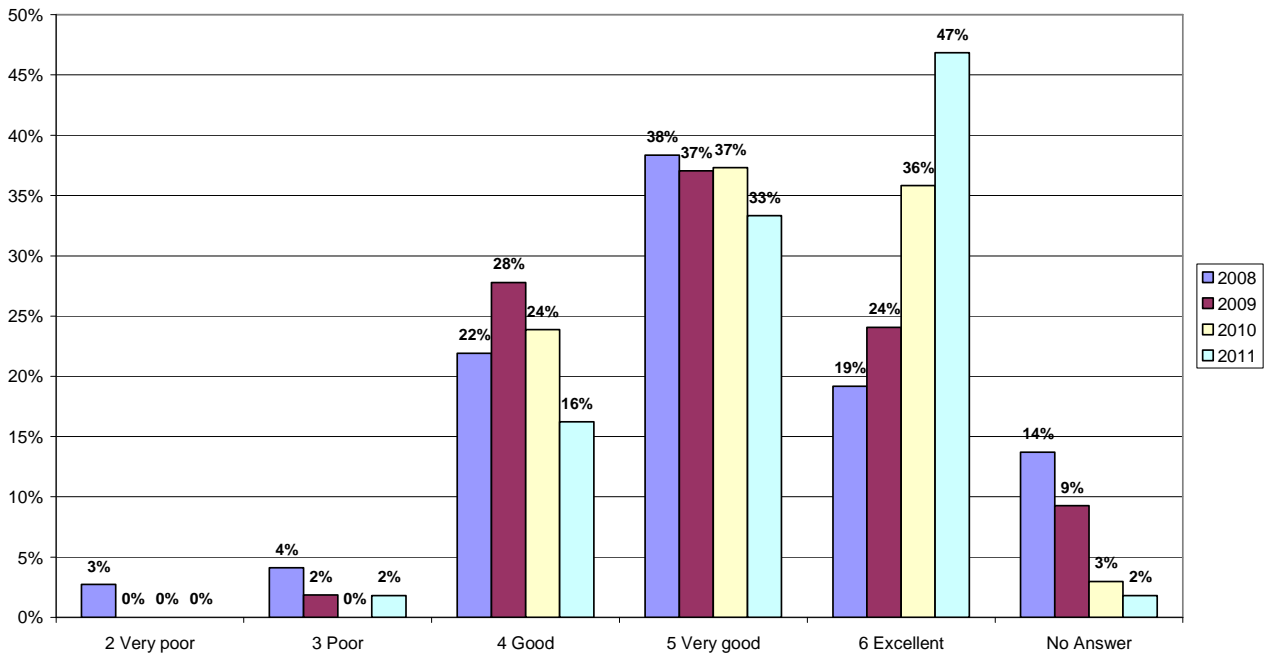
Question 2 - How do you rate the value you get for the fare you pay?



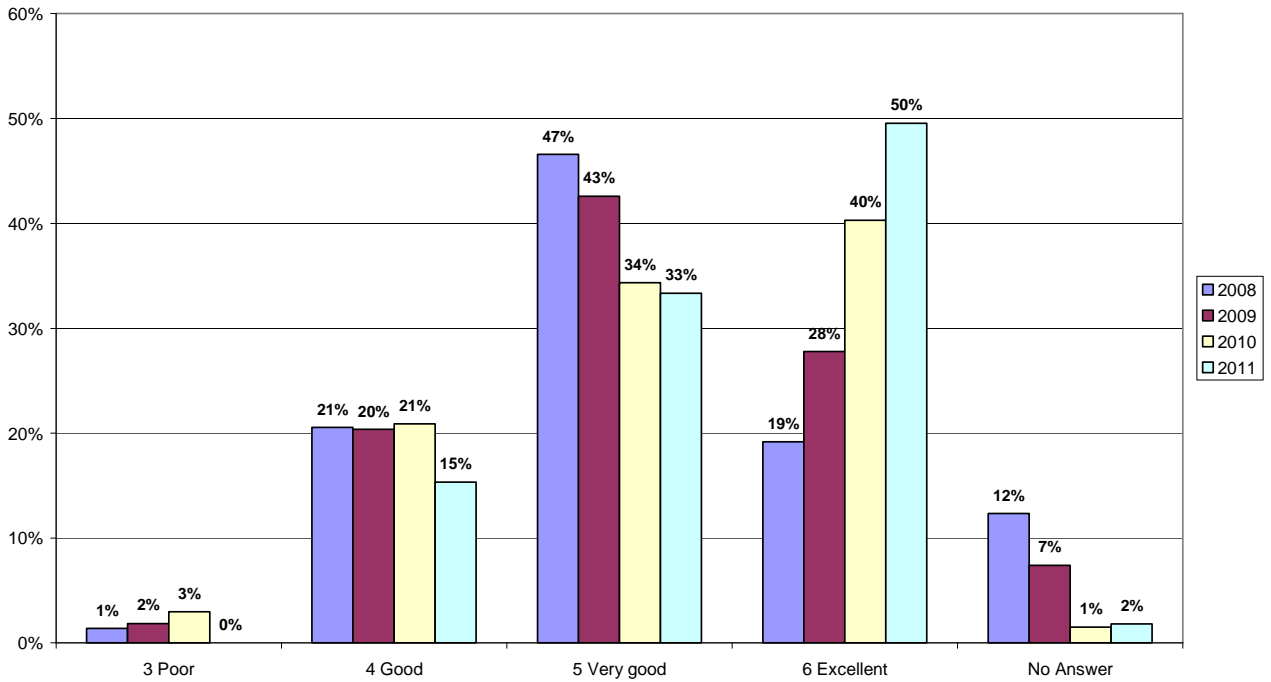
Question 3 - How do you rate the availability of taxis that provide your Total Mobility service?



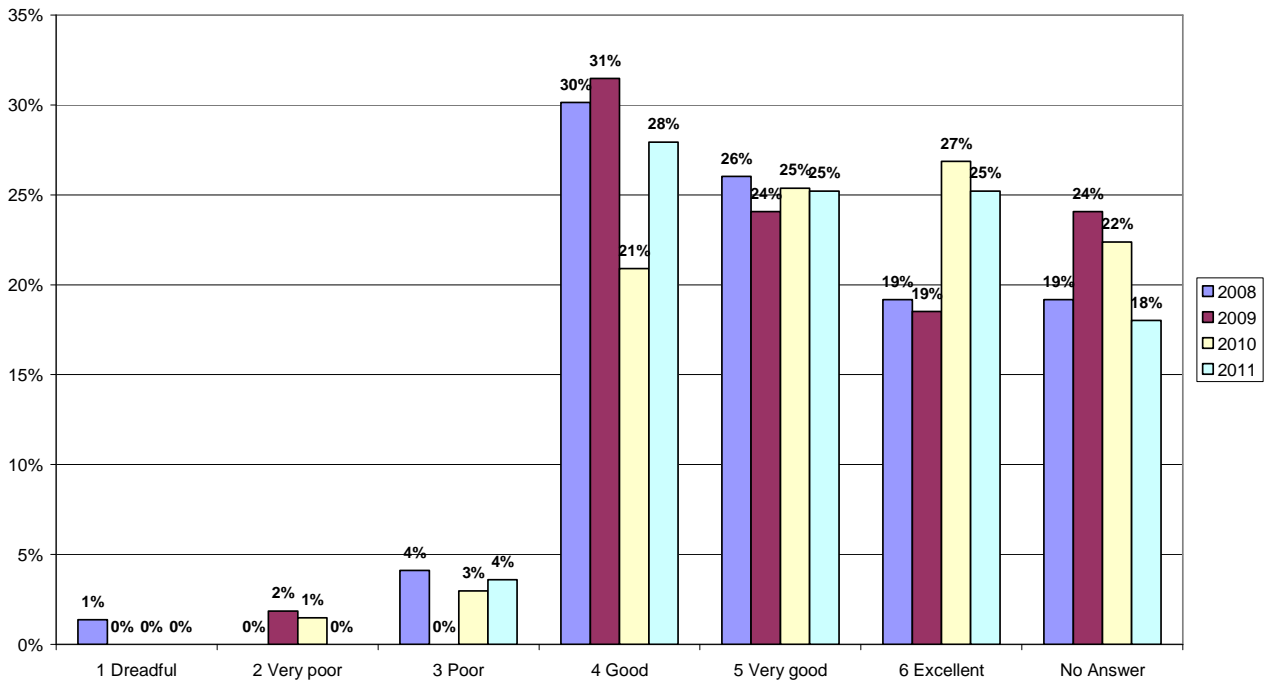
Question 4 - How do you rate the reliability and punctuality of taxis that provide your Total Mobility service?



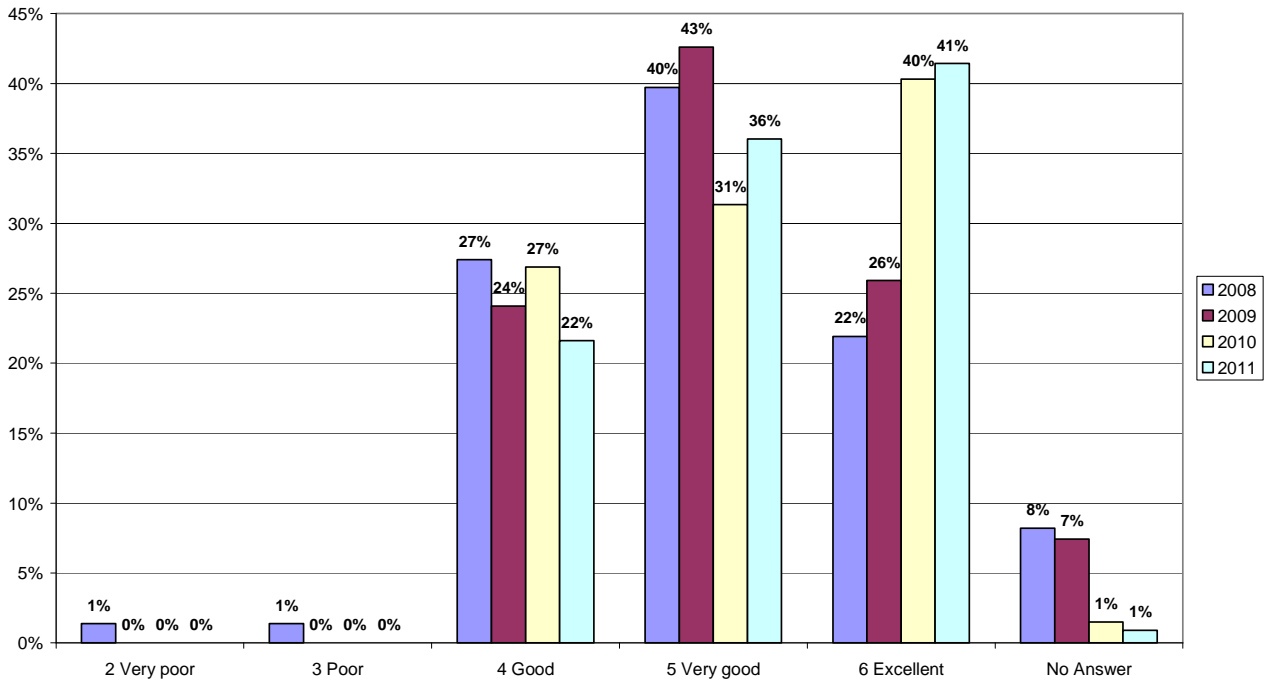
Question 5 - How do you rate your safety and security during the trip?



Question 6 - How do you rate the equipment provided to help you get in and out of the taxi vehicle?



Question 7 - How do you rate the quality and comfort of the taxi?



Appendix: Questionnaire

Greater Wellington

Annual Total Mobility Satisfaction Monitor 2011

Objectives

Aim

To assist people with impairments to enhance their community participation by accessing appropriate transport.

Objectives

- Service provision
Measure the extent that the Scheme meets the needs of the transport disadvantaged
- Meet the NZTA reporting requirements:
Total Mobility Scheme user satisfaction:
 - Overall
 - Value for money
 - Availability
 - Reliability
 - Safety and security
 - Vehicle quality/comfort

Questionnaire

Total Mobility Passenger Survey 2011

Please fill out the survey by circling your answers, circle one answer per question. (Please circle either 'A', 'B', 'C', 'D' or 'E').

The survey is confidential unless you wish to take the option of asking us to provide you with information about the results.

Please return this form in the envelope provided by **12 August 2011**

1) How do you rate the service overall?

- A Very poor
- B Poor
- C Good
- D Very good
- E Excellent

2) How do you rate the value you get for the fare you pay?

- A Very poor
- B Poor
- C Good
- D Very good
- E Excellent

3) How do you rate the availability of taxis that provide your Total Mobility service?

- A Very poor
- B Poor
- C Good
- D Very good
- E Excellent

4) How do you rate the reliability and punctuality of taxis that provide your Total Mobility service?

- A Very poor
- B Poor
- C Good
- D Very good
- E Excellent

5) How do you rate your safety and security during the trip?

- A Very poor
- B Poor
- C Good
- D Very good
- E Excellent

6) How do you rate the equipment provided to help you get in and out of the taxi vehicle?

- A Very poor
- B Poor
- C Good
- D Very good
- E Excellent

7) How do you rate the quality and comfort of the taxi?

- A Very poor
- B Poor
- C Good
- D Very good
- E Excellent

Are there any additional comments you would like to make about the Total Mobility service?

Yes I would like to receive information about the results of this survey

Yes I would like to know of any action planned as a result of the survey

My name and Address is: _____

Thank you