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TAVERNER RESEARCH

Report on:

Comparing Reported Point to Point Transport Use, November 2014 to November 2017

Prepared for: IPART

December 2017

Project Reference: 5315

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1. Executive summary

IPART commissioned Taverner Research to conduct online surveys of representative samples of the Urban Sydney population in November 2014 (n=2,241), February 2015 (n=2,049) November 2015 (n=2,198) February 2016 (n=2,017) November 2016 (n=2,021), February 2017 (n=2,002) and a very short survey of the use of five forms of point to point transport in November 2017 (n=501).

The purpose of the November 2017 abridged survey was to establish only the prevalence and frequency of use of five forms of point to point transport in November 2017, and compare this to results from the earlier surveys.

The five items covered in the November 2017 survey and compared to results from the previous surveys (where asked) covered the frequency of use in the last six months (from 'Not at all' to 'Five or more times a week') of:

- Taxis (excluding ride share services)
- Ride share services
- Hire cars
- Courtesy transport
- Community transport

The November 2017 sample was a close match to the Urban Sydney population age group by gender distribution, and the match between the different survey waves was close enough to allow direct comparison without weighting.

Prevalence of use

From the replies we found that the prevalence of:

- **Taxi use** in November 2017 (59%) was little changed from the prevalence found in the previous surveys (55% to 61%) with no clear pattern over time
- **Ride share** use (43%) has further increased in line with the long term trend (rising from 11% to 37% in previous survey waves)
- **Hire car** use (30%) was up significantly from 24% in the three previous surveys and 16% to 21% before then

- **Courtesy transport** use (33%) was higher than f the range of the previous surveys (21% to 25%) and the results are consistent with a small but statistically significant increase in the prevalence of use over time
- **Community transport** use (32%) was slightly higher than in previous survey waves (21% to 27%) and the results are consistent with a small but statistically significant increase in the prevalence of use over time.

Frequency of use

Among users of each type of point to point transport, the frequency of use showed little change from previous surveys.

The service used most often by users of that type of transport was community transport, with 40% to 44% of users doing so at least once a week. Being used at least once a week was reported for:

- **Taxis**: by 23% to 29% of taxi users
- **Ride share**: by 30% to 39% of ride share users
- **Hire cars**: by 22% to 35% of hire car users
- **Courtesy transport**: by 26% to 37% of courtesy transport users

Demographic variations in prevalence

For all modes covered in the November 2017 survey, those aged under 30 were the most likely, and those aged 60 and over the least likely to have used that mode in the previous six months. The difference in the prevalence of use between these two age groups are:

- **Taxis:** 73% compared to 39%
- **Ride share:** 76% compared to 12%
- **Hire car:** 58% compared to 8%
- **Courtesy transport:** 57% to 26%
- **Community transport:** 62% to 12%

For all five modes, men were more likely than women to be users , although the difference was not significant for ride share and community transport:

- **Taxis:** 64% of men compared to 53% of women

- **Ride share:** 46% of men compared to 40% of women (not significant)
- **Hire car:** 36% of men compared to 23% of women
- **Courtesy transport:** 42% of men compared to 24% of women
- **Community transport:** 36% of men compared to 28% of women (not significant)

2. Background & Introduction

IPART commissioned Taverner Research to conduct a short online survey of adult Urban Sydney residents to establish the prevalence and frequency of use of five types of point to point transport. The November 2017 survey obtained data from n=501 residents aged 18 or more in the week from 22nd November to 27th November 2017.

The results reported here are compared to results from the same items asked in previous surveys from October/November 2014 and repeated each October/November and each February until February 2017.

The November 2017 questionnaire is included as Appendix One to this report. The only changes to the same items asked in earlier surveys were to further clarify the distinction between taxi services and ride share services provided through Uber, Uber X, GoCar, GoBuggy, and Shebah (a service with all female drivers and only available to female passengers)

Where possible, comparisons are reported between the results of the November 2017 survey and the preceding six Urban Sydney survey samples (November 2014, February 2015, November 2015, February 2016, November 2016 and February 2017).

Where differences are highlighted, these are statistically significant unless stated otherwise.

Note that the total of percentages using a transport mode shown in the values displayed in graphs might differ from the totals stated in the text of the report by +/-1 percentage point due to rounding.

Data have not been weighted as checks showed that this would make minimal difference to the estimated prevalence or frequency of use distributions.

3. Methodology

3.1. The survey questions

The survey items were designed to assess:

- Postcode (to ensure respondents were in the defined target area)
- Gender and age group (to allow management of the sample composition)
- Frequency of using taxis, ride share, hire car, courtesy transport and community transport services within the past six months

The finalised questionnaire for November 2017 is attached as Appendix One to this report. Respondents took around 5 minutes to complete the survey questionnaire which was conducted wholly online.

3.2. Sample selection and final sample composition

Throughout each survey period, the sample composition was monitored to check whether the target numbers for the age group by gender targets had been achieved in Urban Sydney. Reminders and fresh invitations were sent as required, based on experience with the response rates being achieved, to fill the "harder to achieve" younger (under 30, especially for males) and older (over 60 and especially over 70, particularly for females) target groups for each gender.

Data collection in November 2017 was spread over a six day period. In the earlier surveys, data collection was typically spread over a ten day period to minimise any bias that might occur due to respondent readiness to respond immediately once an invitation was received. For surveys on transport use, the answers from people who are out of home more often are likely to differ from those of people who stay at home more, and those who stay at home more are likely to be among the first to respond to a survey invitation. Thus it is important to ensure that those who do not respond to an initial invitation are re-invited. This is similar to making call backs to establish contact and achieve interviews in telephone surveys.

Final samples of 2,241, 2,020, 2,199, 2,018, 2,021 2,002 and 501 usable replies were obtained, in the seven consecutive survey waves (see Table 1).

The distribution of age and gender for the Urban Sydney samples in each survey wave is reasonably close to the targets set based on ABS estimates of the adult population of Urban Sydney. The only consistent departure from the targets is for Urban Sydney males aged under 20 who are substantially under-represented especially in November 2015 and February 2016.

Table 1. Population targets and actual samples

SUB GROUP	November 2014		February 2015		November 2015		February 2016		November 2016		February 2017		November 2017	
	MATCH POP'N	Freq'y	MATCH POP'N	Freq'y	MATCH POP'N	Freq'y	MATCH POP'N	Freq'y	MATCH POP'N	Freq'y	MATCH POP'N	Freq'y	MATCH POP'N	Freq'y
Males 18 to 29	271	177	260	228	283	255	259	227	224	159	224	206	59	60
Males 30 to 39	199	214	197	182	215	231	197	210	195	199	195	207	51	51
Males 40 to 49	190	218	173	173	188	188	173	171	181	181	181	181	46	47
Males 50 to 59	168	216	152	152	165	164	151	152	155	154	155	157	38	38
Males 60 plus	239	305	212	216	231	232	212	214	217	225	217	218	52	52
TOTAL MALES	**1,067**	**1,130**	**994**	**951**	**1,082**	**1,070**	**993**	**974**	**972**	**918**	**972**	**969**	**246**	**248**
Females 18 to 29	295	401	255	268	277	279	254	261	224	237	224	226	59	59
Females 30 to 39	234	194	197	213	215	219	197	208	201	237	201	205	51	51
Females 40 to 49	205	152	176	188	192	196	176	177	189	191	189	189	46	45
Females 50 to 59	172	171	156	157	170	170	156	158	162	165	162	163	40	40
Females 60 plus	268	193	242	243	263	265	242	240	252	273	252	250	58	58
TOTAL FEMALES	**1,174**	**1,111**	**1,026**	**1,069**	**1,117**	**1,129**	**1,025**	**1,044**	**1,028**	**1,103**	**1,028**	**1,033**	**254**	**253**
TOTAL SAMPLE	**2,241**	**2,241**	**2,020**	**2,020**	**2,199**	**2,199**	**2,018**	**2,018**	**2,000**	**2,021**	**2,000**	**2,002**	**500**	**501**

"MATCH POP'N" are targets reflecting the estimated population distribution.

The November 2017 sample is an almost exact match to the population.

The obtained distribution in November 2017 almost exactly matched the population distribution. This was possible due to the smaller total sample sought (500 sought; 501 obtained).

The obtained distribution was substantially different from the desired MATCH POP'Ns for the November 2014 survey wave. The more recent survey waves were much closer to the population MATCH POP'Ns.

From the February 2015 survey wave onward, differences between the expected frequencies based on the population distribution and the actual sample frequencies were <5% of the MATCH POP'N frequency except for:

All samples: Males age 18-29 (under-sampled)
February 2015 sample: Males aged 20-29 and Males aged 30-39 (under-sampled), Females 16-49 (over-sampled)
November 2015 sample: Males 30-39 (over-sampled)
February 2016 sample: Males aged 30-39 (over-sampled) Males 30-39 and Females aged 30-39 (over-sampled)
November 2016 sample: Females aged 16-39 and 60 or more (oversampled)
February 2017 sample: Males 30-39 (over-sampled)

After close examination of the data obtained in the previous survey waves, it was decided that weighting the data to align with the estimated population distribution of age group by gender was not required, despite the departures noted above from the targets based on population estimates. Although there were relationships between prevalence of use and both age group and gender, when weights were applied the effects of prevalence measures were small. Since weighting reduces the precision of estimates, it appeared on balance that weighting was not justified.

There was no need to weight the November 2017 sample, as it was a very close match to the frequencies expected based on population statistics. This was much easier to achieve in the 2017 survey due to the smaller sample size.

3.3. Analysis and reporting

Basic analysis produced distributions (frequencies and percentages) of replies for each item for each survey wave. Given the limited sample size in November 2017 and the focus on changes over time, further analysis within each survey wave to compare sub-groups was not generally included in this report. Two types of breakdown are shown:

- The relationship between use of other point to point modes and frequency of taxi use
- The relationship of age group and gender to the use and frequency of use of each transport mode.

The data obtained in the survey waves are compared for all the transport use items included in the November 2017 questionnaire.

Differences that are statistically significant and meaningful are mentioned in the commentary accompanying the graphs displaying the distribution of replies. When a difference has been labelled as significant, it is statistically significant with a 95% (or greater) level of confidence. Note that when samples of around n=2,000 cases are being compared, quite small differences are statistically significant. Differences involving the November 2017 sample of N=501 have to be larger for the effect to be reach statistical significance.

All percentages are rounded to the nearest whole percentage value. In some graphs, bars labelled with the same percentage value have slightly different lengths but the rounded percentage value is the same.

For some items, sub totals reported in the text differ from the sum of the values shown in the graph due to rounding. Unrounded values are summed and then rounded for the totals reported in the text of the report.

Absolute differences between two percentage values are described as “percentage points” or “points percent”. For example the difference between 25% and 40% would be described as 15 percentage points to make it clear that this is not the ratio between the values expressed as a percentage.

4. Prevalence and frequency of use

This section of the report covers the prevalence and frequency of use of:

- Taxis
- Ride share services
- Hire cars
- Community transport services
- Courtesy transport services.

First we examine the prevalence and frequency of taxi use.

4.1. Prevalence of use of paid point to point services

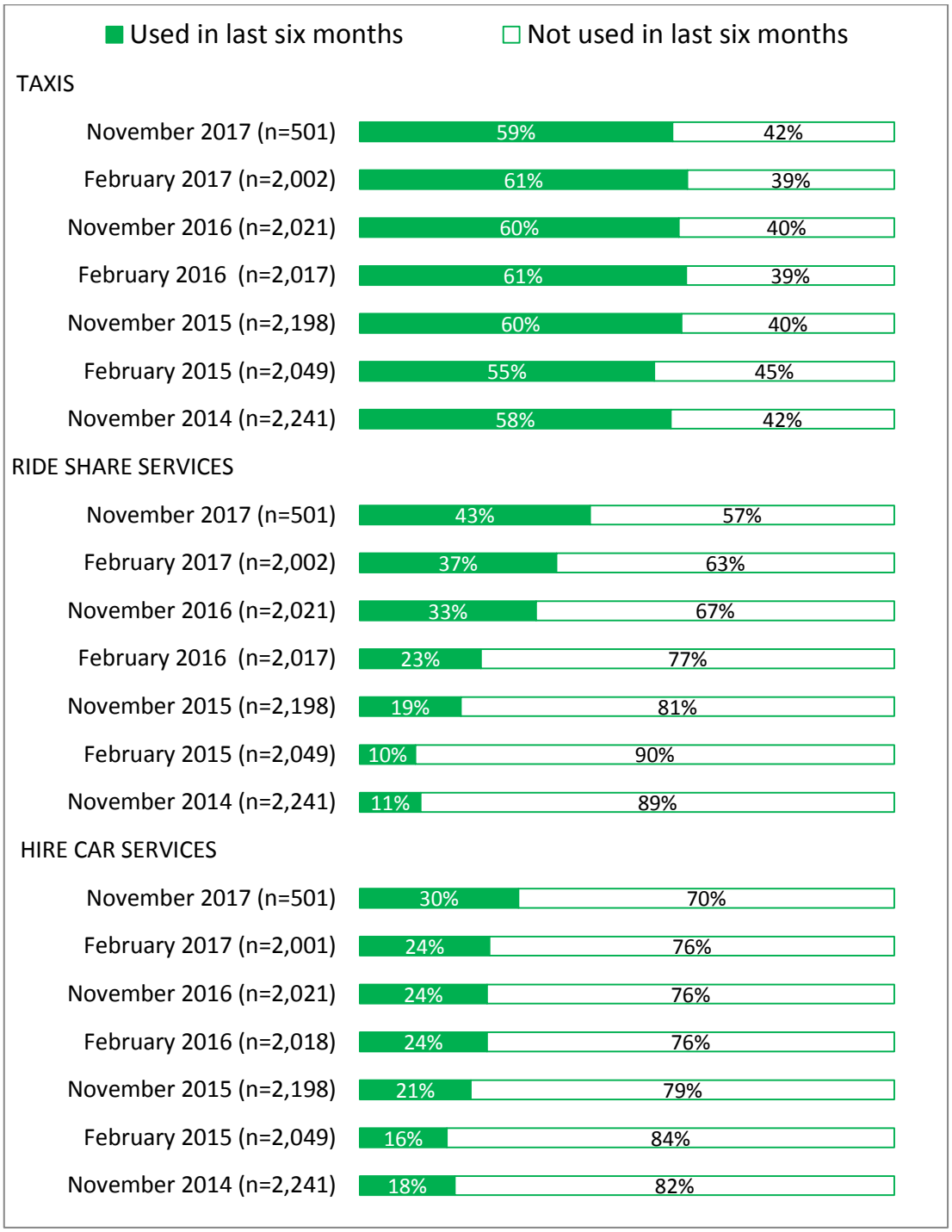
Taxis continue to be the most widely used paid point to point service, despite growth in the prevalence of using the other services, especially ride share services (see Figure 1).

Prevalence of using a taxi in the past six months had stabilised at 60% to 61% for the previous four survey waves and was slightly (but not significantly) lower at 59% in the November 2017 sample.

The increase in the prevalence of ride share use from November 2016 to November 2017 was ten percentage points (from 33% to 43%), somewhat below the other twelve month increases since February 2015, which were all thirteen or fourteen percentage points. The increase from November 2014 to November 2015 (eight percentage points) was also somewhat smaller. While the variations in the size of these increases are within the range that could be due to chance variations around a long term trend of about ten to twelve percentage points over a twelve month period, the pattern is consistent with an initially slower increase, followed by an accelerated increase in use followed by a flattening out of the rate of increase. Only further surveys over the next two to three years can establish whether the prevalence of ride share use will stabilise or continue to increase.

The pattern is quite different for hire car services. The prevalence of using hire car services rose significantly from 16% to 24% in February 2016, remained unchanged through to February 2017, then rose significantly to 30% in November 2017. Hire car use is increasing but not steadily.

Figure 1. Prevalence of using each paid point to point service in the past six months by survey wave



Q1. In the last six months I caught a taxi in Sydney....
Q49. In the last six months I have used a Ride Sharing service (for example, UberX or RideSurfing) ...
Q42. In the last six months I have used a hire car with a driver ...

4.2. Frequency of taxi use

Frequency of use among taxi users

As shown in Figure 2, there has been little variation in the reported frequency of taxi use among users.

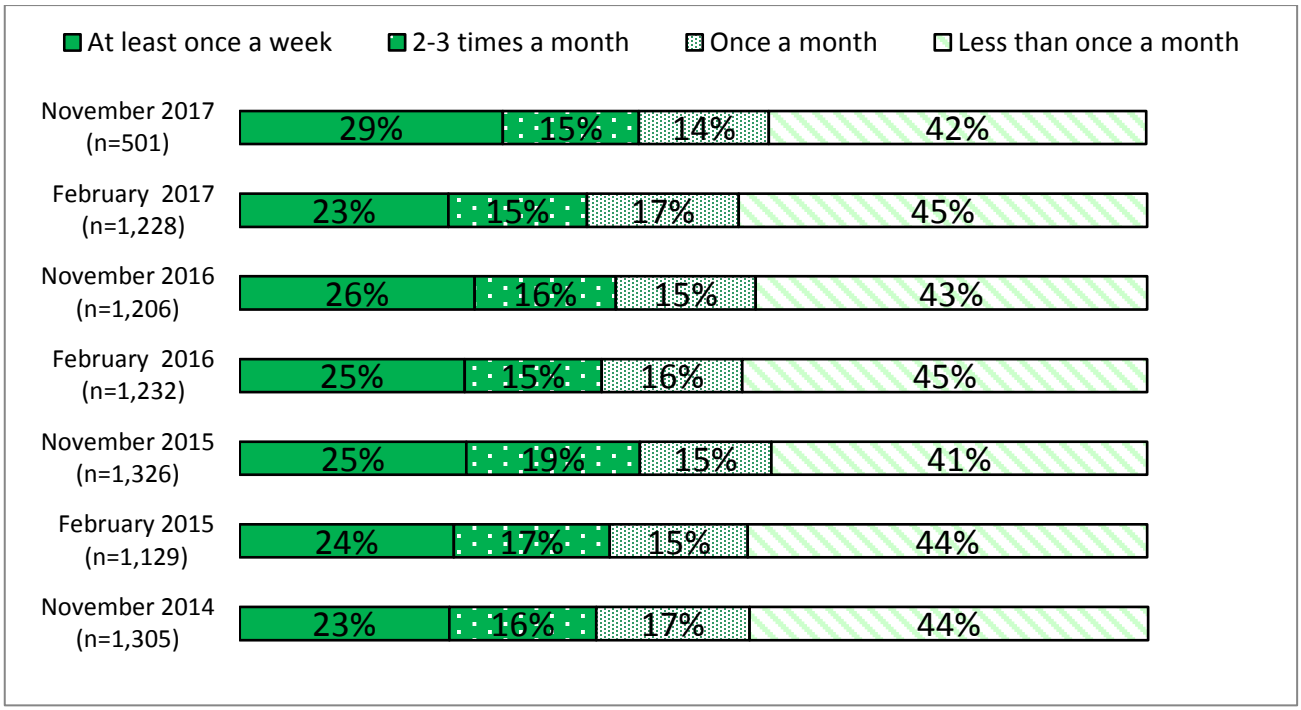
- Between 38% and 44% of taxi users report taking a taxi more than once a month (including 23% to 29% of taxi users using once a week or more often, and 15% to 19% of users doing so two or three times a month)
- 55% to 59% of taxi users report using a taxi once a month or more often

The results show no evidence of any trend over time, or of a seasonal effect.

Based on these results, both the prevalence and frequency of taxi use has remained very stable over the six survey waves.

The apparent increase in frequency of use in the November 2017 results is not statistically significant.

Figure 2. Frequency of taxi use among taxi users in the past six months by survey wave



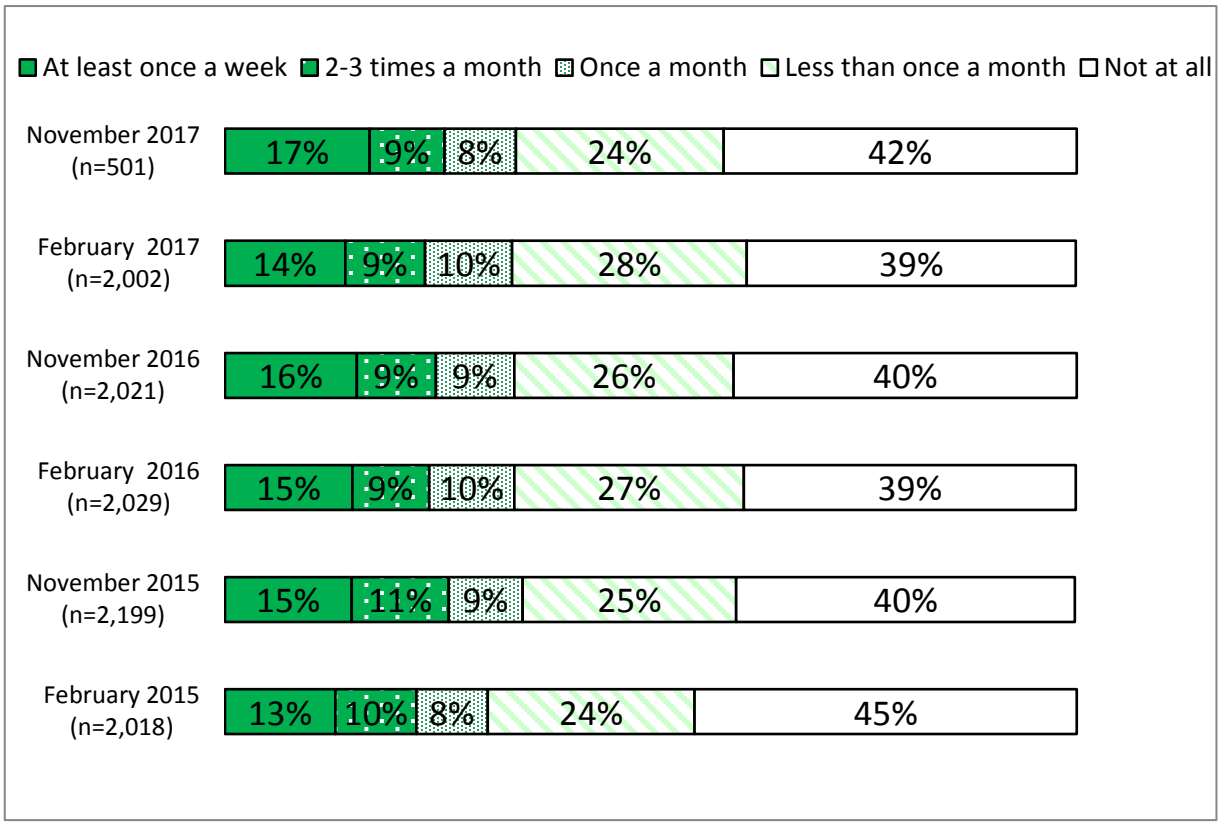
Q1. In the last six months I caught a taxi in Sydney....
5+ times a week / 3-4 times a week / 1-2 times a week / 2-3 times a month / Once a month / Less than once a month / Not at all. The first three codes have been summed and shown as at least once a week.

Taxi use in the total population

The stability of overall taxi use in the total adult population can be seen in Figure 3. Using a taxi once a week or more often in the last six months was reported by 13% to 17% of all respondents across the waves. The variation in the percentages reporting each frequency of use was generally within a range of three percentage points, except for February 2015 which showed a lower overall prevalence of taxi use (55% compared to 58% to 61% in all other survey waves).

The variations are consistent with chance producing differences in the results.

Figure 3. Frequency of taxi use among all respondents in the past six months by survey wave



Q1. In the last six months I caught a taxi in Sydney....
5+ times a week / 3-4 times a week / 1-2 times a week / 2-3 times a month / Once a month / Less than once a month / Not at all. The first three codes have been summed and shown as at least once a week.

Taxi use and use of other point to point modes

The report on the November 2016 survey identified a number of variables that influenced the use of taxis. One of the strongest was that those who used other modes of paid point to point transport are more likely to have used taxis, and to have done so more often. Breakdowns of taxi use by frequency of use of each of the other modes indicated that the more often another mode is used, the more often a taxi is used.

The same relationships are confirmed in the November 2017 data, as can be seen in Figure 4.

For each of the other modes of point to point transport, the differences in the prevalence of taxi use in the past six months between users and non-users of the other mode are substantial, ranging from 28 percentage points for community transport to 49 percentage points for ride share.

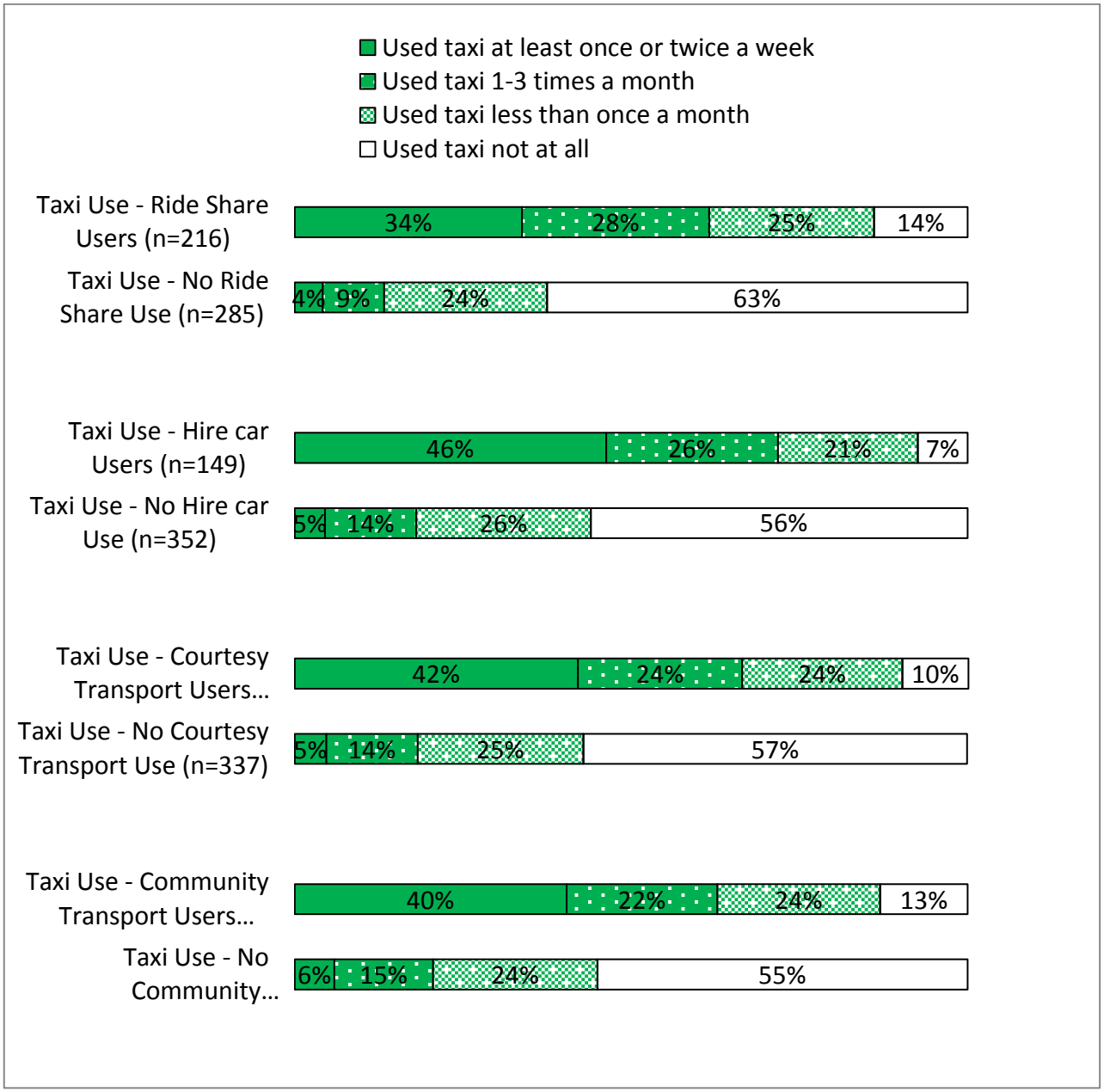
Among taxi users, the differences in frequency of use between those who use each other mode and those who do not are also substantial. Among taxi users, 34% of those who also use ride share report using a taxi at least once a week, compared to only 10% of taxi users who have not used ride share, a difference of 24 percentage points.

Among taxi users, the differences between those using another mode and those not using is even larger for the other modes, ranging from 42 to 49 percentage points. Among taxi users who have used a particular mode other than ride share, 42% to 46% report using a taxi at least once a week, compared to 5% to 6% of taxi users not using the other modes.

The consistent pattern of high reported prevalence of taxi use among those using any of the alternative services, and of more frequent reported taxi use among users of each of the alternative services might reflect a high level of need for point to point transport services driving more frequent use of all modes. It is also possible that at least some of the strong relationships shown across modes might be due to scale-use habits rather than to real differences in frequency of use. Self-completed surveys (whether online or on paper) are vulnerable to respondents developing a "default" or habitual response when asked to rate several behaviours on the same scale. Reports of the frequency of a behaviour are correlated with independent assessments of frequency, but are subject to

recall errors and uncertainty. Respondent who are unsure of the response they should give tend to give similar replies to those given to earlier ratings using the same scale.

Figure 4. Frequency of taxi use in the past six months: by whether used other point to point modes: November 2017



Q1. In the last six months I caught a taxi in Sydney….

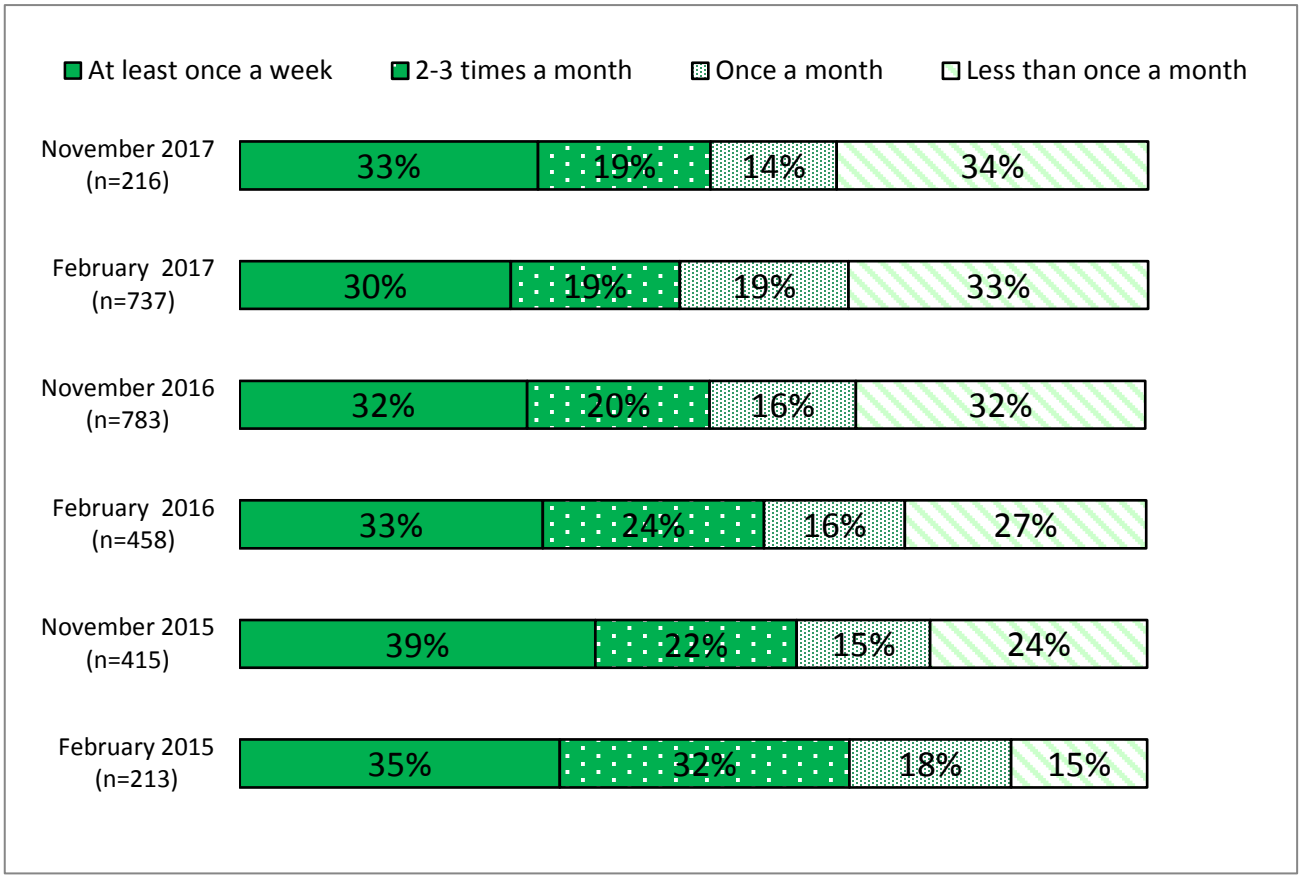
4.3. Frequency of ride share use

Reporting frequent use of ride share services (a least once a week, see Figure 5) among those who have used these services has been quite stable over this series of surveys, ranging from 30% to 39%. Infrequent use (less than once a month) appears to have stabilised around 33% in the last three surveys.

Comparing these results back to those shown in Figure 2 for taxi use, ride share users were more likely to report use at least once a week in the first three survey waves, and have remained slightly (but not significantly) more likely to report using at least once a week in every wave.

We can conclude that users of ride share services have shown more frequent use of that service than taxi users, but that this difference might be declining.

Figure 5. Frequency of ride share use in the past six months by survey wave



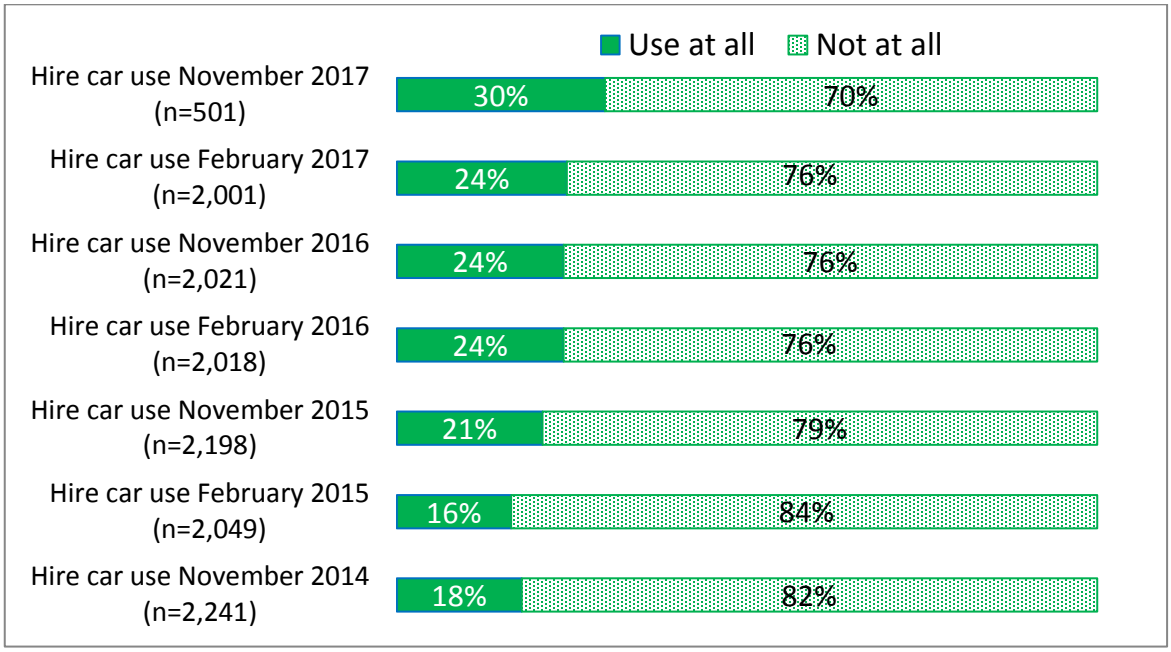
Q49. In the last six months I have used a ride sharing service (for example, UberX or RideSurfing) ...

5. Hire car services

The prevalence of using a hire car in the past six months is shown by survey wave in Figure 6. These results have already been shown in comparison to other paid point to point transport modes Figure 1.

Prevalence of use is significantly higher in the four most recent survey waves (30% in November 2017, and 24% in the three previous waves) than in November 2014 and February 2015 (16% to 18%). The increase to November 2017 from the first two waves is substantial (14 to 16 percentage points) and statistically significant. Even the increase from 24% in the three previous waves to 30% in the November 2017 wave is statistically significant.

Figure 6. Prevalence of using hire car in last six months by survey wave



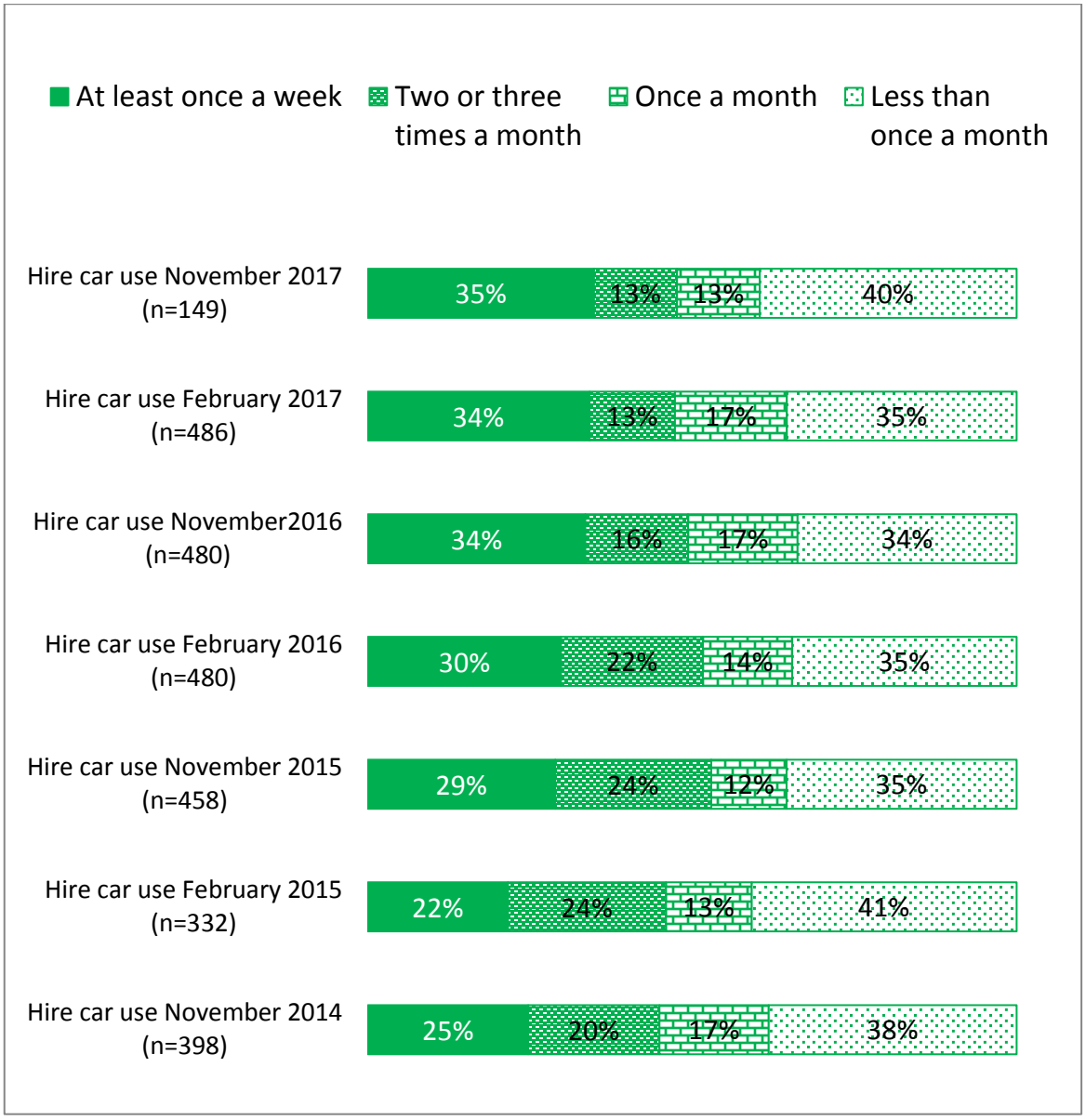
Q42. In the last six months I have used a hire car with a driver ...

The frequency of hire car use among users shows a trend for using once a week or more often to have increased, but appeared to have stabilised at 34% to 35% in the three most recent survey waves. Using less than once a month rose to 40% in November 2017 after being quite stable for the four preceding survey waves at 34% to 35%, which were somewhat lower than in November 2014 and February 2015 (38% to 41%).

However, these fluctuations are consistent with being chance effects.

Based on these results, it appears that the frequency of hire car use among users has been fairly stable since November 2015.

Figure 7. Frequency of using hire car in last six months by survey wave (users only)



Q42. In the last six months I have used a hire car with a driver ... (Base: Users)

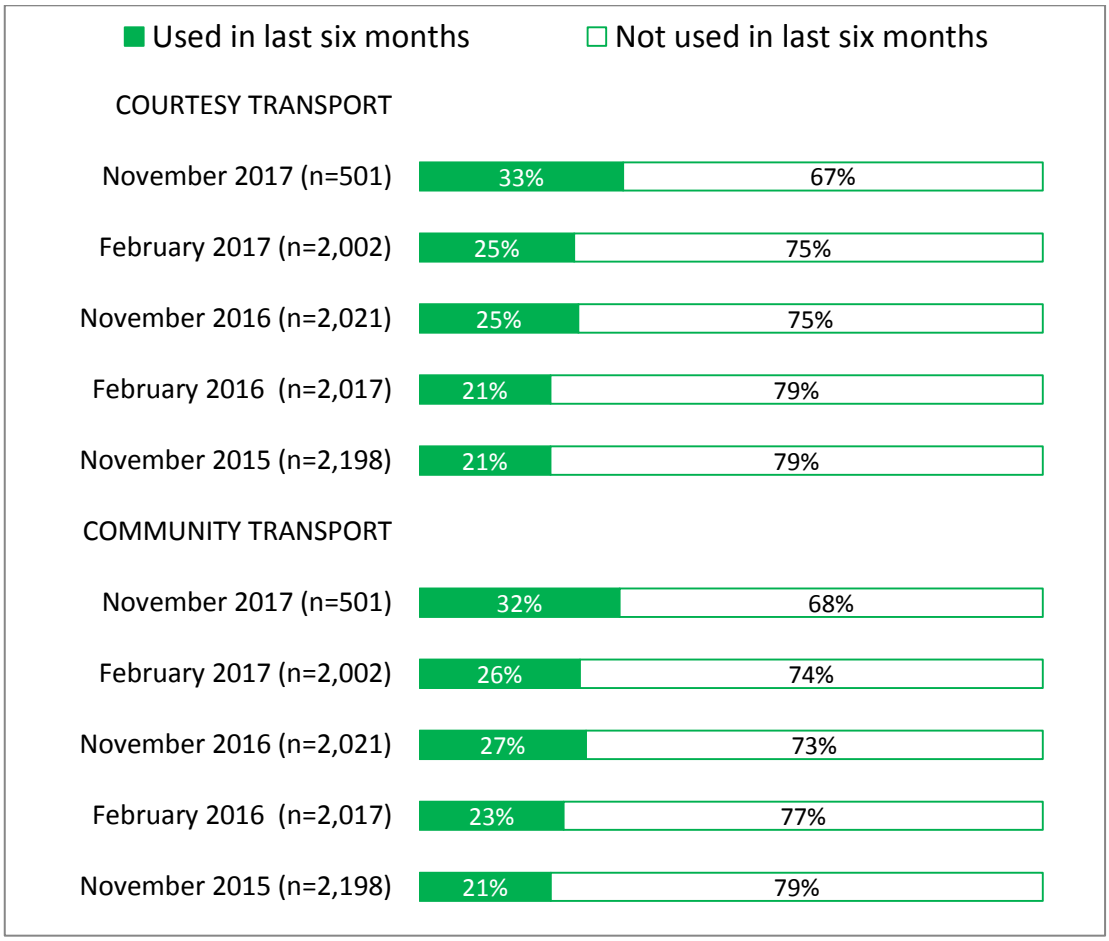
6. Use of courtesy and community transport

Courtesy transport is provided to assist people when their private vehicle is not available; for example when their private vehicle is being serviced or repaired, or by some entertainment venues to help patrons to reach their homes without driving when they have been drinking alcohol, or for patrons who have difficulty using public transport due to age or disability. Community transport is provided by community organisations for people with special transport needs or who lack access to a private vehicle for trips that would be difficult to take by public transport. Both are usually provided free of charge or for a small fee.

The prevalence of use by survey wave is shown in Figure 8. Between one in five and one in three respondents report having used each of these two free point to point transport modes in the past six months, similar to the prevalence of using hire cars services, but below the level reached by ride share in the two most recent survey waves.

Over the five survey waves in which this question has been asked there has been a small trend for the prevalence of use of these services to have increased by eleven to twelve percentage points. Although the changes are small they are statistically significant. For both modes, the prevalence of use was quite stable for the two previous survey waves (November 2016 and February 2017) but has increased in November 2017.

Figure 8. Prevalence of using other point to point services in the past six months by survey wave



Q51. In the last six months I have used courtesy transport provided by a pub, club or other venue....

Q53. In the last six months I have used community transport (provided in a vehicle other than a taxi)...

Figure 9 shows the frequency of using each service among users for the five most recent survey waves.

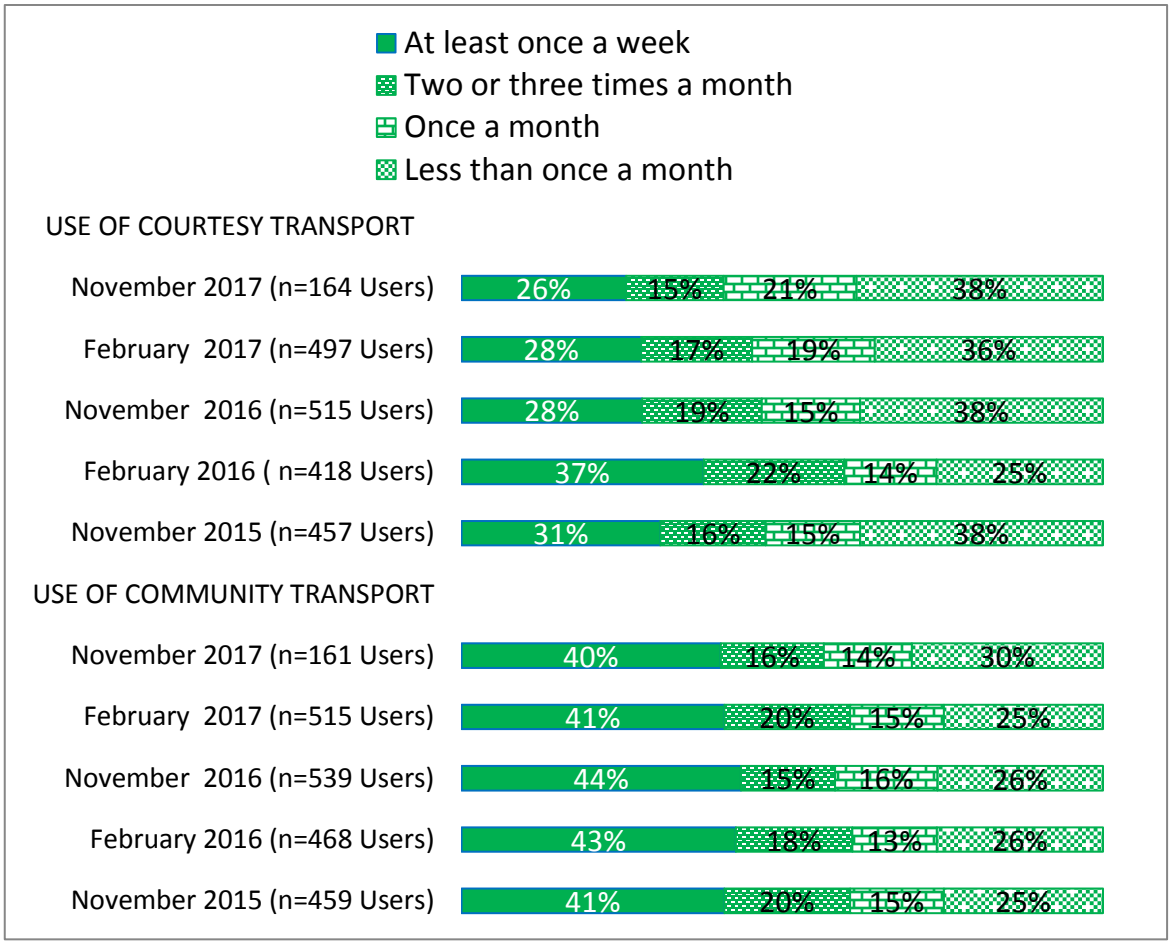
The only significant difference is a higher frequency of use of courtesy transport in February 2016 than in the other survey waves. Otherwise, the reported frequency of use is very similar across survey waves for both courtesy transport and community transport.

Courtesy transport is about as likely to be used once a week or more often as the paid modes of point to point transport, and users of community transport are somewhat more likely to do so at least once a week than other forms of point to point transport.

In the last five survey waves, 40% to 44% of community transport users reported using at least once a week, compared to 23% to 29% of taxi users doing so in these same five waves (see Figure 2), 30% to 39% of ride share users (see Figure 5), and 29% to 35% of hire car users (see Figure 7).

It appears that those who make use of community transport services do so more often than those who use the other forms of point to point transport, whether paid or unpaid.

Figure 9. Frequency of using courtesy transport and community transport services in last six months among users



Q51. In the last six months I have used courtesy transport provided by a pub, club or other venue

Q53. In the last six months I have used community transport instead of a taxi ....

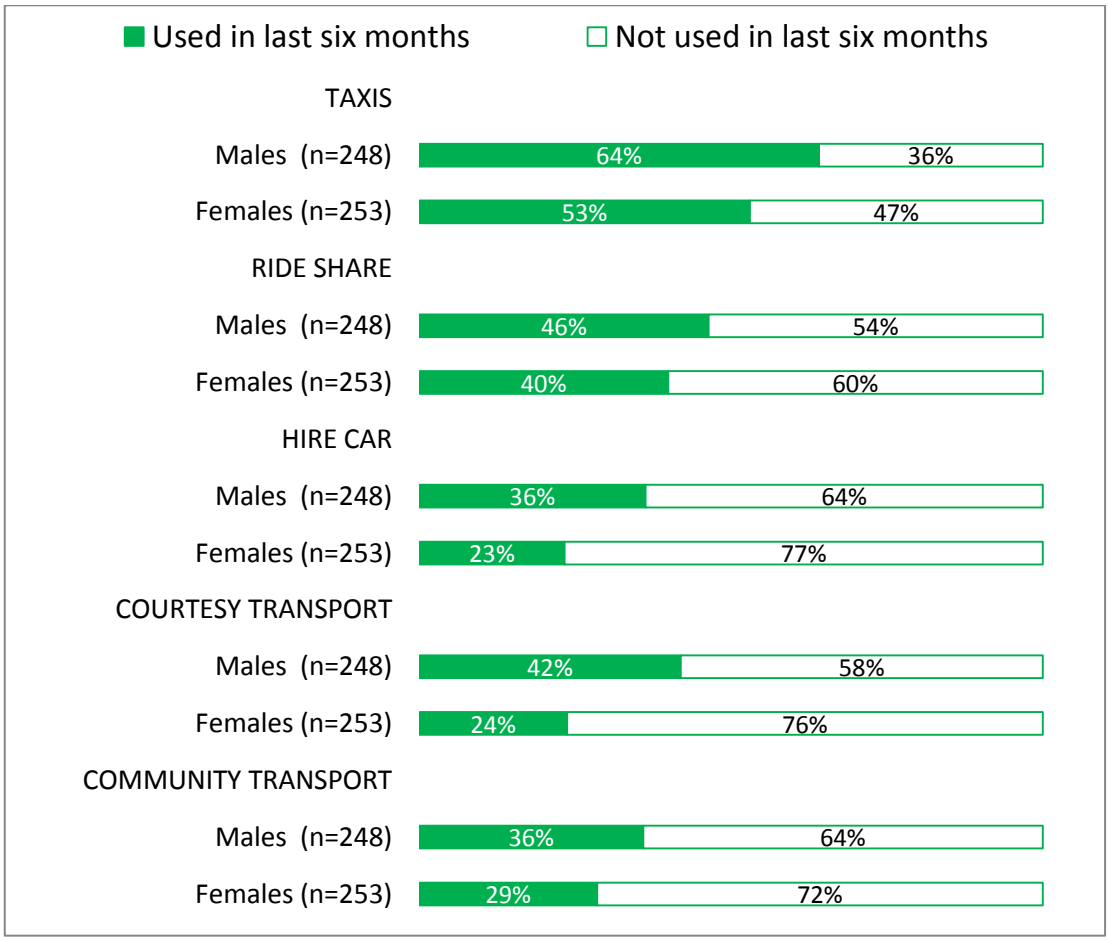
7. Demographic variations in prevalence of use

Only two usable demographic variables were included in this short survey – gender and age group. Each showed a relationship to prevalence of using the different point to point transport modes, with age group having a very large effect.

7.1. Gender differences

There was a consistent trend across all transport modes (see Figure 10) for men to be more likely than women to report they had used that mode in the last six months. The differences were smallest (and not significant) for ride share (46% compared to 40%) and community transport (36% compared to 29%), and largest for courtesy transport (42% compared to 24%).

Figure 10. Prevalence of using point to point services in the past six months by gender, November 2017



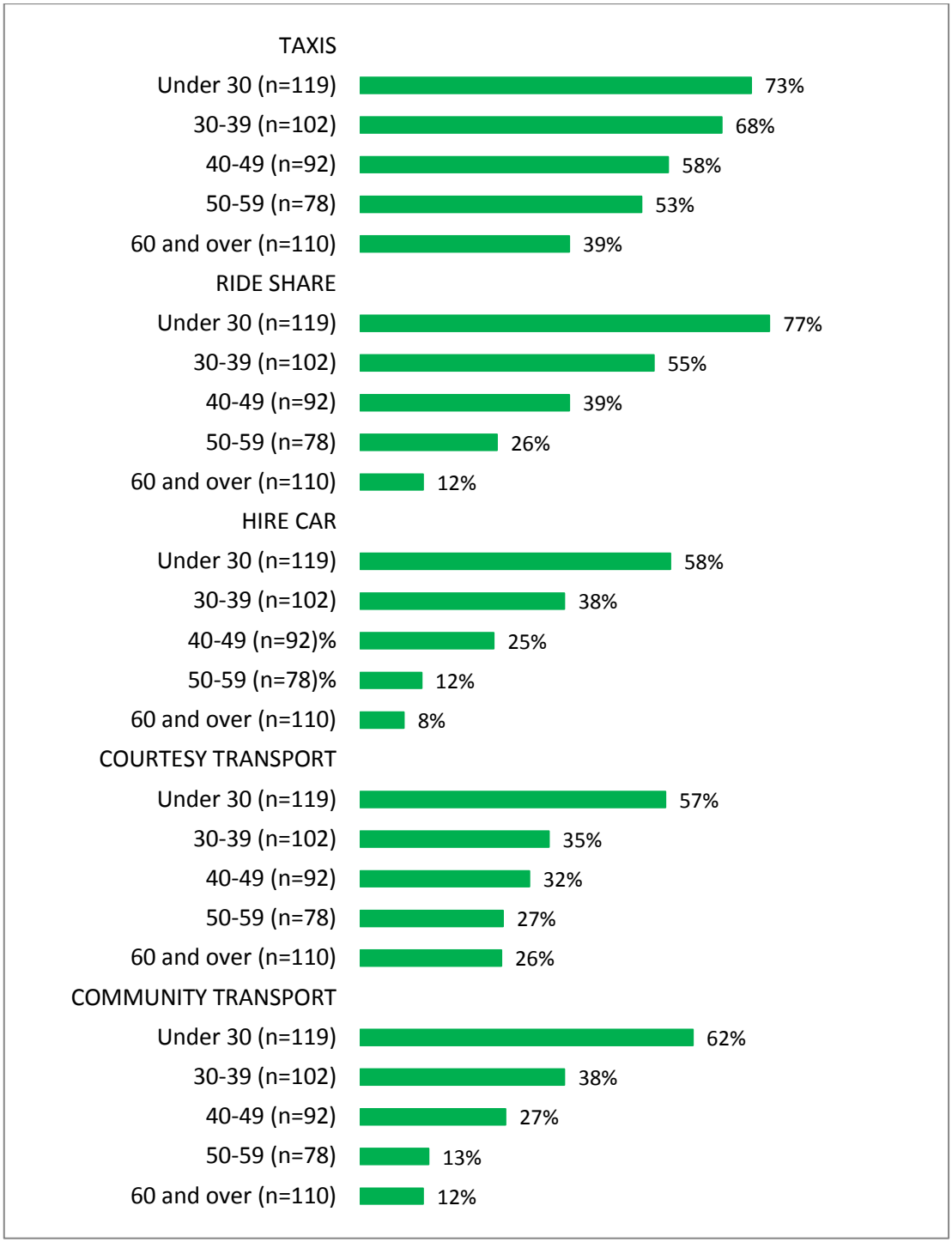
7.2. Age group differences

There was a strong and significant effect across all transport modes (see Figure 11) for reported use of that mode in the last six months to fall as age increased. The relationship was strongest for ride share services (reaching 77% among those aged under 30 and falling to 12% of those aged 60 and over). Similar effects were evident in previous survey waves.

The substantial effect in the same direction for community transport (reaching 62% of those aged under 30 using this mode, falling to 12% of those aged 60 or more) is surprising. Re-analysis of results from previous surveys which showed similar but smaller effects of age group suggest that the term "community transport" might not be correctly understood by some respondents who might be taking it as a combination of

categories other than use of private vehicles and public transport trains, buses and ferries.

Figure 11. Prevalence of using point to point services in the past six months by age group, November 2017



8. APPENDIX 1: The questionnaire

NOTE: QUESTION TITLES AND CODE NUMBERS DID NOT APPEAR ON SCREEN.

5315 IPART P2P TRANSPORT SHORT SURVEY – SYDNEY 2017

Version: 01

INTRO

Thank you for taking part in this online survey - it should take around 5 minutes for you to complete.

Please read each question and follow the instructions to record your replies.

One question asks you to type in your postcode. This survey is best viewed in full screen.

Please read the instructions and our privacy policy below before continuing.

About Taverner Research

Who are we/Privacy Policy

Taverner Research, an independent market research company abides by the Code of Professional Behaviour of the Australian Market & Social Research Society (AMSRS). If you have any questions, please email survey@taverner.com.au. You can also check that Taverner is an accredited research agency shown on the list of accredited companies on the Market and Social Research Society website at http://www.amsrs.com.au/directory-all/listing/?range=T&pageNo=0.

To view our Privacy Policy, please click http://www.taverner.com.au/surveys/pol.htm

Thank you in advance for taking part.

Please click 'Continue' at the bottom of the screen to continue.

DEMOGRAPHICS

PREAMBLE:

To make sure we have a sample that is a good cross section of the population we need you to first answer the following questions.

Q1DEM (GENDER) I am…

1. Male
2. Female

Q2DEM (AGE GROUP) I am aged…

1. Under 16 TERMINATE
2. 16 to19
3. 20 to 24
4. 25 to 29
5. 30 to 39
6. 40 to 49
7. 50 to 59
8. 60 to 69
9. 70 to 70
10. 80 and over

Q3DEM (LOCATION) What is the postcode where you live?

NUMERIC (4 DIGITS ONLY)

Q3M. Automatically Generated Hidden Item

1. Sydney

2. Other

The rules defining the Sydney region are:

IF 2000 IN Q3DEM Q3M=1
IF 2006 to 2011 IN Q3DEM Q3M=1
IF 2015 to 2050 IN Q3DEM Q3M=1
IF 2052 IN Q3DEM Q3M=1
IF 2055 IN Q3DEM Q3M=1
IF 2060 to 2077 IN Q3DEM Q3M=1
IF 2079 to 2090 IN Q3DEM Q3M=1
IF 2092 to 2097 IN Q3DEM Q3M=1
IF 2099 to 2108 IN Q3DEM Q3M=1
IF 2110 to 2122 IN Q3DEM Q3M=1
IF 2125 to 2128 IN Q3DEM Q3M=1
IF 2130 to 2138 IN Q3DEM Q3M=1
IF 2140 to 2148 IN Q3DEM Q3M=1
IF 2150 to 2168 IN Q3DEM Q3M=1
IF 2170 to 2179 IN Q3DEM Q3M=1
IF 2190 to 2200 IN Q3DEM Q3M=1
IF 2203 to 2214 IN Q3DEM Q3M=1
IF 2216 to 2234 IN Q3DEM Q3M=1
IF 2555 to 2560 IN Q3DEM Q3M=1
IF 2563 to 2574 IN Q3DEM Q3M=1
IF 2745 IN Q3DEM Q3M=1
IF 2747 to 2750 IN Q3DEM Q3M=1
IF 2752 TO 2754 IN Q3DEM Q3M=1
IF 2756 IN Q3DEM Q3M=1
IF 2759 to 2763 IN Q3DEM Q3M=1
IF 2765 to 2770 IN Q3DEM Q3M=1

IF Q3M=2, THANK & TERMINATE

Q1PRE. In all these items, the word 'taxis' EXCLUDES Uber, Uber X, or other ride share services using private vehicles.

Q1. (HOW OFTEN). In the last six months I caught a taxi in [Q3M]

1, More than five times a week
2, Three to five times a week
3, One to two times a week
4, Two to three times a month
5, Once a month
6, Less than once a month
7, Not at all

Q49. (RIDE SHARING SERVICE) In the last six months I have used a ride sharing service (for example, Uber, UberX or GoCar or GoBuggy or Shebah) …

1, More than five times a week
2, Three to five times a week
3, One to two times a week
4, Two to three times a month
5, Once a month
6, Less than once a month
7, Not at all

PREQ42. Now for some questions on hire cars, courtesy transport and community transport

Q42. HIRE CARS In the last six months I have used a hire car with a driver …

1, More than five times a week
2, Three to five times a week
3, One to two times a week
4, Two to three times a month
5, Once a month
6, Less than once a month
7, Not at all

Q51. COURTESY TRANSPORT In the last six months I have used courtesy transport provided by a pub, club or other venue

1, More than five times a week
2, Three to five times a week
3, One to two times a week
4, Two to three times a month
5, Once a month
6, Less than once a month
7, Not at all

Q53 USED COMMUNITY TRANSPORT In the last six months I have used community transport (provided in a vehicle other than a taxi)

1, More than five times a week
2, Three to five times a week
3, One to two times a week
4, Two to three times a month
5, Once a month
6, Less than once a month
7, Not at all

Q99END TERMINATE SURVEY

Thank you for taking the time to answer this survey. The survey is being conducted by Taverner Research on behalf of the NSW Government's Independent Pricing and Regulatory Tribunal.

Please click on SUBMIT below to submit your survey answers and ensure you receive your incentive.