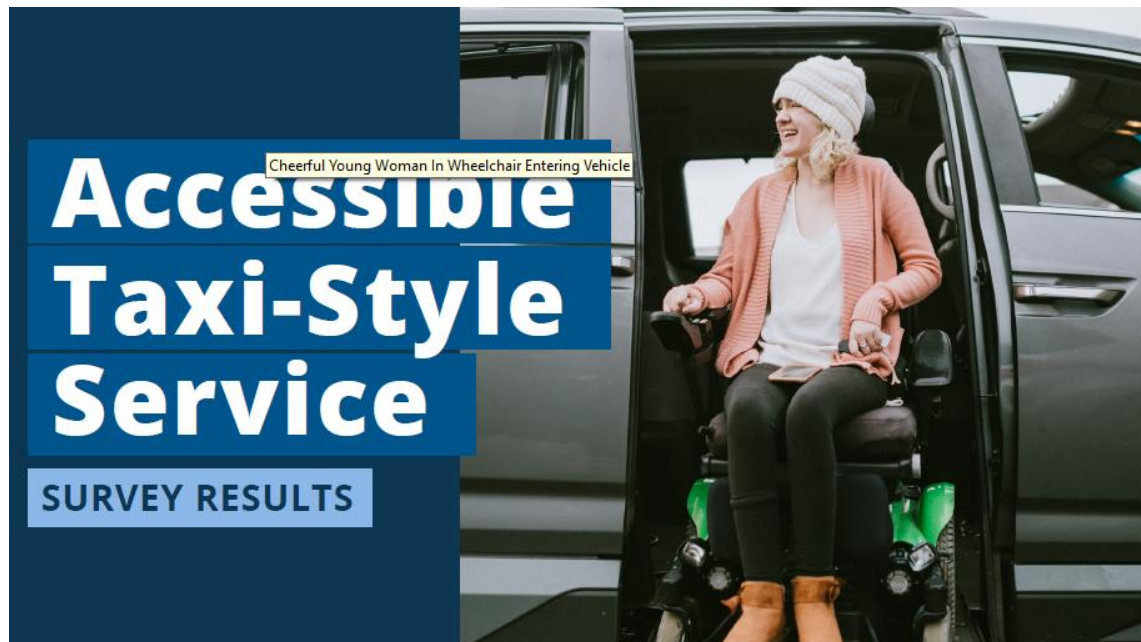
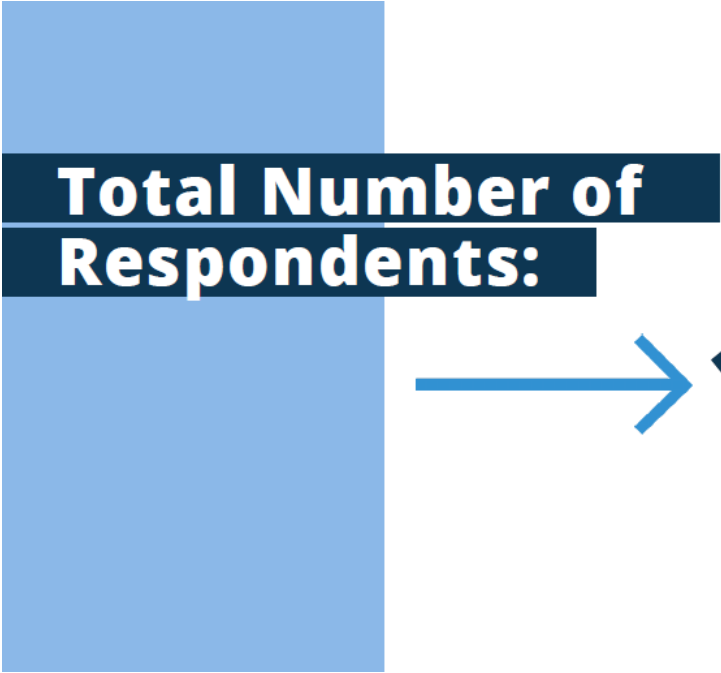


Screen Reader Version of Accessible Taxi-Style Service Survey Results Video

Slide 1



Accessible Taxi-Style Service Survey Results

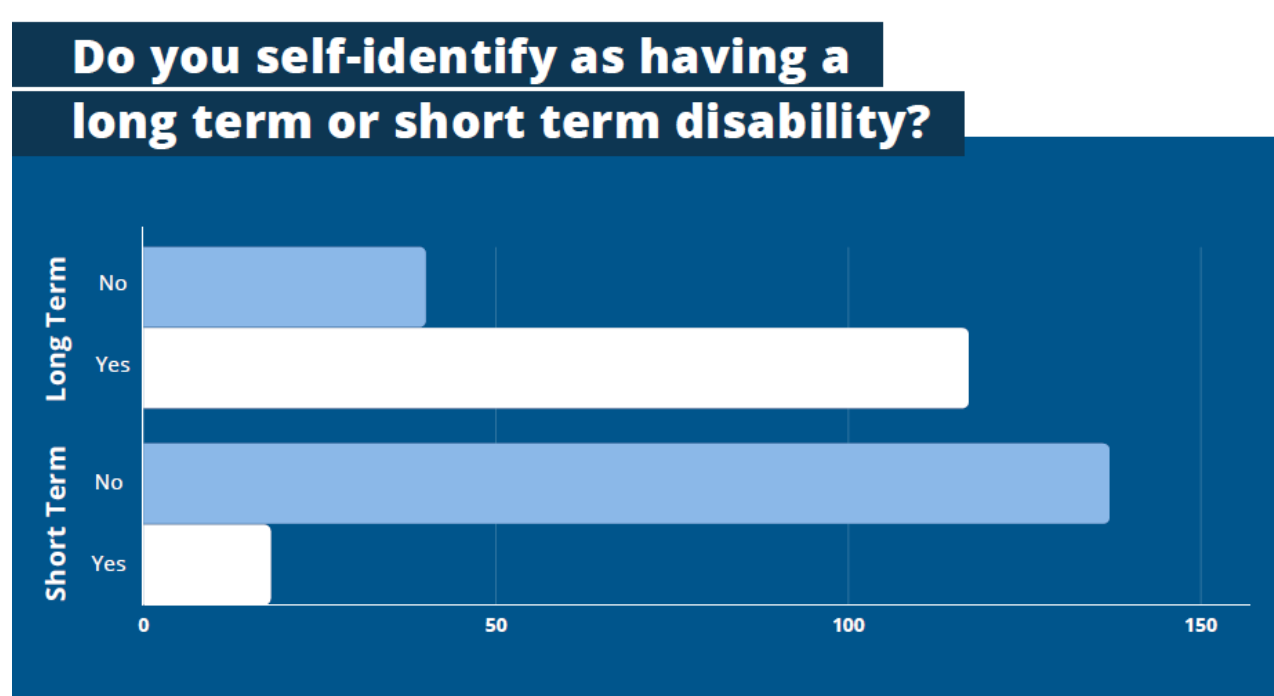


**Total Number of
Respondents:**

161

Total Number of Respondents: 161

Slide 3



Do you self-identify as having a long term or short-term disability?

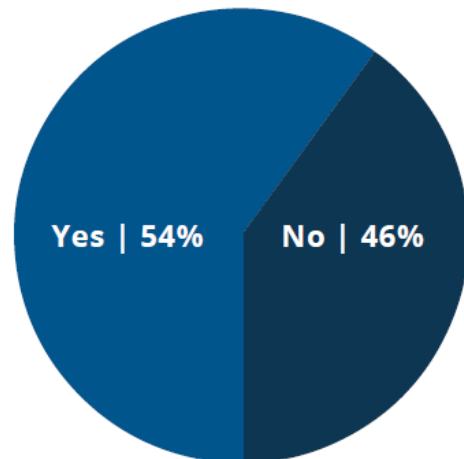
40 participants responded they **do not** have a long-term disability

115 participants responded they **do** have a long-term disability

135 participants responded they **do not** have a short-term disability

15 participants responded they **do** have a short-term disability

**Do you require the use
of a mobility device, for
example a wheelchair,
walker or cane?**



Do you require the use of a mobility device, for example a wheelchair, walker or cane?

54% of participants responded that yes, they do require the use of a mobility device while 46% responded that they do not require one.

The majority of respondents stated they are most likely to use an accessible taxi-style service on weekdays from 9:00 a.m. – 3:00 p.m.

Many stated they would also use an accessible taxi-style service during **PM Peak hours from 3:00 p.m. – 6:00 p.m.**

On weekends, respondents were most likely to use an accessible taxi-style service **on Saturdays from 6:00 p.m. – 12:00 a.m.**

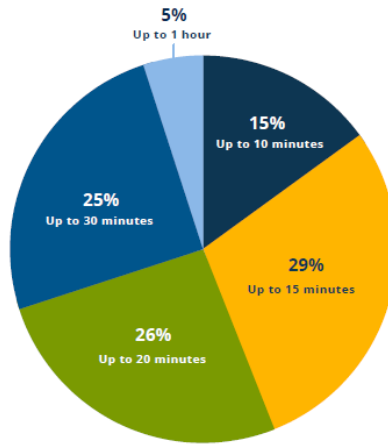
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Slide 6

Wait Time Expectation



Wait Time Expectation

5% of participants responded that they would wait up to 1 hour

15% responded that they would wait up to 10 minutes

29% responded that they would wait up to 15 minutes

26% responded that they would wait up to 20 minutes

25% responded that they would wait up to 30 minutes

Slide 7

The majority of respondents stated they were willing to wait longer for an accessible-style taxi on weekends rather than weekdays.

On weekdays, respondents were more willing to wait longer in the evening or overnight, compared to midday.

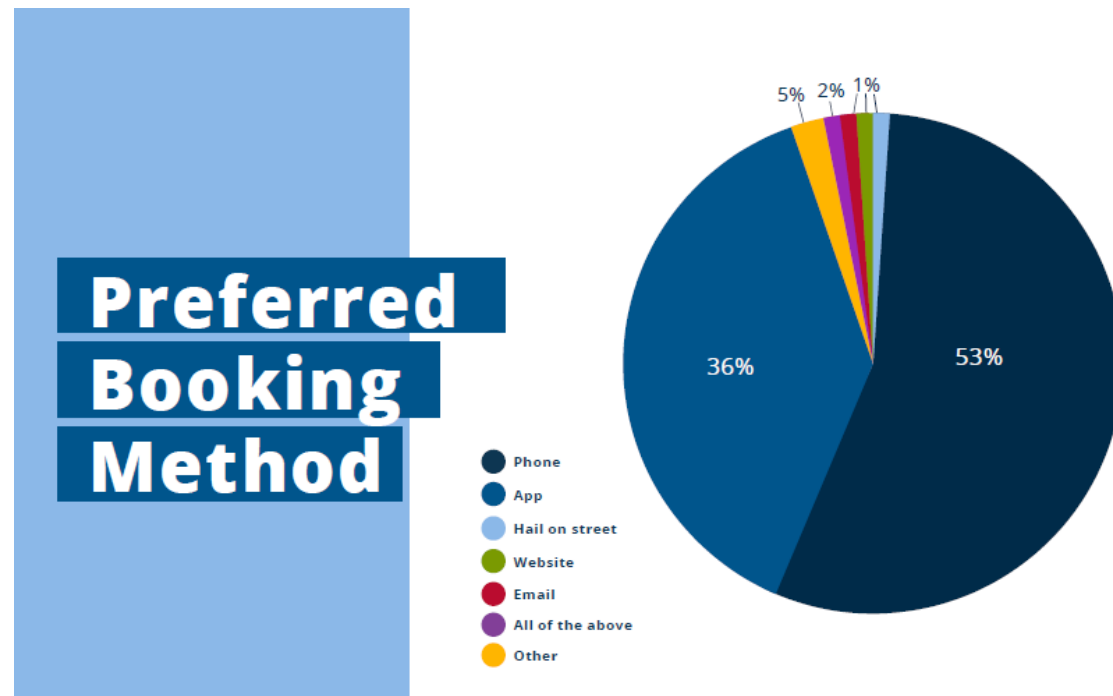
On Saturdays, respondents were more willing to wait longer from 6:00 – 9:00 a.m., while **on Sundays**, they were willing to wait longer from 3:00 – 6:00 p.m.

The majority of respondents stated they were willing to wait longer for an accessible-style taxi on weekends rather than weekdays.

On weekdays, respondents were more willing to wait longer in the evening or overnight, compared to midday.

On Saturdays, respondents were more willing to wait longer from 6:00 – 9:00 a.m., while on Sundays, they were willing to wait longer from 3:00 – 6:00 p.m.

Slide 8

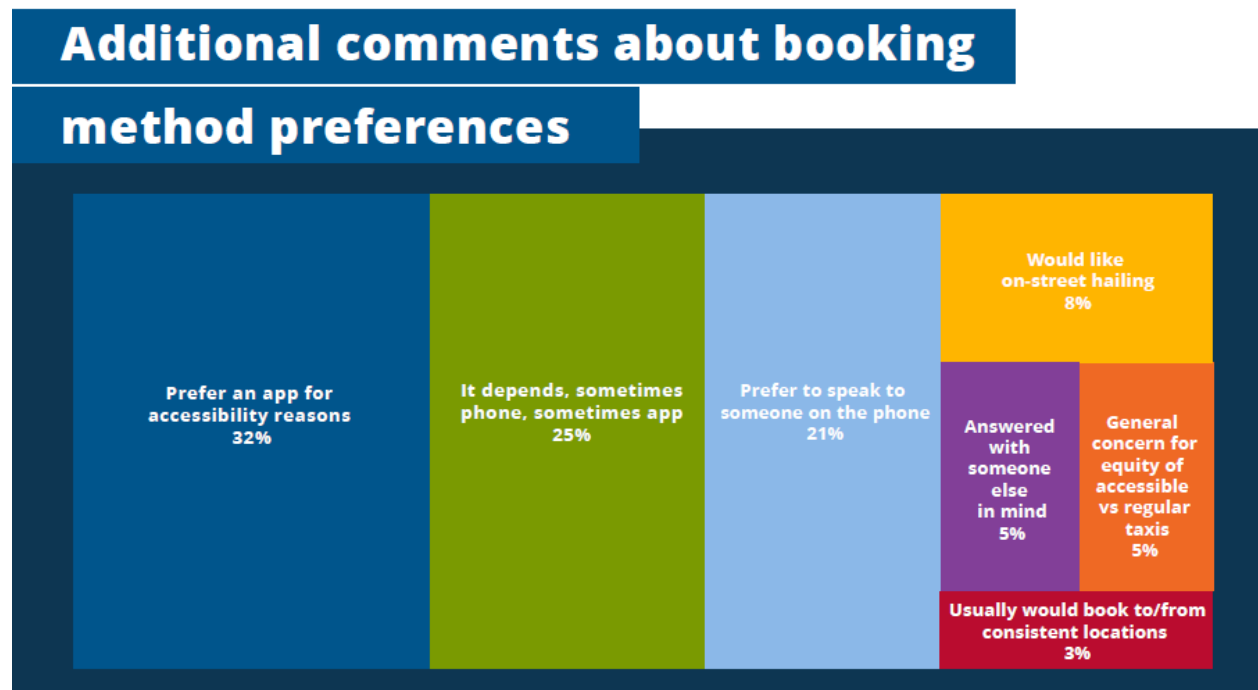


Preferred Booking Method

53% of respondents prefer booking by phone.

36% of respondents would prefer booking through an app.

The remaining percentage of participants responded they would prefer booking through a website, hail on street, all of the above and through other additional ways to book.



Additional comments about booking method preferences:

32% prefer an app for accessibility reasons

25% responded “it depends, sometimes phone, sometimes app”

21% prefer to speak to someone on the phone

8% would like on-street hailing

5% answered with someone else in mind

5% had a general concern for equity of accessible vs regular taxis

3% would usually book to/from consistent locations

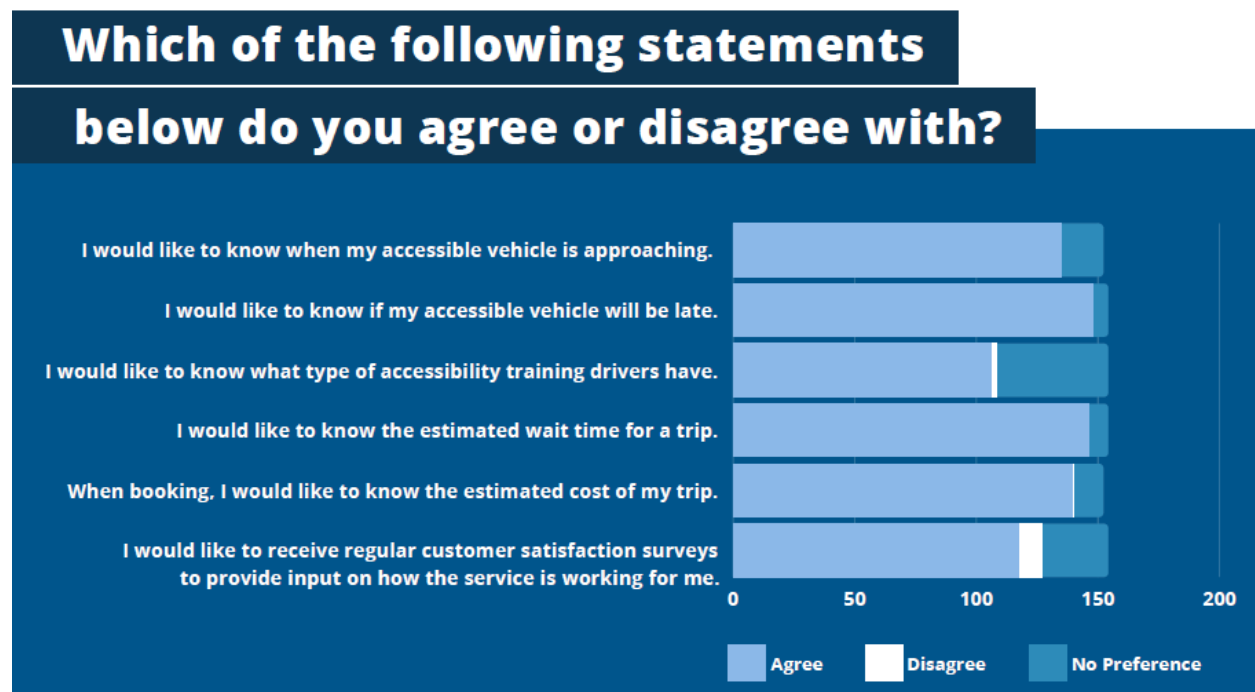
**Would your booking method change
depending on the time of day, or your
location at the time of booking?**

No | 80%

Yes | 20%

Would your booking method change depending on the time of day, or your location at the time of booking?

80% of participants responded no, their booking method would not change while 20% said yes, it would change depending on the time of day or location at the time of booking.



Which of the following statements below do you agree or disagree with?

85% of respondents agreed they would like to know when their accessible vehicle is approaching

95% of respondents agreed they would like to know if their accessible vehicle will be late

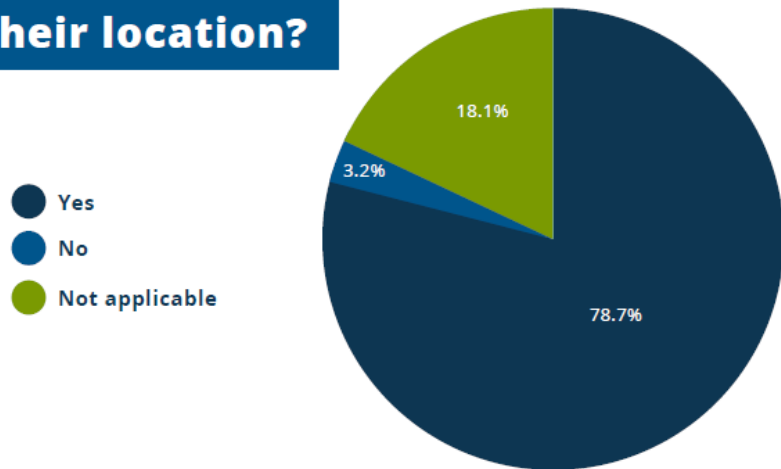
70% agreed that they would like to know what type of accessibility training drivers have while 30% did not have a preference

95% agreed they would like to know the estimated wait time for a trip

92% agreed they would like to know the estimated cost of their trip

75% would like to receive regular customer satisfaction surveys to provide input on how the service is working for them while 15% of respondents had no preference. 10% did not want to receive customer satisfaction surveys.

**If you have booked a trip for someone else,
would you want to know when the passenger
has arrived at their location?**



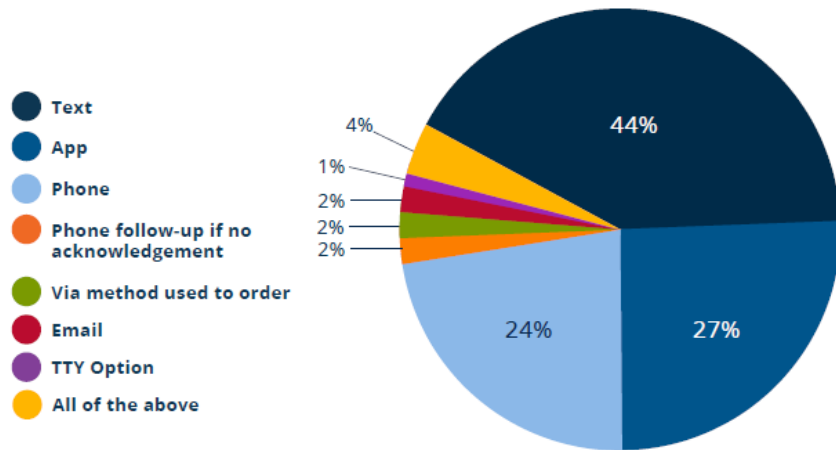
If you have booked a trip for someone else, would you want to know when the passenger has arrived at the location?

78.7% responded yes, they would like to know when the passenger arrived at their location

18.1% responded that this question was not applicable to them

3.2% responded that they would not like to know when the passenger has arrived at their location

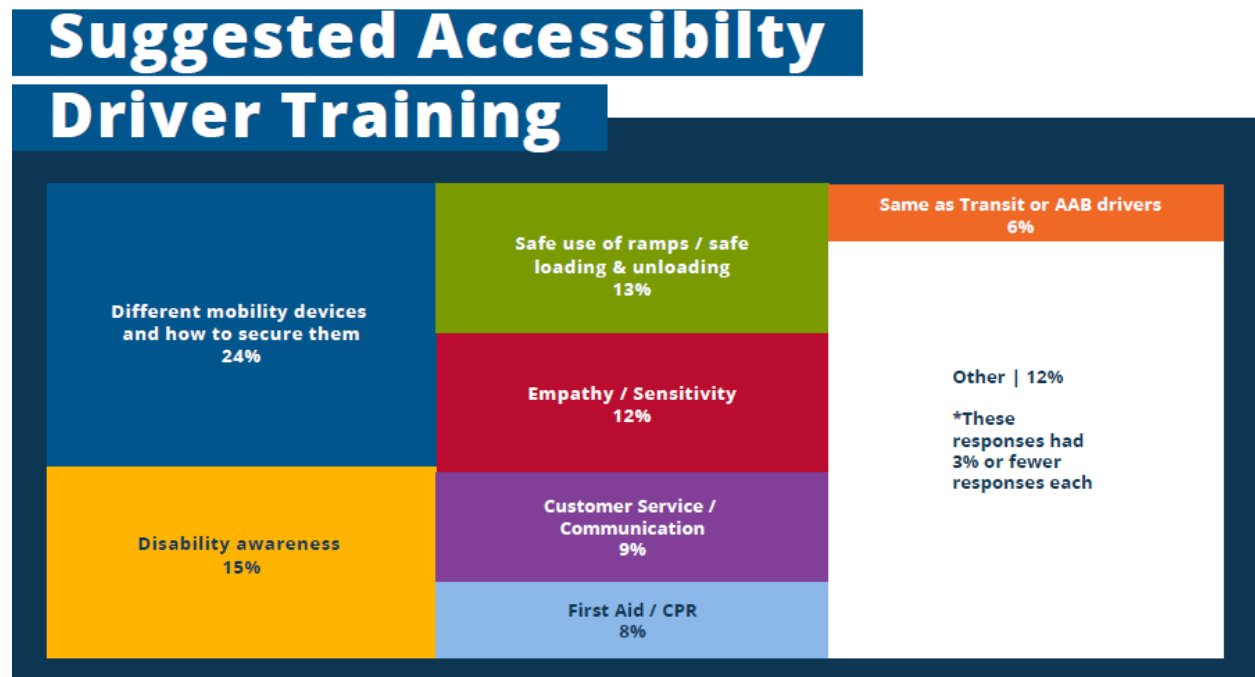
Preferred Trip Detail Communication Method



Preferred Trip Detail Communication Method

44% of participants would prefer to receive trip detail information via text, 27% responded that they would like to receive information through an app and 24% preferred to receive information via phone.

The remainder of respondents would prefer all of the above, via phone follow up if no acknowledgement, via the method used to order, via email and via TTY Option .



Suggested Accessibility Driver Training

24% requested driver training on different mobility devices and how to secure them

15% requested disability awareness training for drivers

13% requested driver training for the safe use of ramps/safe loading & unloading

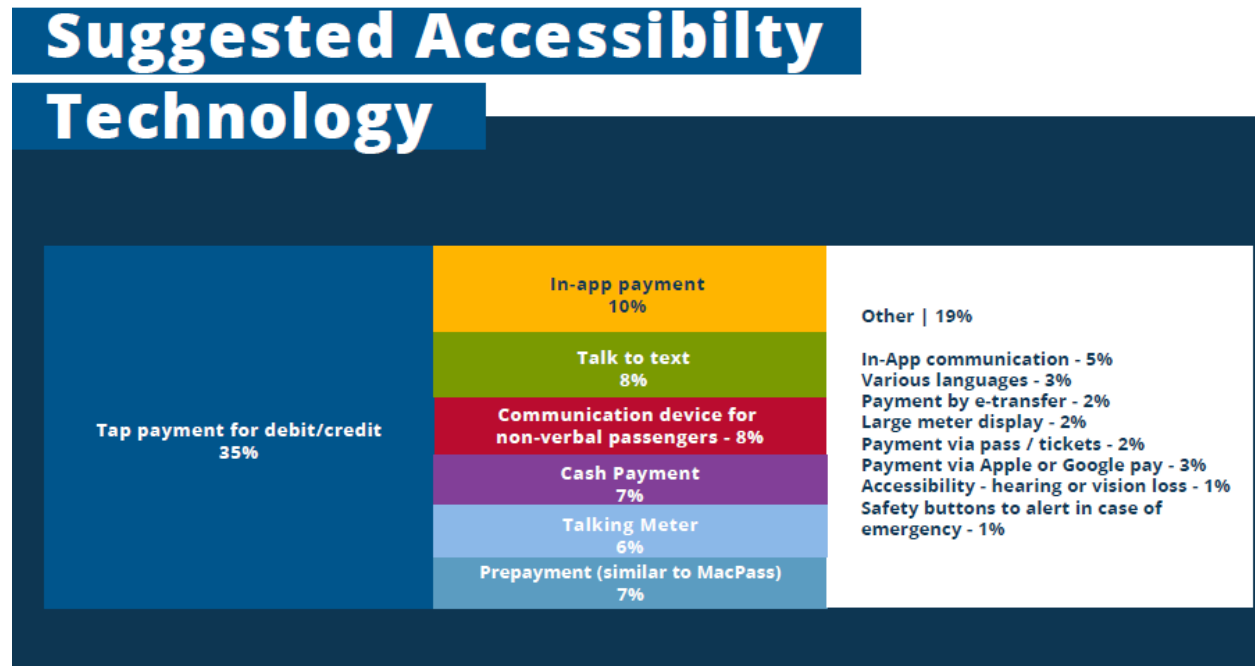
12% requested empathy/sensitivity training

9% requested customer service/communication driver training

8% requested First Aid/CPR driver training

6% requested the same training that Transit or AAB drivers have now

12% of those categories which had responses had 3% or fewer responses each



Suggested Accessibility Technology

35% suggested tap payment for debit/credit

10% suggested in-app payment

8% suggested communication device for non-verbal passengers and talk to text

7% suggested cash payment and prepayment option (similar to MacPass)

6% suggested a talking meter

The other 19% consisted of:

- In-app communication – 5%
- Various languages – 3%
- Payment by e-transfer – 2%
- Large meter displays 2%
- Payment via pass/tickets 2%
- Payment via apple or google pay 2%
- Accessibility – hearing or vision loss – 1%
- Safety buttons to alert in case of emergency 1%

Slide 16

Is there anything else you think we should know?

- Plan for different languages (app to translate)
- More vehicles in suburban areas
- Accessible service should be equitable
- Consider passengers who will want to complete various errands or attend events
- More vehicles near hospitals and care facilities

**Top 5 suggestions*

When asked “Is there anything else you think we should know?” the top 5 suggestions were:

1. Plan for different languages (app to translate)
2. Vehicles in suburban areas
3. Accessible service should be equitable
4. Consider passengers who will want to complete various errands or attend events
5. More vehicles near hospitals and care facilities

Slide 17

Please share any additional comments.

- Excited for this service
- Must be low cost - many users are on fixed incomes
- Improve existing AAB service
- Need ability to prebook return trips
- Need driver's assistance to get from front door into vehicle

**Top 5 suggestions*

When asked “Please share any additional comments” the top 5 responses were:

1. Excited for this service
2. Must be low cost – many users are on a fixed income
3. Most improve existing AAB service
4. Need ability to prebook return trips
5. Need driver’s assistance to get from front door into vehicle