

TOTAL MOBILITY PASSENGER SURVEY RESULTS

HOROWHENUA MAY 2019

Key

VG = Very Good

G = Good

P = Poor

VP = Very Poor

1.	How do you rate the service overall?
VG	313
G	52
P	1
VP	

2.	How do you rate the reliability & punctuality of Taxis?
VG	298
G	61
P	1
VP	

3.	How do you rate your safety & security during the trip?
VG	305
G	51
P	1
VP	

4.	How do you rate the helpfulness of the drivers?
VG	286
G	57
P	2
VP	

5.	If you require a hoist vehicle, how do you rate the equipment and the service provided to help you get in and out of the taxi?
VG	64
G	17
P	
VP	

6.	Which best describes your usage of mobility vouchers?
2-4 pwk	156
1 pwk	76
1-2 p mnth	73
Hardly Ever	42

7.	How adequate was the TM information given to you by the assessor, during the assessment?
VG	270
G	60
P	1
VP	

Are there comments you wish to make that would help us to improve the Total Mobility services?

- It would be useful to be able to transport mobility scooters without the extra cost. (7)
- The new telephone service has been a bad move. Staff are difficult to understand. Bad communication between staff and drivers. Often long waiting times before anyone answers. At times there has been a 40 minute wait for a driver to turn up. (14)
- More vehicles on the road would be useful.
- I often get a van turn up when I want a taxi. This is difficult for me to use due to having a stroke.
- I am very grateful for the service. I couldn't get out without it. (3)
- I am a long way from the shops and find the drivers extremely helpful. Thank-you for this great service (5)
- Taxis cost too much still so need 100% funding.

SUMMARY

- 366 people completed the survey, out of a possible 931, although not everyone answered all questions. This is a 39% return.
- 90% of survey respondents rated the service as VG or G which is a very high and positive result.
- The comments provided above are a cross section of the overall responses with bracketed totals for repeated comments.
- Most people are using 2-4 vouchers per week.
- 1 person rated the overall service as poor.

We can conclude:

- Taxis Direct in Levin are providing a very valuable and positive service for the Horowhenua community.
- The TM assessment process is being provided to a high standard.
- 90% of feedback was positive.
- Drivers are extremely helpful.
- Clients would like to be able to transport Mobility Scooters without extra charge.

Of Concern:

- A high percentage of clients are finding the newly introduced Call Centre arrangement frustrating and inefficient.
- **Action point:** Taxis Direct to investigate and report back to Horizons on how this will be improved.