

**Total Mobility**

**Annual Customer Satisfaction Survey**

**2019/20**

**Feilding**



## 1. General

This report accompanies and provides supporting information to a paper presented to the Horizons Regional Council's Passenger Transport Committee meeting on 20 October 2020.

## 2. Background

The Total Mobility Scheme is available in 5 districts in our region, where there are Transport Operators prepared to support the Scheme. Each year Horizons undertakes a survey of Total Mobility clients in one of the 5 districts to find out how satisfied they are with the Total Mobility service. The 2019/20 survey sought feedback from our Feilding based clients, and was undertaken during mid-June to end July 2020.

Approximately 1000-1500 Total Mobility trips per month are taken by Feilding clients, and between \$4k and \$5k per month is paid to taxi operators to subsidise these trips.

## 3. Survey

The survey method was via a mail out to clients listed as having a Feilding address recorded in our Total Mobility administration system (Ridewise). Of the 532 letters distributed 194 clients responded, a return rate of 36%. Noting some respondents did not answer all questions.

This year's survey included additional questions to enable us to get a richer picture of our clients' needs enabling us to better refine and improve our services over time. These additional questions covered items such as purpose of trip, age of clients, cost and public transport.

We also applied a number of the **Easy Read** principles to the formatting of this year's survey.

Easy Read principles are about:

- writing information in a way that is clear and easy to understand
- uses easy words and pictures to make the information accessible
- ensuring documents are prepared for people who have difficulty reading and understanding written information.

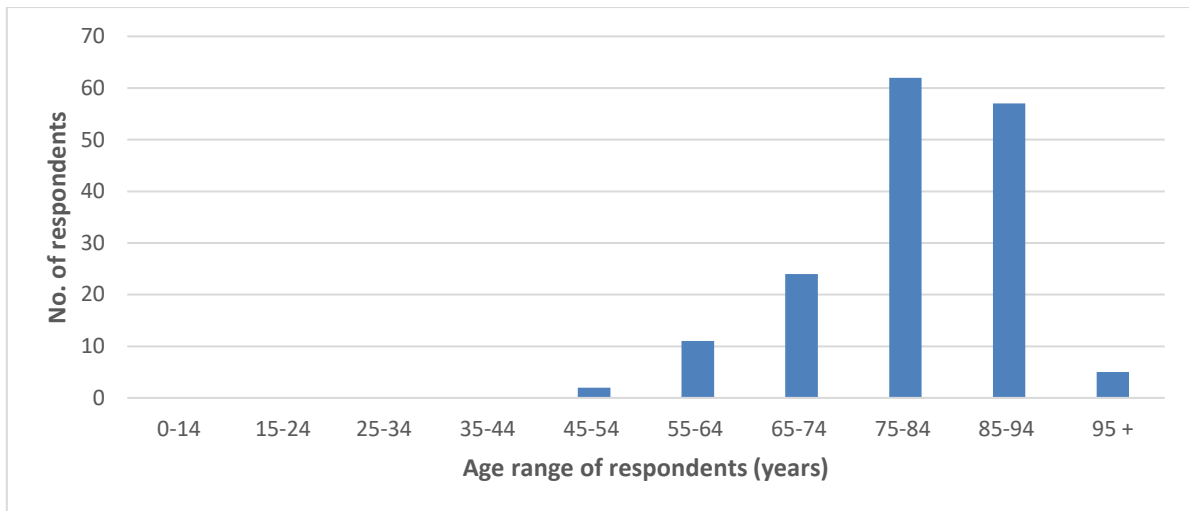
A copy of this year's new survey format is provided in Attachment 1 to this report, and a copy of the previous year's survey format is provided in Attachment 2.

## 4. Survey Analysis

This section provides a summary of the responses to the survey, detailed analysis by question is provided in Attachment 3.

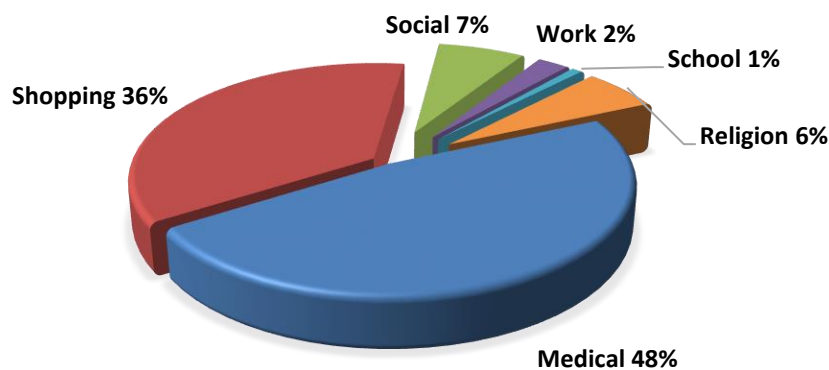
### 4.1 Information about the respondents

Figure 1 below shows that a high rate of responses came from clients in the 75-94 year age range (77%). This is not surprising given our overall client base age profile is very similar to this.



**Figure 1: Age distribution of survey respondents**

To understand the purpose of travel for our clients we asked the question “**What type of trips do you use your Total Mobility card for?**” (Question 1.1). Respondents could tick multiple options from a list of typical travel purposes, including other. The most frequently selected option was for medical appointments (48%) and the second being for shopping (36%). Figure 2 shows a breakdown of the major purpose of journeys using Total Mobility.



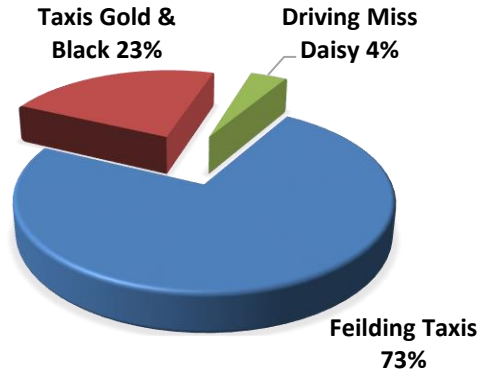
**Figure 2: Purpose of travel**

During covid-19 lockdown 25% of the respondents used Total Mobility, which we assume was to enable them to access essential services.

One question that was not asked this year was how often the respondent used the services. This would have provided us insights into where they were regular or occasional users of the services, as such this will be reinstated next year.

## 4.2 Questions about the service

In Feilding three transport companies support the Total Mobility scheme. Figure 3 shows respondents split of usage across the three companies. Feilding Taxis is the greatest used company (73%), and the companion service Driving Miss Daisy is the least used.



**Figure 3: Primary taxi company used by respondents**

To enable us to improve the service and provide feedback to the transport operators the survey included a number of questions asking clients how they feel about the service. Overall there is a very high level of satisfaction, see Table 1 below.

	<b>% of respondents indicated Good/Satisfied or above</b>
Question 1.3 <b>How would you describe the overall service received by the transport company?</b>	99%
Question 1.4 <b>How would you describe the safety &amp; security of your trips?</b>	99%
Question 1.5 <b>How would you describe the quality and comfort of the vehicles used for your trips?</b>	99%

**Table 1: Respondents satisfaction with service**

The results in Table 1 show there is a strong satisfaction with the services. From the detailed analysis for questions 1.3 and 1.4, 71% of respondents rated the service as excellent, whereas question 1.5 had 65% of respondents rating this as excellent. A resulting action could be to further investigate how the quality and comfort of the vehicle could be further improved.

As a comparison against comparable questions from last year’s survey (Horowhenua) the ratings are consistent

- How do you rate the service overall? 99% of respondents indicated good or above
- How do you rate your safety & security during the trip? 99% of respondents indicated good or above

### **4.3 Cost of service and client incomes**

To give an indication of potential financial income challenges for our clients we asked whether they had a community services cards, 64% of those clients that responded to this question answered yes. This suggests that a high proportion of our clients may be on low incomes.

The survey also asked “How would you describe the cost of your Total Mobility Trips?” (Question 1.6). Figure 4 below shows the % split of the respondents satisfaction, which shows a high level of satisfaction considering the potential income challenges some of the respondents may be facing.

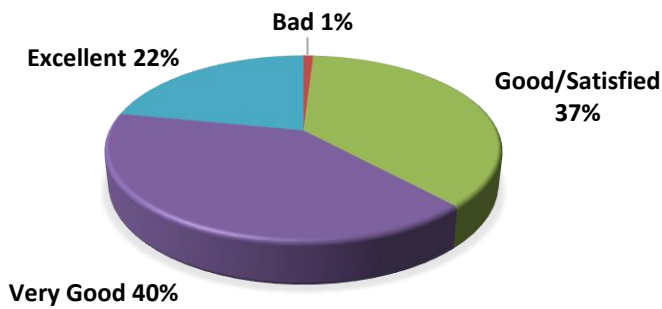


Figure 4: Respondents satisfaction with the cost of their TM trips

#### 4.4 Use of wheelchair accessible vehicles

Two questions were asked in the survey regarding the use of wheelchair accessible vehicles

- Do you use a wheelchair accessible vehicle?
- Are wheelchair accessible vehicle available when you need them?

Of the 51 respondents who chose to answer these questions 47% said they used accessible vehicles, and of these users 54% said they were always available when they needed them. 46% said the accessible vehicles were sometimes available, i.e. not always available when they needed one. Improvements in the availability of accessible vehicles can be made by providing funding support to increase the number of these type of vehicles within the Feilding taxi fleets. This could be a matter for consideration within upcoming Long Term Plan (LTP), and National Land Transport Programme (NLTP) budgeting procedures.

#### 4.5 Use of public transport

As part of this year's survey questions on public transport were included as Feilding has a regular, and it would be helpful to understand if and how Total Mobility clients may use this service. Three questions were asked:

- Have you used a public bus in the past 6 months? - 25% of respondents said yes
- How do you get the timetable information for the bus? – 69% of respondents said from paper timetables and 23% by calling Horizons
- Are you likely to use a Horizons bus in the next 6 months? – 33% said yes

A quarter of respondents are using public transport currently, and this may increase to 33%. This is encouraging and provides choice for our clients especially if they are able to sometimes use public transport instead of Total Mobility if their disability enables them to do this for all or parts of their journey.

# Total Mobility Survey 2020



This is a survey about the Total Mobility Scheme.

We want to know what we are doing well and what we can do better.



It will take about 5 minutes to complete the survey.



You can phone Horizons free on **0508 800 800** if you need more information about this survey.

# 1. Questions about the service

## 1.1 What type of trips do you use your Total Mobility card for?

	Circle ALL that apply
Doctor, hospital or other medical services	1
Shopping, WINZ, library etc.	2
Social outings, visiting family or friends, group meetings and entertainment	3
Work	4
School or place of study	5
Religious or cultural activities	6
Other: _____	

## 1.2 Which Taxi Company do you use most?

	Tick ONE
Friendly Feilding Taxis	
Taxis Gold & Black	
Driving Miss Daisy	

## 1.3 How would you describe the overall service you receive from the transport company that you use most?

*Circle one face only*



VERY BAD



BAD



GOOD /  
SATISFIED



VERY GOOD



EXCELLENT

## 1.4 How would you describe the safety and security of your trips?

*Circle one face only*



1.5 How would you describe the quality and comfort of the vehicles used for your trips?

*Circle one face only*



1.6 How would you describe the cost of your Total Mobility trips?

*Circle one face only*



## 2. Questions about wheelchair accessible vehicles

2.1 Do you use wheelchair accessible vehicles?



	Circle ONE
Yes	1 <i>If yes, Go to Question 2.2</i>
No	2 <i>If no, Go to Question 3.1</i>

2.2 Are wheelchair accessible vehicles available when you need them?

	Tick ONE
Always available	
Sometimes available	
Never available	

2.3 How could we make our service better for wheelchair users?


### 3. Questions about public transport

2.4 Have you used a public bus in the past 6 months?  
(Circle one).

Yes <i>If yes , Go to Question 3.2</i>	No <i>If no , Go to Question 4</i>
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2.5 How do you get the timetable information for the bus?

	Circle ONE only
Horizon website or Go Horizons app	1
Paper timetable	2
Timetable information at the bus stop	3
I just waited at the bus stop	4
Contacted Horizons by phone	5
Other: _____	

2.6 Are you likely to use a Horizons bus in the next 6 months?  
(Circle one).

Yes	No
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## 4. Questions about you

2.7 What is your age group?

0-14 years	1
15-24 years	2
25-34 years	3
35-44 years	4
45-54 years	5

55-64 years	6
65-74 years	7
75-84 years	8
85-94 years	9
95 years +	10

2.8 Do you have a Community Services Card? (Circle one).

Yes	No
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2.9 Did you use the Total Mobility scheme during Lockdown?  
(Circle one).

Yes	No
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**2.10 Your contact details (optional).**

	Please write clearly
Name	
Phone number	
Email	

**Please return your completed survey in the pre-paid envelope provided by FRIDAY 31<sup>ST</sup> JULY 2020.**

**Thank you**

## **Total Mobility Passenger Survey**

The survey is confidential.

Please return this form in the envelope provided by **30 JUNE 2019**

### **TAXI SERVICE**

**1. How do you rate the service overall?**

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

**2. How do you rate the reliability and punctuality of taxis?**

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

**3. How do you rate your safety and security during the trip?**

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

**4. How do you rate the helpfulness of the drivers?**

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

**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?**

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

**6. Which best describes your usage of mobility vouchers**

- A 2-4 times a week
- B Once a week
- C Once or twice a month
- D Hardly ever

**ASSESSMENT SERVICES**

**7. How adequate was the Total Mobility information given to you by the assessor, during the assessment?**

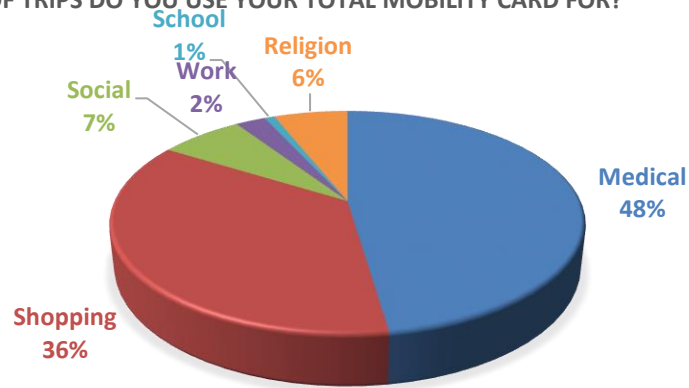
- A Very good
- B Good
- C Poor
- D Very poor

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

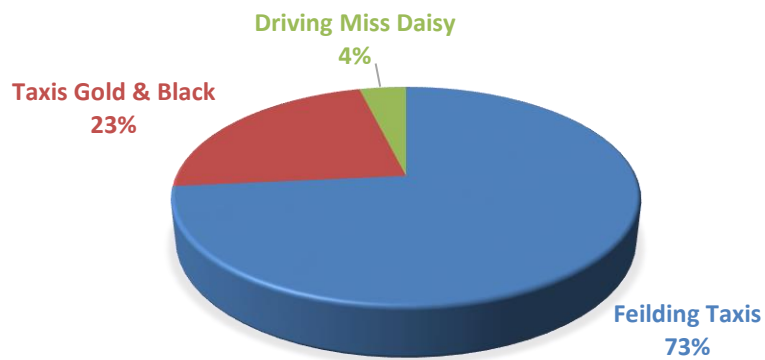

**Thank you for your time.**

### Attachment 3 – Analysis of survey responses by question

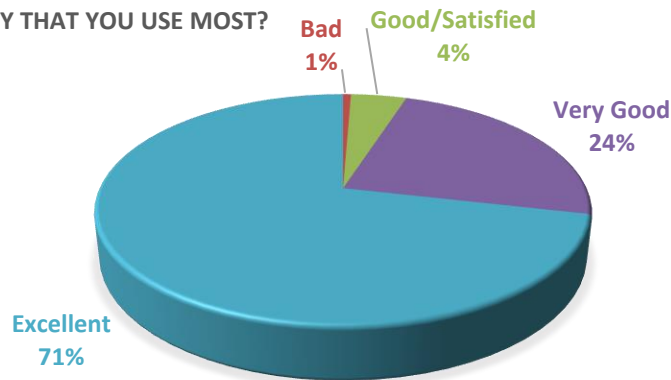
1.1 WHAT TYPE OF TRIPS DO YOU USE YOUR TOTAL MOBILITY CARD FOR?



1.2 WHICH TAXI COMPANY DO YOU USE MOST?



1.3 HOW WOULD YOU DESCRIBE THE OVERALL SERVICE YOU RECEIVE FROM THE TRANSPORT COMPANY THAT YOU USE MOST?



1.4 HOW WOULD YOU DESCRIBE THE SAFETY & SECURITY OF YOUR TRIPS?



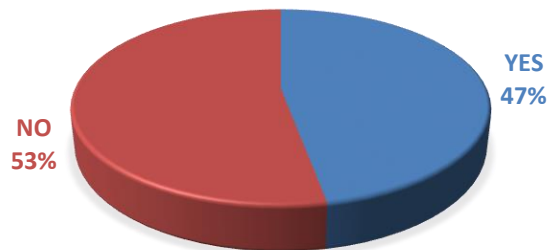
**1.5 HOW WOULD YOU DESCRIBE THE QUALITY AND COMFORT OF THE VEHICLES USED FOR YOUR TRIPS?**



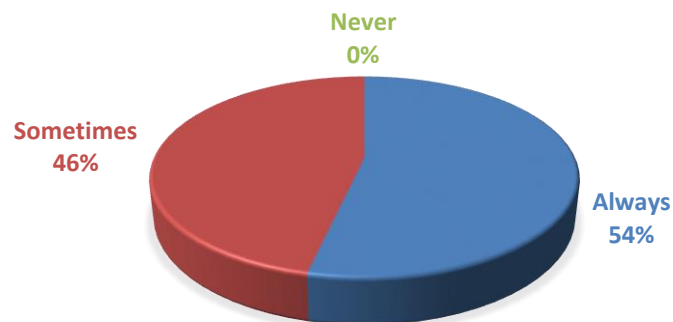
**1.6 HOW WOULD YOU DESCRIBE THE COST OF YOUR TOTAL MOBILITY TRIPS?**



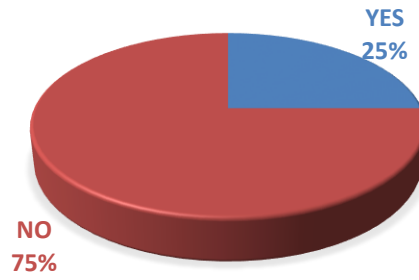
**2.1 DO YOU USE WHEELCHAIR ACCESSIBLE VEHICLES?**



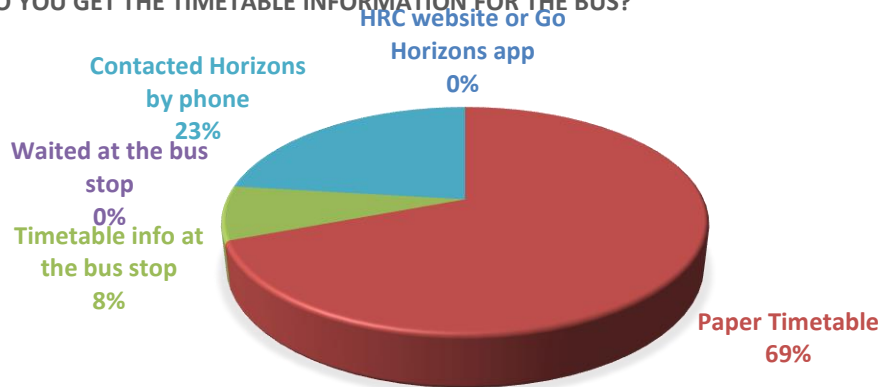
**2.2 ARE WHEELCHAIR ACCESSIBLE VEHICLES AVAILABLE WHEN YOU NEED THEM?**



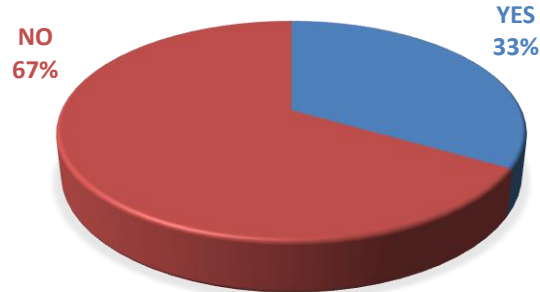
3.1 HAVE YOU USED A PUBLIC BUS IN THE PAST 6 MONTHS?



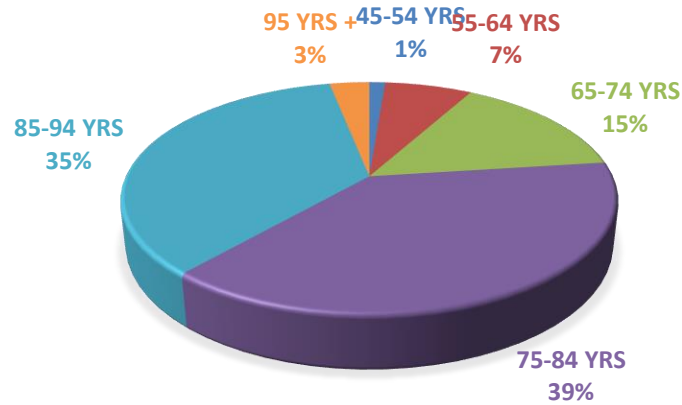
3.2 HOW DO YOU GET THE TIMETABLE INFORMATION FOR THE BUS?



3.3 ARE YOU LIKELY TO USE A HORIZONS BUS IN THE NEXT 6 MONTHS?

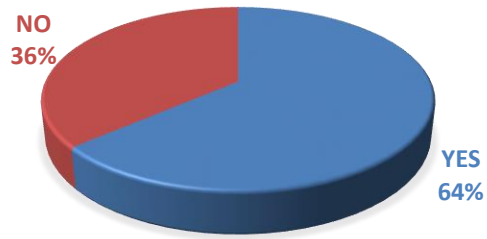


4.1 WHAT IS YOUR AGE?





**4.2 DO YOU HAVE A COMMUNITY SERVICES CARD?**



**4.3 DID YOU USE THE TM SCHEME DURING LOCKDOWN?**

