

Town of Oakville Taxi Service Survey

The Town of Oakville is conducting a comprehensive review of the taxi by-law and is asking the public for their input regarding the service they are currently receiving. The information received will be used to formulate a recommendation to Council later this year.

If you would like to be notified when the staff report is posted online to the Council agenda, please include your email at the end of this survey. The information you provide in this survey is anonymous. Your email will only be used to send you this notification.

1. Do you live in Oakville?

- Yes
- No

2. In the last 12 months have you used a taxi service in Oakville?

- Yes
- No: proceed to question 3

If you answered yes: which taxi service do you primarily use?

- Oakville United
- AAA Halton Taxi
- A1 Best
- Independent Oakville Driver
- UBER
- Taxi Service from another Municipality

3. Please rate your most recent Oakville taxi experience for each of the following criteria:

	POOR	FAIR	ACCEPTABLE	GOOD	EXCELLENT
AVAILABILITY	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
CLEANLINESS OF TAXI	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
KNOWLEDGE OF ROUTES AND DESTINATION	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
DRIVER ATTITUDE	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

ARRIVAL TIME OF TAXI	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
COST OF TRIP PASSENGER SAFETY	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
OVERALL SATISFACTION OF RIDE	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4. Within the last 12 months, how many times have you had difficulty finding a taxi?

- 0
- 1 – 10
- 11 – 25
- 26 – 50
- 50+

5. When taking a taxi in Oakville, do you feel safe?

- Yes
- No

If you answered No: Please tell us why?

- No barrier between me and the driver
- Driver attitude (rude/inappropriate behavior)
- Unsafe vehicle
- Driver did not adjust to road conditions (weather/traffic etc.)
- Other: _____

6. In the last 12 months, have you used Uber in Oakville?

- Yes: Proceed to 6A
- No: Proceed to 6B

6A. Tell us why you chose Uber? Please select all that apply.

- Cost
- Quick Service
- The person I travel with ordered it
- Vehicle Safety
- I felt safe
- I have the app (convenience)
- I don't need to carry cash or a credit card
- Price is set prior to my ride

6B. Tell us why you chose not to use Uber? Please select all that apply.

- I don't know what Uber is
- Because Uber is unlicensed
- I had a safety concern
- I am happy with existing taxi service
- Other: _____

7. As a taxi passenger, do you require the use of an accessible taxi?

- Yes
- No: Proceed to the last page and provide e-mail address if desired

8. Approximately how many times per month do you use an accessible taxi?

- 1 – 10
- 11 – 20
- 21 – 30
- 30+

9. How long have you had to wait for an accessible taxi to arrive from the time you called them?

- Under 15 minutes
- 15 – 30 minutes
- 30 – 60 minutes
- 60+

10. Did the accessible vehicle meet your needs?

- Yes
- No: Please use the box below to explain why the accessible vehicle did not meet your needs

11. Did the driver provide adequate assistance?

- Yes
- No: Please use the box below to tell us how the driver could have provided better assistance

Thank you for your participation in this survey. Your input will be reviewed by staff and used to assist with a comprehensive review of the Town's taxi by-law, scheduled to be presented to Council later this year.

A copy of the staff report will be available for review online once it is posted to the Council Agenda page.

To be notified of this posting, please provide your e-mail address:

Personal information collected on this form is collected under the authority of The Municipal Act for the purpose of assessing and managing needs of the taxi industry and a comprehensive review of the taxi by-law. Questions about the collection should be addressed to Eric Juengel, Town of Oakville, 905-845-6601 ext. 3719 or email eric.juengel@oakville.ca.

Please feel free to return the completed survey to your care-A-van driver, ServiceOakville in Town Hall, 1225 Trafalgar Rd or

Mail to: Taxi By-law Review
c/o Town Clerk's Office
Town of Oakville
1225 Trafalgar Road
Oakville, ON
L6H-0H3

