

Online Survey Respondent Characteristics and Demographics

Respondents by Type of Transportation Services Used

*Which types of transportation services do you use? Check all that apply. **

	n=809	TOTAL
Taxicabs	47%	378
Personal Transportation Providers (PTPs; i.e. Uber)	85%	687
Public Transportation (i.e. HSR)	66%	534
Limousines	4%	31
None of the above	3%	26

* NOTE: Many individuals chose more than one method of transportation, therefore data may seem skewed.

Respondents by the Availability of Choice in Transportation

People should be able to choose for themselves whether they want to use personal transportation providers (eg. Uber) or taxi services. How do you feel about this statement?

	n=809	Number of Respondents
Strongly Agree	85%	691
Agree	8%	68
Have no opinion	0%	6
Disagree	3%	22
Strongly Disagree	3%	22

Respondents by PTP Knowledge

How familiar would you say you are with personal transportation providers? (eg. Uber)

	n=809	Number of Respondents
Used it	84%	686
Know about it/looked into it	10%	81
Heard about it but don't know much	4%	38
Never heard of it	0%	4

Respondents by Vehicle for Hire Usages

Complete this statement: "I use taxi/cabs/personal transportation companies (eg. Uber) to...? Check all that apply. *

	n=809	Number of Respondents
To/from airport	37%	299
Go to restaurants	86%	698
Go shopping, appointments, similar activities	52%	420
Commute to work/school, etc.	52%	418
Other	10%	78
None of the above	0%	6

* NOTE: Many individuals chose more than one method of transportation, therefore data may seem skewed.

Respondents by Level of Use of Taxicabs

How often do you use a taxicab service?

	n=809	Number of Respondents
Once or twice a week or more	16%	129
Once or twice a month	28%	225
Once or twice a year	19%	152
Almost never	27%	220
Never	10%	83

Respondents by Level of Satisfaction with Taxicabs

Generally speaking, how satisfied are you with the taxicab service you receive in the City of Hamilton?

	n=809	Number of Respondents
Very satisfied	7%	57
Somewhat satisfied	28%	223
Satisfied	12%	98
Don't know	5%	42
Dissatisfied	48%	389

Respondents by Taxicab Fares

The City of Hamilton regulates taxicab fares. What do you think should happen to these fares?

	n=809	Number of Respondents
Increase	1%	12
Stay the same	15%	125
Have no opinion	20%	159
Decrease	63%	513

Respondents by PTP Use*Have you ever used personal transportation providers (eg. Uber)?*

	n=809	Number of Respondents
Yes	88%	708
No	12%	101

Respondents by PTP Satisfaction*How satisfied are you with the personal transportation provider service (eg. Uber) you receive in Hamilton? **

	n=809	Number of Respondents
Very satisfied	75%	603
Somewhat satisfied	2%	13
Satisfied	10%	81
Don't know	0%	2
Dissatisfied	1%	9

* NOTE: 101 individuals did not answer this question.

Respondents by PTP Advantages*What do you like most about using the personal transportation provider service (eg. Uber)? **

	n=809	Number of Respondents
Booking is easy	7%	53
Convenience	22%	182
Low cost	30%	241
Method of payment	7%	58
Customer service	14%	115
All of the above	5%	40
Do not like Uber	0%	3
Other	7%	58

* NOTE: 102 individuals did not answer this question.

** NOTE: 'All of the above' and 'Do not like Uber' were added in as they were seen to have value in the survey answers, therefore the numbers may seem skewed.

Respondents by Importance of PTP Advantages*(Importance of) availability/responsiveness*

	n=809	Number of Respondents
Very important	89%	724
Somewhat important	9%	73
Not important	0%	4
Somewhat unimportant	0%	3
Neutral	0%	5

Cost

	n=809	Number of Respondents
Very important	76%	614
Somewhat important	18%	149
Not important	1%	11
Somewhat unimportant	0%	6
Neutral	4%	29

Method of Booking

	N=809	Number of Respondents
Very important	59%	476
Somewhat important	31%	251
Not important	2%	14
Somewhat unimportant	1%	10
Neutral	7%	58

Method of Payment

	N=809	Number of Respondents
Very important	66%	532
Somewhat important	24%	193
Not important	2%	16
Somewhat unimportant	0%	6
Neutral	8%	62

Understanding how fares are charged

	n=809	Number of Respondents
Very important	63%	508
Somewhat important	27%	216
Not important	2%	17
Somewhat unimportant	2%	17
Neutral	6%	51

Easy way to follow-up on complaints or to locate lost articles

	n=809	Number of Respondents
Very important	71%	577
Somewhat important	19%	154
Not important	2%	13
Somewhat unimportant	1%	10
Neutral	7%	55

Respondents by Demographics

*How old are you? **

	n=809	Number of Respondents
19 and under	6%	51
20-29	48%	391
30-39	27%	215
40-49	10%	84
50-59	6%	47
60 and over	2%	14
Prefer not to answer	0%	6

* NOTE: 1 individual did not answer this question.

*What area are you from? **

	n=809	Number of Respondents
Flamborough	2%	15
Ancaster	44%	36
Hamilton Mountain	23%	187
Glanbrook	1%	10
Stoney Creek	9%	76
Downtown Hamilton	26%	214
East Hamilton	12%	96
West Hamilton	14%	114
Dundas	3%	25
None of the above	2%	16

* NOTE: 20 individuals did not answer this question.

*What is your gender? **

	n=809	Number of Respondents
Male	53%	429
Female	44%	353
Prefer not to answer	3%	22

* NOTE: 5 individuals did not answer this question.