

Annual Survey of Point to Point Transport Use 2019

Since 2012 IPART has surveyed NSW residents annually about their use and perceptions of taxis and other forms of point to point transport.

You can find a full report on our 2019 survey [here](#).

The survey asks about different point to point transport services:

A **taxi** is a vehicle with a TAXI sign on its roof. Taxis can take booked passengers & passengers who hail them in the street or get into them at a rank.

Hire vehicle services provide a vehicle with a driver to transport you from one point to another for a fare. Hire vehicles can only take booked passengers.

We asked about two categories of hire vehicles:

- ▶ **Rideshare** includes services such as Uber, Go Buggy, Ola or Bolt
- ▶ **Limousines or other hire vehicles** include traditional hire cars with HC plates.

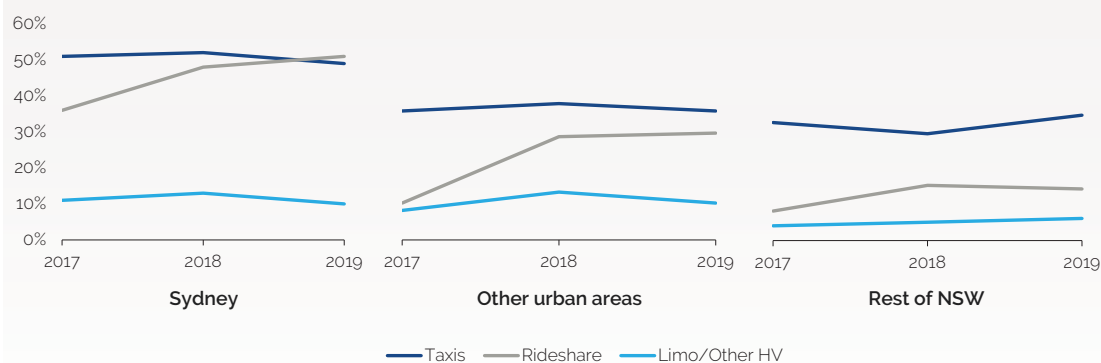
We surveyed more than 3,000 people from three geographical regions in NSW:

- ▶ Sydney
- ▶ Other urban areas (Newcastle, Wollongong, Gosford and Wyong)
- ▶ Rest of NSW



Use of point to point transport in 2019 was similar to 2018, but rideshare use in Sydney slightly exceeded taxi use for the first time

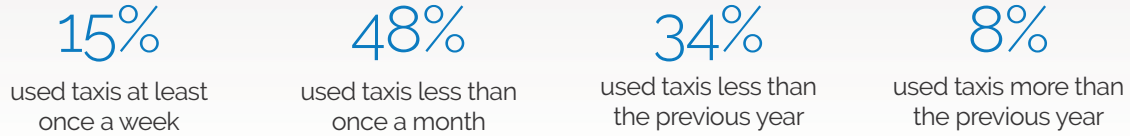
Percentage of survey respondents who had used point to point transport at least once during the previous six months





Frequency of taxi use was similar to 2018

Of those people in Sydney who had used a taxi at least once in the previous six months:



Satisfaction with taxi services increased in 2019



Overall satisfaction with taxi services increased in all geographical areas we surveyed.

Satisfaction with taxi fares has trended up over the last five years, although it remains lower than satisfaction with rideshare fares.

More than 40% of respondents said that they would be more likely to use a taxi in future if fares were cheaper.

Median taxi fares 2019

\$32
Sydney

\$17-\$20
Outside Sydney

Fares paid for rideshare continue to be lower than taxis

Median rideshare fares 2019

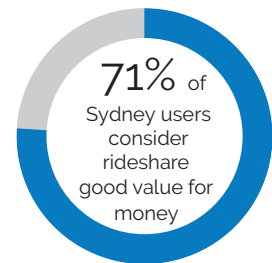
\$20
Sydney

\$15-\$18
Outside Sydney

As in 2018, respondents considered rideshare to be better value for money than other services.

Less than 10% consider that rideshare services are poor value for money.

For both rideshare and taxi services, perceptions of value for money were lower for trips after 10pm on Friday and Saturday.



Around **4 in 5** taxi users got their vehicle within 10 minutes on their last trip taken.

Wait times for taxis were perceived to be better during the day than after 10pm, particularly on Fridays and Saturdays.



Growth of rideshare use appears to be levelling off

After several years of consistent growth, numerous indicators in the 2019 survey suggest a flattening off in the rate of growth during 2019.

Frequency of use (for those people who had used rideshare at least once) was similar to 2018 and higher than the frequency of use of taxis by people who had used taxis at least once.

Of those people in Sydney who had used rideshare at least once in the previous six months:



In all areas, more than 10% of rideshare users who have previously used a taxi said that they don't use taxis at all any more, and more than 30% said they use taxis a lot less.

Reported problems with rideshare increased slightly in 2019



While problems experienced with rideshare remain equal to or lower than taxis, the gap is much lower in 2019.

Around half of Sydney rideshare users reported experiencing a problem in the last 12 months; a slight increase from 2018. The most common problems were:

- ▶ peak or surge pricing
- ▶ drivers not taking the most direct route
- ▶ drivers not knowing where they were going
- ▶ difficulty getting a service at a major event.

Reported problems with taxis decreased slightly in 2019



In 2019, around 60% of Sydney taxi users reported having problems either during a taxi journey or when trying to catch a taxi in the last 12 months. This was a slight decrease from 2018.

The three most common reported problems were:

- ▶ difficulty getting a taxi at a major event
- ▶ drivers not taking the most direct route
- ▶ drivers not knowing where they were going.

Problems were less common in other urban areas and the rest of NSW than in Sydney. However, difficulty getting a taxi at a major event was more evident in the rest of NSW than in Sydney.

Perceived strengths and weaknesses of different services were similar to 2018

Perceptions of **taxis** generally improved in 2019 compared to 2018. In **Sydney** taxis improved on almost all practical and quality measures. However perceptions of **rideshare** continue to be more positive than **taxis** in terms of value for money, waiting times and availability. Respondents **outside Sydney** continue to have more positive perceptions of taxis in terms of

safety, navigation and driving skills compared to **rideshare**.

Limousines and other hire vehicles continue to have the highest perceptions of all quality measures across NSW, but generally do worse on perceptions of practical measures such as convenience, availability and value for money.

