

ACCESSIBLE TAXIS SURVEY

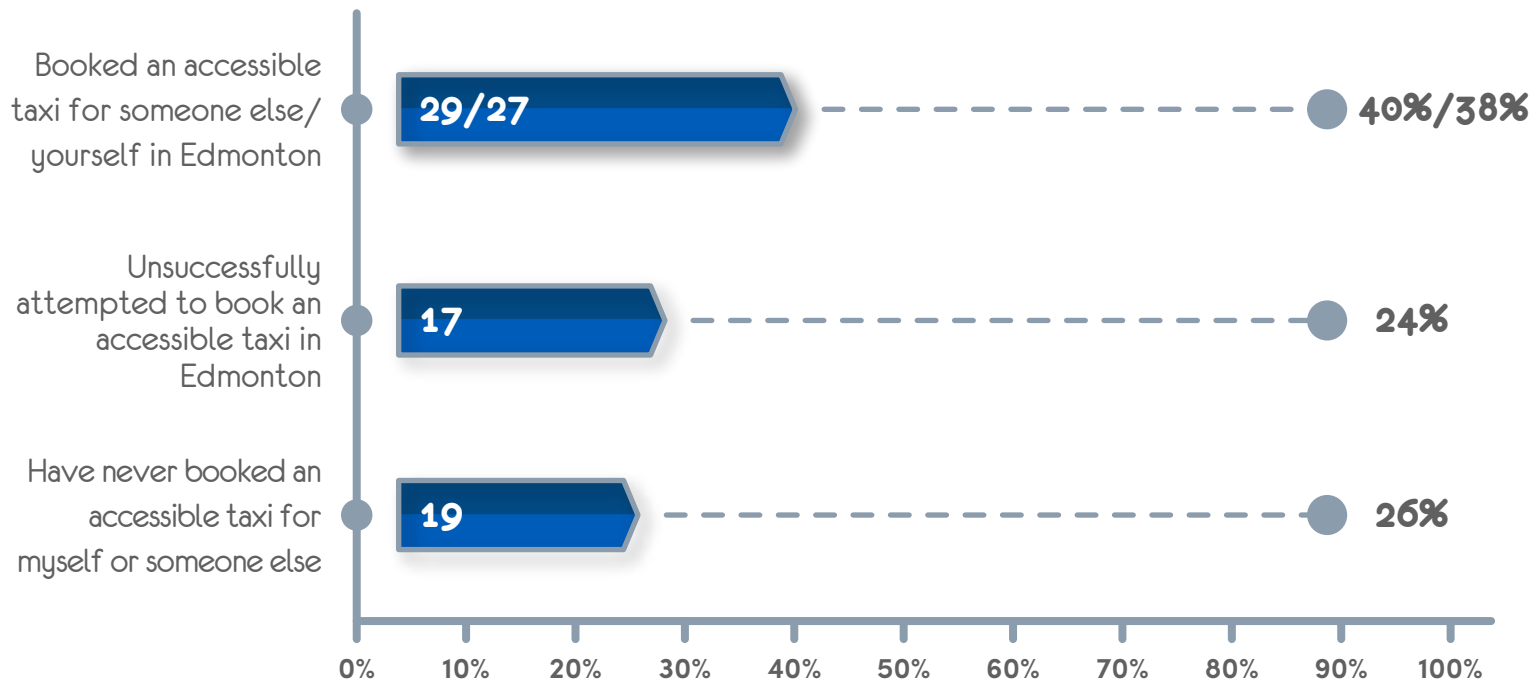


IN EDMONTON

“Disability” means any physical, mental or emotional illness, injury or attribute that impairs an individual’s ability to function, or participate in the community in the same manner as individuals without that illness, injury, or attribute.

01

Have you booked an accessible taxi?



02

Why do you use accessible taxi services?

Require door to door service

28

53%

Other (please specify)

14

26%

Cannot drive

21

40%

Safe method of transport

13

25%

Do not have a car

19

36%

Avoids parking problems

10

19%

Convenient

17

32%

Fast

9

17%

No other choice

15

28%

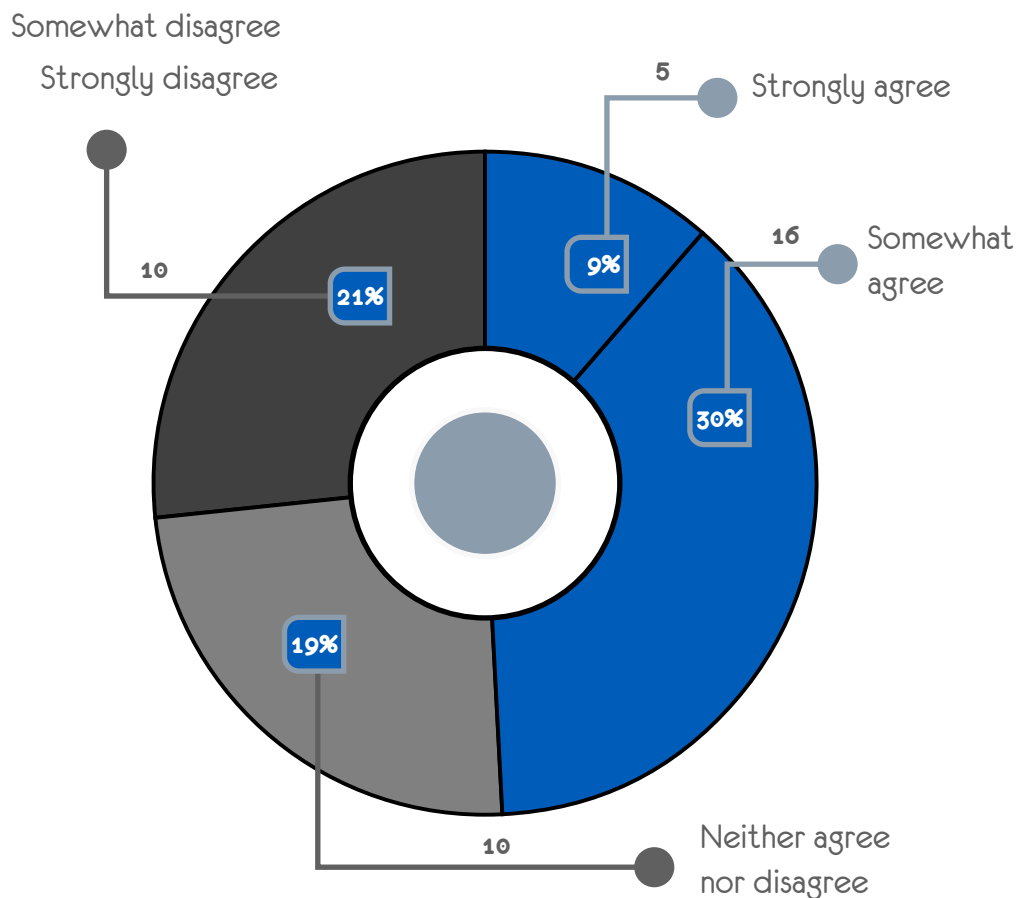
Cost effectiveness

2

4%

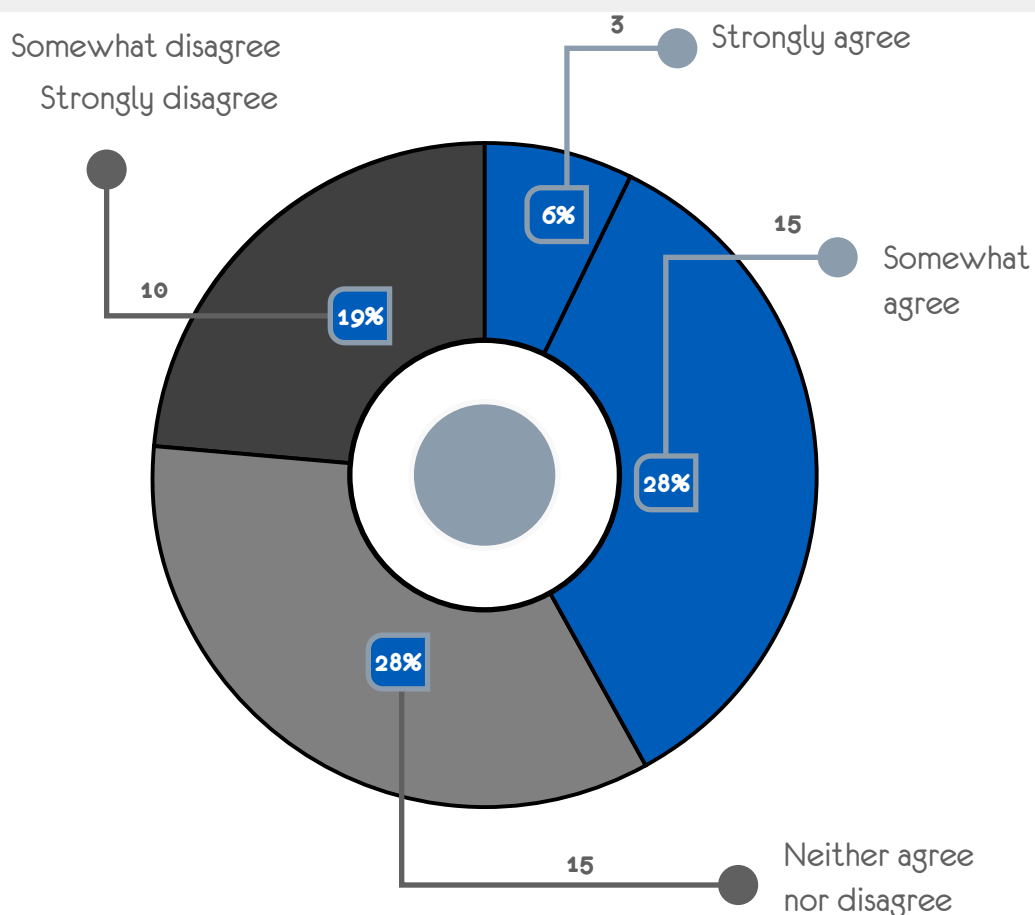
03

The wait time was reasonable



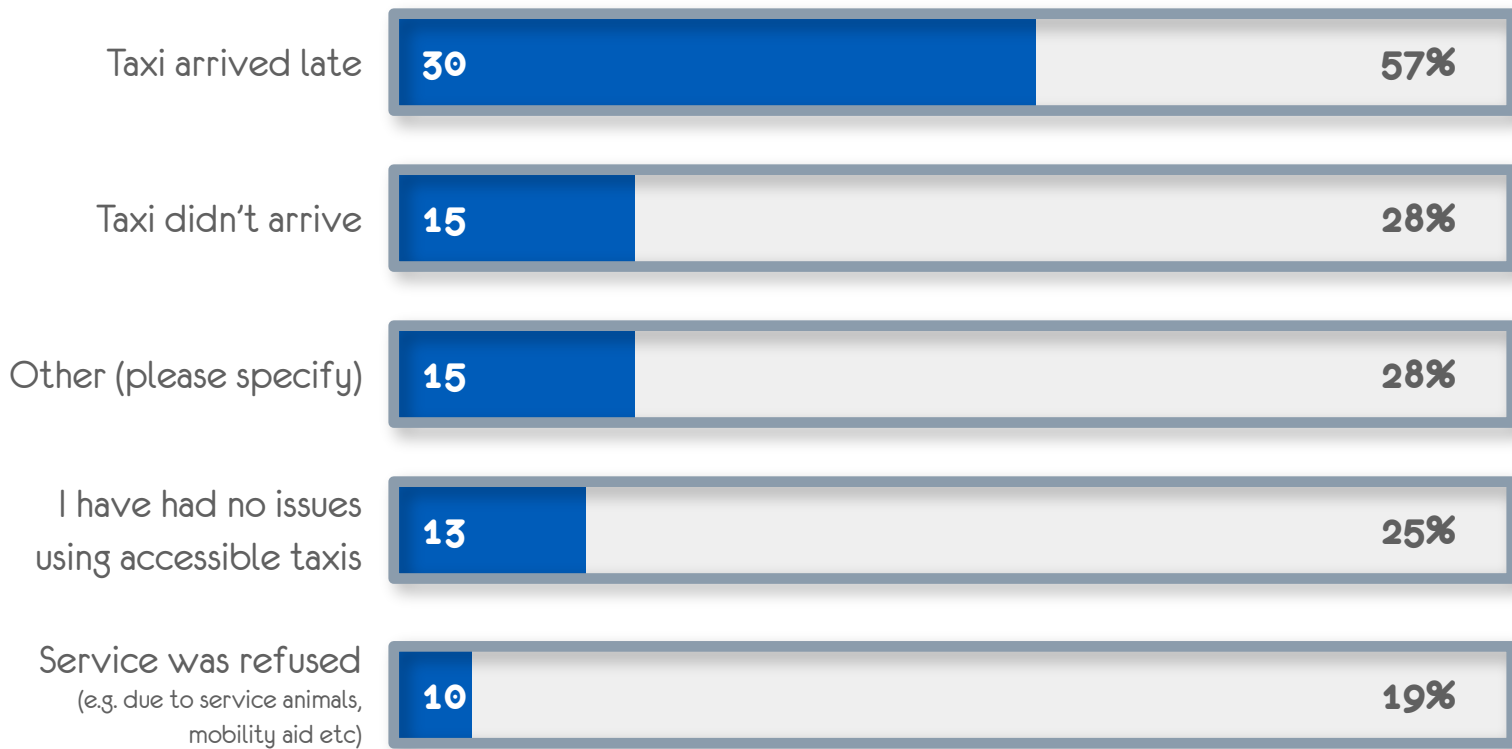
04

I am happy with accessible taxis in Edmonton



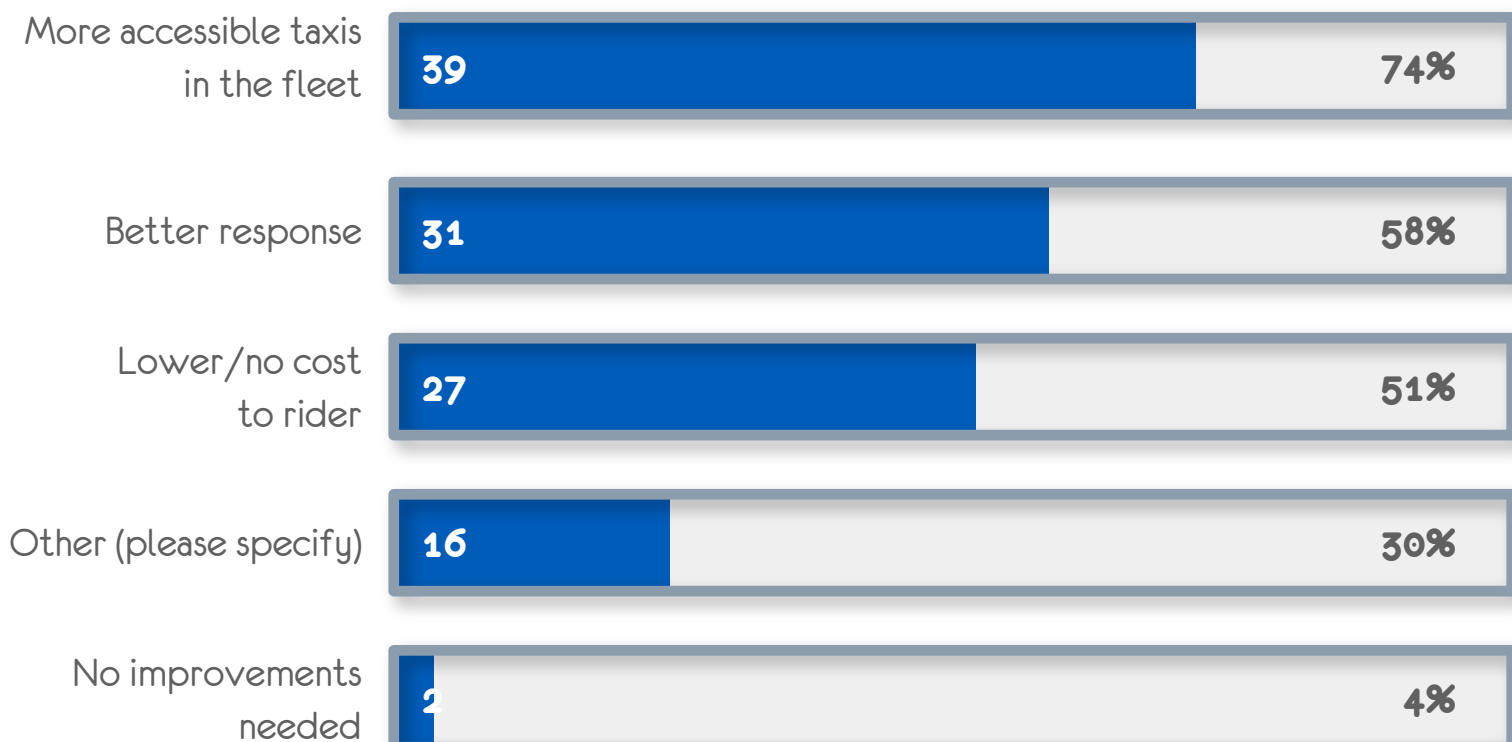
05

Thinking of your accessible taxi experience, have you experienced any of the following:



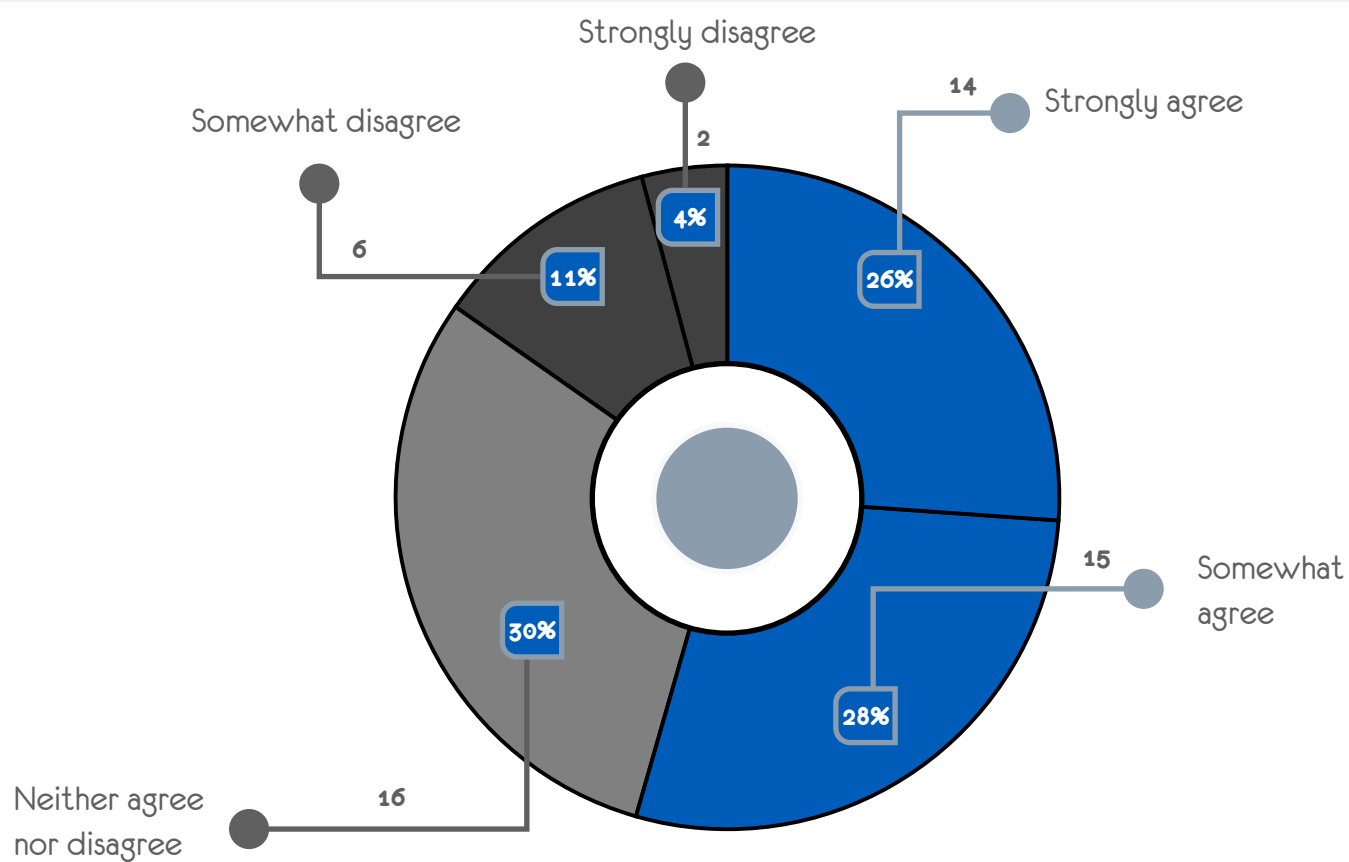
06

How could accessible taxi services in Edmonton be improved if at all?



07

I would like to use accessible taxis more often



MYTH BUSTER - IS DATS AN ACCESSIBLE TAXI?

No!! DATS is a shared-ride public transportation service operating within the City of Edmonton. Wheelchair lift equipped vehicles, minivans, accessible minivans and vans are used to provide DATS service. Vehicles used are clearly identified as "DATS" vehicles.

WHAT CITIZENS ARE SAYING

"They don't feel safe on taxis."

- Alex

"Service animals must be allowed on all accessible taxi service vehicles."

- Bethany

"There simply aren't enough accessible taxis on the road. After working a Garth Brooks concert, they waited 2 hours in the cold for a taxi that never showed up. A passing taxi saw me and picked up, fortunately."

- David

"Edmonton does a fairly poor job with accessible taxis. There aren't a lot of them, they take two hours to arrive, the driver (if willing to actually take me) is usually grumpy about it, and they whine and complain about the whole thing."

- Jon

"I was tired of being treated like a second class citizen because of my mobility issue. I didn't chose to be like this."

- Heather

Names changed to [protect identity](#)



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Accessibility Advisory Committee



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