

General Questions

Do you live in a metropolitan, regional, rural or remote area?

regional and metropolitan

How often do you use public transport?

Daily

What sort of public transport do you typically use in an average month?

Bus, Taxi, Tram/Light Rail, Train, and Coach

Overall how would you rate the overall accessibility of the public transport you use?

Not accessible

Thinking about the public transport you use, what are some features that you like and make public transport more accessible to you?

there are no seatbelts so every time they break fast or need to break fast to prevent road crash or everytime they're in a road crash i go flying in the air drivers don't wait for me to be seated before taking off which leads to falls it is not immune safe for my immune compromise / not clean the times between service swops / changes are not long enough to reach thenext service let alone go toilet in between the drivers don't know what a disability travel pass is and staff and drivers abuse me about this some taxi drivers abuse me about having a disability MPTP card, they want me to pay in advance but charge more than what the journey would be. and this is disability discrimination and CPV and taxi company do nothing about complaints the buses and coaches don't allow disability or mental health dogs, discrimination. or dogs in training even with letter from doctor or psychiatrist, vline don't allow it and neither does any public transport the doors close on peoples bodies while being slower to climb on if i am not using my wheelchair, but walking aids or other walking aids, the bus drivers won't put down wheelchair ramp for me to board bus, cos they tell me its for wheelchair users only which shows their lack of understandings for the diversity of peoples with physical disabilities and our needs. there is no communication between the companies and PTV 1800 line so they can't update you about anything when things go wrong vline trains never give notice about which platform they will be leaving from which makes things very impossible for accessibility reasons the disability discrimination on public transport from strangers in the community is appalling, strangers grab my body saying they are trying to help me, some men have sexually assaulted me then claimed they were just trying to help me, and others refuse to give up disability seats. other times disability seats are full cos there's not enough of them. there needs to be a respect campaign on public transport to show respect for elderly and disabled peoples and have coverage of disability discrimination issues, to raise awareness and encourage bystanders to speak up. even when I am being assaulted on public transport bystanders do nothing people smoke on public transport and at the stops which makes it impossible for my asthma and keeps almost killing me from asthma attacks. I want signs up saying please do not smoke on public transport or at the stops, because people with asthma and lung disabilities use this network. in the bushfires i had to drive in with my friend who is an uber driver with my gas mask on cos of my lung disabilities and asthma, to get my sister out of the bushfires because even though she got a taxi to where the coaches were running they wouldn't let her on the coaches cos of her mental health dog. which is bullshit in crisis emergency situations the coaches should be more flexible. safety devices that include hidden camera function once SOS button is pressed should be given to disabled peoples on public transport, would help us not be

stalked and harrassed and assaulted on public transport especially if it was advertised publicly these safety devices but not publicly advertised what they look like just their function but they should be disguised as a watch ideally that has no sign its a safety device. because this would stop us from being targetted heaps more there are 100 more issues but i will email further issues

What could be improved to ensure you have better access to public transport?

fixing all the above issues

What do you dislike about the public transport you use?

how unsafe it is, and the long travelling times in regional and country areas- better to run more express services that only stop 3 or 4 stations to the ends of hte regional and country lines.

What is the greatest barrier for you to use public transport?

the staff's lack of respect and doing the right thing by elderly peopels and disabled peoiples, and the disability discrimination in the community , and the disability targetted abuse and violence

Have you ever had a negative experience while using public transport?

Yes

What occurred during your negative experience? If you have had more than one, please describe one.

i get doors jamed on me multiple times a day cos i am slower to climb on and off public transport. once a train started to take off at melbourne central while i was jammed in the door and everyone was panicking. other times buses were speeding on the highway its verys scary. also other times i ahve been in 4 public transport road crashes where i went flying in the air becuae there are no seat belts on public transport and i am not able to break fall with my legs

What could have been done differently to avoid or resolve the situation?

better safety features and the doors having sensors, each train at major stations should be manned by a human not just robots. also put setabelts on all public transport

How did your negative experience impact your use of public transport?

it makes me scared all the time while i am using public transport

Which areas sound like they are the most important or need to be changed the most to you?

this is not in there but how slipperly the floor surfaces are need to also be changed becuae using walking aids they slip out from underneath u in the rain. bitchumen or gravel is less sliiperly but all these tile an man made surfaces are very sliipperly. biggest priorities i feel are the ones i stated in previous question but also, more accessible toilets are needed and places to fill up a thermos with boiling water and places to fill up a water bottle as a lot of people deydrate on long public transport journeys and there is no where to get water. Communication during service disruption and mobility aid safety are also major issues. and staff traininga nd communication. and if you tell the driver where u want to get off but change your mind there is no communication pathway to tell train diver you changed your mind and want to get off earlier so therefore if u are using wheelcahir they don't asisist you. sometimes i jump on a train but am not sure where i wanna get off yet. very difficult to have no communication pathway with driver. also trains and stations need to become more better at women's safety to stop stalkers being able to easily stalk victims

How could the areas you mentioned be changed to allow you to better access public transport?

as explained previously . as for stalker issues, i think there needs to be more places people can physically hide behind (billboards advertisements) etc. that are big enough to hide you from everyone on the train seeing you after u get off the train. so for those who are being stalked can stay safer.

1. Staff Training and communication

What experiences have you (or people you know) had when interacting with frontline staff including when seeking assistance?

i'll email

How do public transport staff typically interact with you?

disrespect because i am on a disability travel pass, many treat me like i'm a fare evader

Have interactions with staff affected your ability to access public transport?

Yes

How have interactions with staff affected your ability to access public transport?

i get tired of the discrimination and abuse, so i avoid public transport. also its not immune safe for people with severe immune compromise immune and lung disabilities anyway so cos they don't keep it clean enough or have wipes or hand sanitizer on it makes it even more unsafe.

How have these interactions affected your sense of safety and confidence to use public transport?

i avoid public transport but when i am in melbourne i still use it every day

2. Mobility aid safety

Do you use a mobility aid?

Yes

What sort of mobility aid do you use?

wheelchair, scooter, knee walker, crutches and walking stick depending on what i can cope with on any given day and what i have access to my previous scooter broke down often cos it was a cheap one

Do you usually feel safe when using a mobility aid on public transport?

No

What makes you feel unsafe while using a mobility aid?

people's disability discrimination and abuse, people patting you saying how good it is you're out today, strangers poking you (cos i wear my headphones to avoid communicating with people's bullshit) to ask you what you did to yourself (i get asked that hundreds of times a week in melbourne by so many strangers), people asking you about your health and medical conditions cos i wear goggles i'm at high risk of dying from covid, etc. etc. people assaulting you and claiming they are just trying to help you, people forcing you to let them help you with your belongings when i don't want help. there needs to be a raining community education program videos on public transport that educate people about disabilities and say don't just go ahead and do what you want to us, but ask us if we would like

help and if we say yes ask how you can help. because that is more respectful than forcing unwanted help that does more damage. i have immune disabilities, i don't want strangers touching me or my belongings, not in covid times and not before covid times. because i catch everything around me, i don't want strangers helping me, i know many of them mean well but it's seriously frustrating and draining

Would an active restraint help you feel safer while using a mobility aid on public transport?

yes a way i can restrain my wheelchair or scooter while i leave it to sit down in a seat that has a seatbelt. i wouldn't feel safe to stay in my chair cos of the road crashes i have been in while traveling on public transport. and i wouldn't feel safe to stay near it in case it does go flying in a road crash. so would be good to have also more back facing seats where i can sit with a seat belt away from my chair so that if i am in more road crashes i am more protected

Would you be receptive to the installation of active restraints in public transport?

Yes

What would be the benefits to you of active restraints in public transport?

Safety

Would active restraints make you more likely or able to use public transport?

More likely

If a bus driver had to assist you to use an active restraint, how would you feel about that?

i wouldn't want their help but i would accept their help if they wore gloves and a mask til i learn how to do it myself

If an active restraint was available without assistance from staff, how likely are you to use the system while in transit?

Very likely

If you have had a negative experience using a mobility device, were you able to tell staff what happened?

no because many of the staff are evil, some are sadistic and laugh at you. others cause a scene on public transport about your disability and yell at the people in the disabled seats to move and get out of the seats which is really embarrassing for me

3. Priority seating

Can you easily identify and get to priority seating on public transport?

Yes

Should priority seats be a different colour? If yes, what colour should they be and why?

yes they should be any colour that even colour blind people can distinguish between the colours. they should have the disability wheelchair symbol and invisible disability symbol printed on them

Two priority seats are currently required on each public transport conveyance. Is this number appropriate?

No

What would be a reasonable number of priority seats to be provided?

8 near every entrance and exit because of the aging population and because of the disabled population is both very big. Disabled people are 22% of the population. Elderly are even more percentage of population so it should go by our percentage of population what percentage of seats on public transport and consider different areas have more elderly people and disabled people living than other areas. Also have to account for pregnant people too and women with babies so this also adds to the demand for these seats.

How would an increase in the number of priority seats change your experience using public transport?

It would help a lot because I don't want to ask other disabled people and other elderly people to stand just so I can have one of the disabled seats. It's really awful being faced with that and the choice between that and falling. Also the other major issue on public transport is it's too clogged to even get a wheelchair on it, or if I am using walking aids it is too crowded to even get through crowded tram and buses and trams to the disabled seats. So this issue needs to be addressed too and community education done about how able-bodied people can be more respectful.

Would you want to wear or carry identification so that public transport staff and other passengers could recognise you and allow you to access priority seats?

Yes, this would especially help people with invisible disabilities. I don't like my access travel pass has my full name on it, it shouldn't have that on it for privacy reasons it shouldn't even have my name at all, just a code number. Because I have experienced violence, I don't want people reading my name. Every time I show it I have to cover up my name.

4. Allocated spaces in transit

Can you identify and get to allocated spaces on public transport?

No, because people won't move or service is too full.

Do you find there are objects or people blocking the way to allocated spaces?

Yes, also there isn't enough room to turn.

What are the experiences you have had where allocated spaces are occupied by people who do not vacate?

99% of the time people don't move to make way.

How have public transport operators responded to such circumstances?

No, they do nothing. Even when I was jammed (because of the gap between the platform and the tram my scooter's wheels got jammed in that gap and I couldn't get on and the doors were jamming on me and my scooter the tram still was trying to take off, it was horrific).

5. Digital information screens

Do you use digital information screens at public transport sites?

Yes

What display features work well and what don't?

not big enough font, need to have audio as well that just get announced so people don't have to find the button and regular audio announcements to give people enough time to find their way

How could digital displays be improved? Such as brighter colours or different fonts.

bigger bolder fonts, more clarity on which stops are on the journey (these need to be bigger font) and major stops and information announced audio. and ones u can talk to so u don't have to press anything for info, cos thats immune safe.

If these changes were implemented, would you use digital information screens or public transport more?

yes

6. Lifts

What experiences have you had when using lifts at public transport sites?

the lifts are too far away from the train stations especialy at flagstaff, i can't walk that far in my crutches

What are the barriers to using lifts?

often they are not working , often they smell have poor ventilation and not immune safe for immune disabled and those with disabilities who are immune compromised . they make u feel unsafe. and lifts break down a lot / often

What features of lifts do you use and find important?

all features. would be good to have better sensors on doors so they don't slam on your body or mobility aids

How could lifts around public transport sites be improved?

places without lifts need them installed. places where u have to walk all the way outside the train station, across the rail crossing, and around the other side, need to be fixed so that lift access can get u up the stairs that go on the up way crossing to the other side. or if there is a walk way underneath lifts need to be in place or that walk way more accessible / less steep ramps, more room to turn scooter and electric wheelchairs etc.

What experiences have you had when a lift is out of service for maintenance or repair? What alternatives were available?

no alternative, have to go replan your journey . often its not updated on the journey planner which makes it harder too

7. Website accessibility

How do you use websites to access information on public transport services?

the accessibility of the journey planner website is getting worse over time, more dysfunctional and it makes my mobile phone a cheap mobile phone but average, samsung galaxy j2pro it makes it freeze . there is no communication updated or replanning the route like google gps replans routes when there are road crashes/ delays, there is no update system or replanning route system on journey

planner, when trams stop operating / shut down and bus replacements happen, no proper estimate of time for how long the journey will actually take and there is no way to communicate with bus replacement drivers to wait for you if you are getting off a train for the bus replacement, they won't wait for you if you are a bit slower than everyone else

What are the benefits of using websites to access information?

easier than dealing with people

What are the challenges of using websites to access information?

not accessible

How could websites be improved to meet your needs?

made more accessible, made do not be so difficult to use, it used to be you could put journey and destination and time in one refresh now it refreshes every click and makes the website freeze on mobile phones

How would improved website accessibility impact your public transport experience?

would make things so much easier, in the mainstream website there is also no way to put in disability needs which makes it even harder. wheelchair accessibility is one type of disability need but would be good to see the journey planning develop to consider other types of accessibility needed along people's journeys

8. Communication during service disruption

Have you ever experienced a planned disruption relating to public transport?

Yes

Was this disruption well communicated?

no and multiple times I was left homeless in the city overnight because of the delays always ended up missing the last vline trains

How could communication be improved?

where delays are extensive the 1800 number needs approval to automatically pay out taxi's fares because this system not being in place means poor people, disabled people cannot afford to know whether or not they will get compensated or not for the troubles so we don't get taxi's when there are major delays and for many of us who live in regional and country areas this results in us not being able to get last vline train or coach home. even when assistance animals are involved there is no training for train replacement bus staff to help them, they just say walk to the city with your dog

Have you ever experienced an unplanned disruption relating to public transport?

Yes

Was this disruption well communicated?

no, they never announce how long things will actually be and 1800 number never know anything

How could communication be improved?

better and open communication between bus company metro, vline and 1800 PTV number is needed.

What communication methods relating to disruptions on public transport currently work well for you and why?

email, text, journey planner, and announcements but i can't always hear announcements when my ears are infected

What communication methods during disruptions do not work well for you and why?

chinese whispers between the companies and staff, and them making up lies about when trains will actually start running again (saying they will run sooner than they do)

How will would communication methods for planned and unplanned disruptions affect your sense of safety and security in using public transport?

it leaves us homeless often ,and fucks our plans and commitments and safety over completely

9. Gangways

Have you ever had trouble boarding or departing a ferry, due to a steep gangway caused by a low or high tide?

Yes

Please describe what occurred

my cousin fell and broke her leg

What happened as a result of this situation?

she was hospitalised and in rehab for months

10. Assistance Animal Toileting Facilities

Do you have an assistance animal?

Yes

What happens when you do not have access to an appropriate place for your animal to use the toilet?

sometimes my dog pees or poos on public transport or at the station

What are the dangers when attempting to locate a suitable place to toilet your assistance animal?

i miss connecting services to do right by my dog often. or i try hold on myself so my dog gets to pee and not me, and this results in me peeing on public transport

What large transport locations would most benefit having an assistance animal toileting area available? Such as airports and bus and train interchanges.

there should just be a grass and/or sand area at every station that doesn't have this naturally in the environment

11. Emergency egress

If there is an emergency at a public transport site, what is required to ensure that you can safely evacuate?

community education and bystander intervention projects to not allow able-bodied to run us the fuck down. because they do this in the city every day if we are too slow for them. being run down and trampled is the greatest risk issue in an emergency situation, and for those disabled people who need help to evacuate being left for dead is the other greatest safety issue.

Have you ever been in an emergency situation at a public transport site?

Yes

What was your experience?

i was left for dead as after the road crashes everyone else got off the public transport and left. the paramedics were trying to force me to go to hospital and police but they couldn't legally speaking force me. and immediately after i went flying in the air multiple drunk men (as it was a friday night) were trying to grab my body to force me to get up when i didn't want to be touched so that was why i stayed in the ground as i was unable to get up.

What lessons can be learnt from this experience?

there needs to be seat belts on public transport to prevent people going flying in the air in road crashes. and wheelchair restraints need to be compulsory to prevent harm, or at least have compulsory areas they need to be placed in so that they are up against a back facing wall so if they do go flying in the air in a road crash they will go flying into the wall. and more education needs to be done to educate people and disabled people how common public transport road crashes are, and what you can do to stay safe if you are disabled, pregnant, have a baby or little one, or a child, if you are elderly etc.

12. Fit for Purpose Accessways

Do you need to use ramps to access public transport sites?

Yes

Do objects or people typically block access to ramps?

yes and the inaccessibility of the ramp itself or steepness

What is the impact of a blocked accessway at public transport sites for you?

it means i have to go on the road which places my safety at risk

13. Wayfinding

Do you need to use wayfinding?

Yes

How do you use wayfinding?

it is confusing and inaccessible the public transport system in Melbourne and regional vic

What aspects of wayfinding do you rely on to navigate?

i rely mostly on asking staff and drivers but often they don't know where i am trying to get to even if its a place /stop that's on journey planner

What needs to be done to improve wayfinding in public transport sites?

educating bus and coach drivers about their routes and stops better and having more electronic signs that say which stop you are coming up to on buses and trams and coaches and trains etc.

14. Tactile ground surface indicators

Do you use tactile ground surface indicators?

Yes

How do you interact with directional tactile ground surface indicators?

What are the benefits of tactile ground surface indicators?

they help me when i am lower vision / when my eyes get sick

What are the challenges associated with tactile ground surface indicators?

they should make noise for people with really low vision and have brail options as well and hearing loop options as well

How should tactile ground surface indicators be used in public transport networks?

they should be expanded and their accessibility expanded . their surface needs improving to prevent falls for those using crutches or walking sticks, so does the surface of the ground on most public transport is bad, and especially even worse and more slippery when wet.

What experiences do you have where tactile installations have been done well or poorly at public transport sites? This may include particular product/material types.

i haven't had too much experience with them so can't say

If directional tactile ground surface indicators are adopted in the absence of other cues, what key facilities or destinations are required to be identified as a minimum?

i don't understand this question

Can other technological solutions, such as smartphones, be used instead of tactile ground surface indicators?

yes that could be another option as well . like a GPS functioning way locator for blind peoples and those who have problems finding their way

15. Passenger loading areas

What experiences have you had getting into and out of taxis at a taxi rank or passenger loading zone?

being harassed, being abused for having a disability card, one taxi driver dumped me at taxi rank when he found out i have a MPTP card. also people smoke at the ranks which makes them unsafe for me with asthma and lung disabilities . they don't let my disability assistance dog come with me not even when i have seat cover, because many taxi drivers are afraid of dogs and no training program about dog friendliness has been given to these taxi drivers with CPV

What are the challenges faced and why do they occur?

as above

What features do you need to get in and out of a car at a loading zone?

good to have more safety devices for those using taxis because sometimes the drivers are abusive and we don't trust the companies to hand over the CCTV as they don't want to cover up abuse so we need our own safety devices for their abuse. also often the drivers rush you, or you ask them not to touch your stuff in boot and they go to do it anyway so you have to race them there to stop them. because they don't have any understanding about disabilities or immune compromise, many don't even wear a mask when they're meant to

What do you do when you can't get in or out of a car at a loading zone?

i call another taxi and explain what happened

16. Multiple formats of information

What is your preferred format of receiving information about public transport?

email

Can you access information in this format?

yes

How does the format requirements change depending on the type of information (e.g. accessibility information and facility maps, timetables, service information)?

i prefer to receive info on the journey i am on via text to my phone and or update on journey planner website, and audio and visual word announcements along the journey too

What are the barriers in trying to access information on public transport services that is only online or by smartphone?

when your phone battery dies....

If you can't access information, can you still use public transport?

no

Have you had to ask for information to be supplied to you in another format?

yes

How was your request handled and how did the outcome meet your needs?

it was refused to write it down for me