

General Questions

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

Metropolitan

How often do you use public transport?

Weekly

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

Bus and train

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

Somewhat accessible

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

when fitted ramps to board and alight buses and trains

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

shelter at all bustops, trainstations flat pathways

What do you dislike about the public transport you use?

overcrowded - difficult to board or alight

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

availability of accessible buses, and wheelchair spaces

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.

was 10m from bus stop, pushing son in wheelchair when bus approached. Signalled repeatedly, driver ignored and drove straight past. This was a 40 degree day, with no shade at the stop, and 40 mins before next service.

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

Driver stop at stop and wait wait the minute it took me to reach the stop safely, without endangering myself or my son

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

definitely will not take chance on days over 25 degrees - too many stops have absolutely no shade or shelter.

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

priority seating allocated spaces in transit mobility and safety

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

limit standing passengers who always end up just blocking exits, having clearly marked signed seating and spaces to alleviate issues having to ask others to vacate seat or space designated for those with disability/mobility issues. Go back and reeducate students to stand for others also

1. Staff Training and communication

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

being left feeling ignored. Spoken to rudely and if ramp is required you are putting them out having to put ramp out for you.

How do public transport staff typically interact with you?

generally try and avoid interaction, pass onto someone else until get so frustrated just give up

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

Yes

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

refused to hold train for my and my disable wheelchair occupant to be able to board - we were just about to press button to open door when he released the train to go. When asked, I was rudely told, the train is on timetable and I should be more organised in getting to the station early.

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

not confident in the use of pulic transport.

2. Mobility aid safety

Do you use a mobility aid?

Yes

What sort of mobility aid do you use?

Wheelchair

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

No

What makes you feel unsafe while using a mobility aid?

particularly on bus, chair will move when slowing and taking off. I physically have to hold my sons wheelchair, even with the brakes on to stop it moving.

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

Yes

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?

less movement of device. My son would feel safer and relax.

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

Yes

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

fine - as long as he doesn't give off the impression that this is an imposition. Or just expect me to know how to do.

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?

n/a

3. Priority seating

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

No

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

Yes - Blue with the symbol. This will clearly and unquestionable identify these as priority seating for those who require. Too often students, able body who just want to be close to exit use these seats and refuse to move. Many times I am having to stand my entire journey, and then in pain and unable to walk when I get off. These seats are not so parents can sit close to their child in a pram, they are for the elderly, mobility challenged, pregnant and other disabilities.

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?

5% capacity of vehicle.

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

it would provide a greater chance to travel in relative comfort and safety.

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

4. Allocated spaces in transit

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

Can identify but not always get to allocated spaces

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

Always

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

generally I have not been able to board, or I have had to stand in the doorway with my son in his wheel chair on trains.

How have public transport operators responded to such circumstances?

asked once, then just walked off when people refused to move, told me I have to either board and stand in doorway or not board.