

## General Questions

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

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

***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?***

Buses and trams with automated route number announcements at boarding points. Directional Tactile Ground Surface Indicators at boarding points which are uncluttered. General bus driver helpfulness. Priority seating.

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

More funding to assist Local government in SA to provide accessible boarding points: less than 50% of bus stops in the metro area comply with DSAPT requirement of 90% accessible bus stops by 31/12/2017. Non-standardised bus seating and call button location layouts make dignified and easy access difficult: I think there are 8 distinct layouts in the Adelaide Metro bus fleet.

***What do you dislike about the public transport you use?***

requiring a 15 minute wait. Mostly the difficulty of catching more than one bus in a given journey: it is amazing the number of times that the timetabled service from the first bus I want arrives at the bus interchange at the same time the next bus I want leaves (example in Adelaide on weekends: bus routes 556 and 557 from Tea Tree Plaza arrive at Paradise Interchange at the same time route 178 leaves the interchange requiring a 30 minute wait. On weekday afternoons before peak hour route 502 from Salisbury arrives when bus 556/557 to Tea Tree Plaza is departing at Paradise Interchange. Finally route 560 from Elizabeth via Salisbury arrives at Tea Tree Plaza 1 minute after route 556 to Hope Valley departs requiring a 30 minute wait.

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

Extrinsic to the public transport system the largest problem is not being able to cross busy roads before boarding or after alighting from a bus due to lack of nearby controlled crossing points: the bus may be accessible but the start or end of the journey isn't. Intrinsic to public transport is the time taken to travel indirectly point to point compounded by lack of connectivity between services described in the previous response.

***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.***

Bus driver refusing to announce the bus route in response to the high visibility sign with his bus route number displayed - especially shocking as the sign was held by a person with a long white cane.

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

Driver training about importance of announcing bus route when indicated by a hand-held visible sign .

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

Shook confidence for a few future trips but the incident was managed by a passenger getting off the bus and telling me that it was the one I wanted.

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

Wayfinding, web accessibility, passenger loading areas, staff training and communication, mobility aid safety; fit for purpose access ways.

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

This is not just about me who is a totally blind cane user but other passengers and potential passengers with whom I have discussed these matters. Fit for purpose access way: (for passengers who are blind or vision impaired) example Adelaide Railway station section of journey between ticket validation gateways and platforms: as a highly competent long cane user receiving high quality orientation training the lack of a directional access way is appalling at this station. The DSAPT fails to guide providers in this instance. There is no need to destroy the heritage aspects of the ground surface of the paid concourse and create discomfort for wheelchair users by over-deploying Directional TGSi: a textured pathway from the end of each platform connecting to a similar path spanning the width of the paid concourse with paths to the ticket validation gateways could be provided with heritage value and tactile and luminance (colour + reflectivity) contrast. Wayfind: SA Government refuses to fund accessible bus stop boarding points insisting this is Local Government responsibility (not specified in DSAPT): resulting in many Council areas not even complying with the 25% accessible bus stops due 31/12/2007. This limits the efficiency and dignity for people who are blind or vision impaired to locate a bus stop. The DSATP must have a facilitating protocol agreed by all jurisdictions to co-fund accessible bus stop boarding points. Mobility aid safety: DSAPT must include a resolution of the inter-jurisdictional restriction of the passenger's choice to benefit from or not an anchor point for wheelchairs and mobility scooters which which can be used independently with dignity and efficiency. Staff training and communications: the Commonwealth Government must fund service provider training which meets an agreed national standard with jurisdiction-relevant content especially emphasising appropriate language, communication style and competencies to provide accessible journeys for all. Web accessibility must be of the highest usability level (WCAG 2.1 AAA to allow feedback to the public transport system, journey planning and timetable and route information.dimensions

## **1. Staff Training and communication**

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

Bus drivers not knowing how to describe where a blind or vision impaired person can find an empty priority seat when asked to do so. A few drivers who do not announce clearly their bus route number when a visible sign is held by a passenger waiting at a stop which services multiple routes. Drivers who do not insist that people not needing priority seats should vacate them if requested by a passenger entitled to use this seating. Drivers who don't check whether a blind or vision impaired person is at the boarding point when this is blocked by another bus and pull out without alerting the passenger that their bus can't get to that boarding point.

***How do public transport staff typically interact with you?***

Most are reasonable a few are excellent, some don't seem to know how to interact or choose not to assist if asked.

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

yes

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

By reducing how relaxed and alert I feel on some journeys where I lack confidence in the bus driver's ability or willingness to provide assistance if requested.

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

Reduced my confidence to say 90% where 100% is achievable.

## **2. Mobility aid safety**

***Do you use a mobility aid?***

No

## **7. Website accessibility**

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

With difficulty - in fact I use the Move-It app as an alternative to planning journeys and reading timetables but an accessible website would be more efficient.

***What are the benefits of using websites to access information?***

When accessible these have a lot of information which if equipped with a precise search function could give me the information I want when planning a journey.

***What are the challenges of using websites to access information?***

My JAWS 2021 screen reader can't quickly navigate the Adelaide Metro website and especially it is difficult to plan alternative routes for a journey: a more powerful search function with the capacity to provide alternative routes as requested would assist. Generally the lack of WCAG 2.1 AAA scripting makes me avoid the website

***How could websites be improved to meet your needs?***

WCAG 2.1 AAA compliance plus more intelligent search functionality.

***How would improved website accessibility impact your public transport experience?***

Speed up my decision-making and reliance on family to do this for me.

## **13. Wayfinding**

***Do you need to use wayfinding?***

Yes

***How do you use wayfinding?***

Long white cane plus hand-held ultra-sound sensor plus extensive orientation training on each journey.

***What aspects of wayfinding do you rely on to navigate?***

Tactile indication of hazards (such as edge of train platforms and directional guidance in large open spaces (not necessarily Directional TGSIs))

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

Training in universal design for designers of train stations and bus interchanges including how to provide accessible pathways using tactile and luminance contrast within the design and not relying on DTGSIs and over-use of Warning TGSIs both of which are uncomfortable for passengers using wheelchairs, mobility scooters, prams and high heels. Elsewhere in this survey I described how the Adelaide Railway station could improve in this aspect.

## **14. Tactile ground surface indicators**

***Do you use tactile ground surface indicators?***

Yes

***How do you interact with directional tactile ground surface indicators?***

I use Directional TGSIs to find bus stops and Warning TGSIs to avoid platform edges.

***What are the benefits of tactile ground surface indicators?***

I can easily find my boarding point at a bus stop and can feel safe waiting for a train knowing where the safe setback from the platform edge is.

***What are the challenges associated with tactile ground surface indicators?***

Over-reliance and over-prescription: good material, colour and lighting design can provide superior alternatives to DTGSIs as described in earlier answers about my bad experience in Adelaide Railway Station. And Bus stop boarding points don't need a WTGSI at the end of the DTGSI so long as the latter ends at the prescribed safe distance from the kerb. TGSIs are no friend to people who care about the comfort of children in pushers, people using wheelchairs or mobility scooters or people with high heels.

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

Sparingly provided that a standard is developed for materials which provide sufficient tactile and luminance contrast with the surrounding platform or bus stop and that this is done in consultation with organisations representing people who are blind or vision impaired, wheelchair users and mobility scooter users, parents of small children using pushers.

***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.***

SA Dept of Planning Transport and Infrastructure accessible bus stop requirement for WTGSIs which are unnecessary as the DTGSI end point can provide the same information. My oft-written example of the lack of tactile and luminance contrast wayfinding between platform head and ticket validation gateways at Adelaide Railway station where I would strongly oppose the (mis) use of TGSIs and advocate for good design to provide wayfinding for people who are blind or vision impaired and a fit for purpose access way for people using wheelchairs and mobility scooters.

***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?***

But there needs to be a reliable wayfinding with tactile and luminance contrast between train boarding / alighting points and the ticket validation gateway and where assessed by professional orientation and mobility instructors from the gateway to entrance to the station where other cues are inadequate..

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

No, both because a significant number of people who are blind or vision impaired are also not full-time workers able to afford smart phones and because at present physical (tactile and luminance contrast) cues are reliable if designed well.