

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, taxi, and train

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

Accessible

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

The bus kneels to make the ramp not so high to access. I can get my wheelchair to the designated area quite well.

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

Maybe some sort of safety catch to make sure the wheelchair stays up when going around corners would make me feel much safer. Mine has never tipped but I always worry. With trains it would just be nice if train floors and platforms were at the same height. Also having less gap between the train and the platform if possible would be a great safety assist. Possibly a pop-out from the train.

What do you dislike about the public transport you use?

Not all the trains are set up for wheelchairs. The sunshine coast ones with the glass panels are useless for wheelchairs.

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

Ramps and lack of space. There is only room for four on the bus. Wheelchairs, Walkers, and Prams and sometimes there are more.

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

No

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

Passenger loading areas, Allocated spaces in transit

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

Bus stops could be raised to the same as bus floor height. Train platforms could have a raised area at the handicapped access area. Consider adding in some dual purpose seating areas to allow for extra busy times.

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?

The movement on the buses when going around corners or stopping especially sudden stops.

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?

Safety. I could relax, instead of trying to hang on for grim death because I can only just hold myself. If the wheelchair started to topple I would not have the strength to hold it upright.

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

More likely. I only go out when I have to.

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

I would feel that I was inconveniencing them but would happily pay a fee for service.

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?

Yes.

3. Priority seating

Can you able to 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?

no

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?

4-6

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

For me now it wouldn't as I am now in a wheelchair so my seat comes with me. But many more people are travelling with walkers and prams and crutches etc, and they all need to be able access public transport.

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?

No but I get that sometimes a reminder wouldn't hurt.

4. Allocated spaces in transit

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

Yes

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

Yes especially on the train carriages with the coastal glass panels. The wheelchair area has to be accessed by passing several seats. I can't get down the aisle. On some carriages the Wheelchairs just park next to the toilet. Thanks for that.

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

I ask them to move. I don't take no for an answer.

How have public transport operators responded to such circumstances?

They are always sympathetic, and even apologetic but its not their fault that some people are ignorant.

15. Passenger loading areas

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

Gutter edges can be a problem adding to the step length to get in or out. Some drivers don't know how to handle a walker, how to fold it , how to fit it into the car.

What are the challenges faced and why do they occur?

More driver education, more bigger cars.

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

Flat ground and a little more time.

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

Wait for another car.