

## **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, tram/light rail

***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?***

Ramps and lifts on Sydney light rail. Electronic signage and audio announcements on Sydney light rail.

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

Ramps and lifts at every train station (and signage telling you where they are). Signage and notifications about stops and interruptions. Better integration of trip planning apps

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

Train stations with no lifts or ramps mean I need to make alternative arrangements - usually longer trips by light rail. Lighting on new buses at night is really bright and stark - making it difficult to see out the window to know where I am.

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

Personal safety and convenience.

***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.***

disruptive passenger

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

Not sure, probably not much

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

Fear of personal safety. Prefer not to use public transport.

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

12, 13, 5.

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

12. lifts and ramps with signage. 13. where to go for what, 5. screens advising of upcoming stops, transfers or disruptions.

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

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

Often communication seems to be left to security guards who are not skilled or trained in providing adequate information.

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

Only on approach. Not proactive.

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

No

## **6. Lifts**

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

Sometimes they are missing or too small

***What are the barriers to using lifts?***

Knowing where they are. Lack of them.

***What features of lifts do you use and find important?***

Lighting, knowing which button letter refers to which level - C for concourse is odd. Would benefit from a diagram or the word.

***How could lifts around public transport sites be improved?***

Signage to know where they are

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

Often no notice and no alternatives.

## **7. Website accessibility**

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

To know whether a station has lift access. To plan a trip.

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

Knowing before you get there.

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

Sometimes if you have a preferred combination, it isn't suggested so you have to plan each leg manually.

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

More nuanced preferences for trip planning - which preferred mode for which area.

## **8. Communication during service disruption**

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

No

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

Yes

***Was this disruption well communicated?***

No, only happened when I arrived.

***How could communication be improved?***

A notice via NSW Opal app (like today's notice about flood) or other app

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

mobile notifications

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

email - too many emails

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

less likely to use public transport at the moment due to risk of disruption

## **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?***

No, but often lack of signage means wandering around looking for the ramp.

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

Difficulty in mobility.

## **13. Wayfinding**

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

Yes

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

To look for lifts and ramps

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

signage

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

More targetted instructions

## **16. Multiple formats of information**

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

website and mobile app

***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)?***

Easier to plan routes on a computer website (than a mobile app)

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

Difficult to explain to other people

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

Yes

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

No