General Questions

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

Metropolitan

How often do you use public transport?

Monthly

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

Taxi, 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?

Low floor storps with low floor trams are good. New or significantly upgraded training stations with lifts

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

If they got ride of old trams, provided more low floor tram stops, closed the distance and height of trains, provided more lifts to key stations such as Richmond, Toorak and Elsternwick. Created accessible drop offs and taxi ranks at key transport interfaces..........and maybe stopped shirking compliance to DSAPT and complied!

What do you dislike about the public transport you use?

The lack of seamlessness. Getting on a tram and not really knowing if the next stop or tram is accessible. Not having lifts at stations with steep ramps

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

Steep ramps, inaccessible trams and trains and poor street interfaces with ubers or taxis.

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.

Waiting in the rain for a low floor tram that never came or going to an accessible toilet that was poorly maintained

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

Upgrade the infrastructure as the law and DSAPT agreed to 20 years ago!

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

I avoid using it!

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

Accountability to Ministeral and Executive level as they make priorities happen. In specific lifts, transport interfaces, get rid of old rolling stock and technology

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

Seamless, predictable and functional

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?

Sometimes, but not having them or them being too steep is a bigger problem. Replace the steep ones with lifts

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

Cmon.....really! Silly question. That is what s annoying, obvious accessibility limitation being made more complex than they need

14. Tactile ground surface indicators

Do you use tactile ground surface indicators?

Yes

How do you interact with directional tactile ground surface indicators?

I am a wheelchair user. I must go over them at crossings, ramps and a heap of other areas they souldnt be

What are the benefits of tactile ground surface indicators?

They should highlight hazards and be consistent. We have made them too complex and the breakdown after 5 years and need replacing but are rarely replaced.

What are the challenges associated with tactile ground surface indicators?

They are inconsistent, slippery and often become damaged and an issue themselves

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

Less is better. Just use them where therre is a hazard and use contrasting colours on paving

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.

Over prescribed

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?

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

Of course and clear building lines and surfaces