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

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?

A marker on the kerb enabling busses to stop at a point where there is no street furniture to intefere with getting on ramp into/out of bus.

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

Displays at bus stops which give estimated times of arrival of busses and if they are accessible.

What do you dislike about the public transport you use?

Not knowing how long I will need to wait to the next bus.

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

Footpaths leading to bus stops

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 drivers reluctant to put out ramp for disabled pasengers

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

Better understanding by the bus dirver of the difficulties faced by people with a disability

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

Appreciated the good helpful bus drivers

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

3, 5, 12

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

Improved signage of priority seating, digital displays at bus stops, improved council footpaths

1. Staff Training and communication

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

Some staff do not appreciated issues associated with disability

How do public transport staff typically interact with you?

Usually well

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

No

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?

Yes

Would you be receptive to the installation of active restraints in public transport?

No

What would be the disadvantages to you of active restraints in public transport?

Time taken to put retraint on, bus has usually started before properly in position

If an active restraint was available without assistance from staff, how likely are you to use the system while in transit?

Somewhat unlikely

If you have had a negative experience using a mobility device, were you able to tell staff what happened?

No

3. Priority seating

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

Sometimes

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

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

Sometime unable to get on bus bacause all pririty seating in use

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, it is fairly obvious

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 quite often

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

Sometimes people are reluctant to vacate the space.

How have public transport operators responded to such circumstances?

Bus driver usually asks passengers to move if they are in a wheelcahir space

5. Digital information screens

Do you use digital information screens at public transport sites?

Yes

What display features work well and what don't?

Lising of buses number. arrival time and accessibility works well. Problem comes at bus stops with no digital displays.

How could digital displays be improved? Such as brighter colours or different fonts.

Deployment at more bus stops. Taking note of which direction sun is coming from at the time of day the route has highest usage

If these changes were implemented, would you use digital information screens or public transport more?

Yes

6. Lifts

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

Mainly work OK but occasionaly dont work.

What are the barriers to using lifts?

None

What features of lifts do you use and find important?

Buttons and displays at a suitable height for someone in a wheelchair

How could lifts around public transport sites be improved?

Better signage of non working lifts

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

Can usually find an alternative

11. Emergency egress

If there is an emergency at a public transport site, what is required to ensure that you can safely evacuate?

Egress route without steps

Have you ever been in an emergency situation at a public transport site?

no

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, eg parked e bikes

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

Sometimes need to get someone to remove blockage, resulting in misisng tram

15. Passenger loading areas

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

Some do not have access ramp for wheelchairs, or space to put wheelchair alongside taxi.

What are the challenges faced and why do they occur?

Lack of thought about the different ways people with a disability find best for getting into a taxi

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

Ability to get wheelchair alongside door of taxi, sliding board

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

Direct taxi to another area that is flat

16. Multiple formats of information

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

Digitial displays/Timetables at bus stops

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)?

For bus arrival information I prefer to have that at the bus stop as it changes. For route information I do the research online before setting out on my journey.

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

Don't always have phone with me,and dont have mobile data on phone, so cannot access information

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

Yes, but sometimes have to ring my wife to find out bus arrival information.

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

No