

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?

Bus and 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?

audio and visual notifications of stops on trains, options of types of seating/seat layouts, lights on train buttons

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

announcing stops on busses, quiet carriages actually being quiet (including lower volume of announcements), visual indicators of announcements in train stations, accurate digital displays including bus and train ETAs and stop information

What do you dislike about the public transport you use?

often crowded and noisy which causes sensory issues, unfamiliar bus routes are almost impossible because there's no way of knowing when to press the button for the next stop

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

anxiety around going on a new route and not knowing about things like station/stop access, busy and quiet times, where the right stop is etc

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?

assistance animal toileting, digital screens, wayfinding

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

provide assistance animal toilet facilities in train toilets and train station toilets, roll out digital screens at more bus stops and train stations, clear signs at train stations and visual indicators to help remember which side you came in on

1. Staff Training and communication

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

i've had train station staff have to call an ambulance for me and they were very nice and took my bike into safe keeping but otherwise seemed kind of out of their depth

How do public transport staff typically interact with you?

they don't really

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

No

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?

yes i think it helps identify where you can sit

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?

5-10% of total seating capacity maybe?

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

i think it wouldn't change things that much unless some were allocated to quiet carriages/areas and designated for those with sensory disabilities

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?

god no

5. Digital information screens

Do you use digital information screens at public transport sites?

Yes

What display features work well and what don't?

colour coded routes/lines, time to next service and the service after that so that i know if i miss the next one i'm not stuck for hours, and frequent updates are good. the bus screens around brisbane are usually wrong and that stresses me out because i think i missed the bus when it hasn't even arrived. the train screens refresh too often - it would be better to display different info on different screens instead of refreshing one screen

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

bigger text

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?

most of the ones in brisbane are glass and i have a phobia of glass lifts so i usually have to take the stairs. luckily my legs work

What are the barriers to using lifts?

as above

How could lifts around public transport sites be improved?

stop making them glass, have more than one tiny lift for a whole train station

7. Website accessibility

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

mostly on my phone

What are the benefits of using websites to access information?

gives me info when there's no digital screens on the stop/station/bus

What are the challenges of using websites to access information?

most of them suck on a mobile screen and chew up data with constant refreshing. they often don't line up with what the screens say which is confusing and scary

How could websites be improved to meet your needs?

optimise for mobile or make app versions that work and use the same data for websites as the screens (but honestly i use google maps for transport these days)

How would improved website accessibility impact your public transport experience?

it would make it less stressful to plan journeys and find the right bus/train especially when i'm going on a new route

8. Communication during service disruption

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

Yes

Was this disruption well communicated?

not really

How could communication be improved?

if a station is closed there should be signs at the entry and not the same colour as the wall so that you can actually see it. also signs about disruptions that have already happened should be removed promptly so new ones don't get ignored.

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

No

11. Emergency egress

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

calm and clear directions

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?

No

13. Wayfinding

Do you need to use wayfinding?

Yes

How do you use wayfinding?

to keep track of where i am within the station and where i'm trying to go, and remember how to get back to the bus stop or car when i come back

What aspects of wayfinding do you rely on to navigate?

signs

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

signs need big letters and maps of the station showing which ramps and stairs lead to the same place