

General Questions

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

Regional

How often do you use public transport?

Monthly

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

Taxi and Aviation Services

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?

Accessibility of luggage collection then transit to public transport(eg taxi or hire car)on aircraft arrival for a person with disability often involves long distance to transit which causes varying levels of negative stress /anxiety for the person with disability travelling alone or with a carer when managing luggage etc - this includes for physical /mobility and cognitive disability

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

To aid independence ..ready access ,in designated close by area , and availability of suitable lightweight and manouverable equipment to transit to awaiting transport option possible assistant/guide at baggage collection and flight departure area (beside airline staff at checkin kiosks/desks) to speed up process

What do you dislike about the public transport you use?

Inceasing impersonability of all systems - automated/online/app based ticketing or booking systems

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

Transitioning into seat from outside the form of transport -taxi ,plane, bus or train(often for the latter minimal time allowed even if use disability access door

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.

lack of empathy for the person with disability(cognitive/dementia) by service providers when travelling with person as a carer-eg not understanding carer trying to manage person's physical and emotional need as well as physically handle luggage! Even after providing visual card to indicate situation..insensitive Derogatory tone and comment about person with disability in the person's presence where they could hear .

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

To have called provider for an access "taxi" instead of using ranked taxi-although travelling by air this is difficult with judging time required without enduring significant wait

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

Tried a changed option- with much more success

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

1,3,4,8,12,15

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

1)increased staff training to ensure positive, succinct, timely communication this also applies to 8) Areas 3,4,12,16 need to be considered with on the ground ,in person consultation with people representing a range of disability-physical ,cognitive ,sensory

1. Staff Training and communication

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

Many do not know how to respond to person with cognitive disability, in particular with dementia- eg if person is having difficulty verbalising , physically moving or providing ID "quickly" when they can see a disability I observed increased readiness to provide "time" required for independent communication

How do public transport staff typically interact with you?

Varied responses ; I very quickly learned to carry an explanation card that when produced would visually inform people with resultant quick response

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

No

2. Mobility aid safety

Do you use a mobility aid?

No

3. Priority seating

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

When travelling with my partner who had dementia I found he could not do this independently

Should priority seats be a different colour? If yes, what colour should they be and why?

Yes - maybe Yellow?-I am not sure what various disability advocate groups recommend; definitely not patterned floors with black in them

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?

possibly 4 as it maybe that carer may need to be seated next to person with disability

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

a psioivtve move as less anxiety trying to be seated quickly

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?

I would carry ID not wear

4. Allocated spaces in transit

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

Generally yes

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

on occasions people, yes yet generally people move when they are asked or realisereadily move

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

generally someone else has given their seat

How have public transport operators responded to such circumstances?

usually no "conductor" or personnel present to address issue on the spot

5. Digital information screens

Do you use digital information screens at public transport sites?

Yes

What display features work well and what don't?

For schedules:-Less cluttered information; clearly defined with marked difference between background colour and text: for conveniences diagramatic /pictorial representations usually ok ..some male /female/ acess symbols difficult to differentiate

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

as for 36above

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

yes

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?

Yes

How could communication be improved?

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

as a carer-timing of communication important-prior Verbal, visual at site and via phone(text)

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

sometimes no accessibility to internet

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

Timing of notification important

9. Gangways

Have you ever had trouble boarding or departing a ferry, due to a steep gangway caused by a low or high tide?

Yes

Please describe what occurred

ability to ascend gangway due to steepness meant need to depend on solidity of handrail to "pull" self up to level landing

What happened as a result of this situation?

took time with physical support and assistance

11. Emergency egress

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

space and assistance to move as quickly as possible

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?

occasionally

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

increased time taken to reach transport

15. Passenger loading areas

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

safely negotiating the various height difference between the kerb and taxi doorway-

What are the challenges faced and why do they occur?

depth perception issues due to dementia and partial sight loss

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

flat surface .possible colour differentiation(eg Yellow) to indicate where to step/walk

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

require assistance to negotiate the different levels