

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

75% of respondents lived in a metropolitan area, 17% lived in a regional area, and 8% lived in a rural area.

How often do you use public transport?

16% used transport daily, 31% weekly, 24% monthly, 11% seasonal use, 8% yearly, and 10% never.

What sort of public transport do you typically use?

Buses and trains were the most commonly used form of public transport, followed by taxis and trams. Most responses did not typically use ferries, light rail, coaches or aviation services.

How would you rate the overall accessibility of the public transport you use?

10% of replies selected Very accessible, 10% of replies selected Not accessible, 28% selected accessible, and 52% selected somewhat accessible.

Thinking about the public transport you use, what are some features that you like and make public transport more accessible to you?

71 answers were received. The most common features people liked were:

- Announcements
- Access ramps
- Accessible bus stops
- Accessible stations
- Accessible trains and buses
- Good signage
- Online planning

What could be improved to ensure people with disability have better access to public transport?

Of the 74 responses, the most common answers were:

- Old stations are not accessible
- There aren't enough bus stops
- Not all buses trains and trams are accessible
- Bus stops don't have accessible pathways
- Disability awareness training for staff
- Restraints to stop wheelchairs moving in transit.
- More ramps are needed.

What do you dislike about the public transport you use?

Of the 74 responses, the most common answers were:

- Using ramps instead of lifts, and lifts are often out of order
- Infrequent, unreliable services and long wait times
- Overcrowding
- Lack of respect from members of the public
- Poor communication about what is and is not accessible

What is the greatest barrier for people with disability accessing public transport?

Of the 74 responses, the most common themes were:

- The stigma associated with disability and the attitudes of other passengers.
- Being unable to physically get on board.
- Too many gaps in coverage with long distances to get to bus stops with footpaths that are difficult to use or don't go to bus stops.
- A lack of empathy and compassion from public transport staff.
- A lack of accessible seats
- Inconsistent information about accessibility.
- Poor signage.

Why do you not use public transport?

8 respondents answered that they did not use public transport. The most common reasons why were:

- Bus stops are not accessible
- Services are unreliable
- Conveyances are not accessible

What could be improved to make public transport more accessible to you or make it a more preferable choice than it is currently?

8 answers were received The most common reasons why were:

- Better timetables with more frequent and reliable service
- Ensure all buses are accessible
- Make all platforms wheelchair accessible
- Ensure footpaths connect to bus stops

Have you ever had a negative experience while using public transport?

86% of responses answered Yes. 14% answered No.

Can you describe that negative experience?

71 responses described a negative experience they had encountered on public transport.

- Abuse by other passengers, people refusing to give up the priority seat or allocated space.
- Poor treatment by public transport staff
- Staff refusing to lower a ramp to allow person to board.
- Drive departs stop before person has time to sit down.
- Cancelled services
- Falling in transit causing injury

What could have been done differently to prevent the situation occurring?

The most common answers were:

- Better training for staff
- Educate people not all disabilities are visible, possibly with signs.
- Driver should wait for passengers to be seated.
- Operators and providers should comply with the DDA.

- Automated ramps
- Install active restraints
- Better communication of delays and of accessibility.

How did that experience impact your use of public transport?

The most common answered were:

- Decreased desire and an unwillingness to use public transport
- Afraid to use public transport
- Increased anxiety when using public transport.
- Feel invisible and unwelcome
- Stopped using that form of public transport entirely.
- Stopped using public transport independently

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

The areas of reform were ranked in the following order by answers:

1. Staff training and communication
2. Mobility aid safety
3. Priority seating
4. Fit-for-purpose accessways
5. Lifts
6. Multiple formats of information
7. Allocated spaces in transit
8. Communication during service disruption
9. Passenger loading areas
10. Digital Information screens
11. Emergency Egress
12. Gangways
13. Assistance animal toileting facilities
14. Website accessibility
15. Wayfinding
16. Tactile ground surface indicators

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

76 answers were received; the most common themes were:

- More information in more places including more screens and more braille.
- More funding from government
- Improve staff training
- More priority seating that is clearly identifiable
- Better apps
- More announcements
- Co-design