

The Whole Journey



A submission by Elizabeth Edmondson

Wheelchair user of public transport for 5 years

Elizabeth.edmondson@live.com

29/5/2017

Planning Journey

Transperth app

I have just tried this app for a regular trip I make - home to Sir Charles Gairdner Hospital.

- It did not give me the option I always take of catching the 950 bus – a much shorter distance to walk.
- It does not tell me whether the buses are wheelchair accessible.
- When planning a new journey to an unfamiliar area, I have to plan my journey on the Transperth website, and once I have found out what buses I catch I then have to download the relevant timetable, to see if the wheelchair symbol is on the cover.

Transperth App improvement

- Wheelchair symbol included in app

Bus Stops

- I have attached 3 photos of bus stops –
- The sign is in grass area making it difficult to get close enough to read.
- A disruption sign covering the timetables
- Grassed area only at bus stop.

Bus stop improvements

- Wheelchair symbol on the bus stop if serviced by accessible buses.
- Concrete base and ramps to get off the grassed area at all bus stops.

Perth Bus Port

- The overhead display is very hard to read, especially when trying to find a new bus service. There are no displays at eye level when sitting in a wheel chair.

Suggestions

- More educational videos aimed at school children, as the whole bus is held up while I have to ask repeatedly for the children to move out of the disabled area, so I can get my wheelchair in.
- Also a video aimed at the general public on how they help a fellow disabled passenger. E.g. lifting up the seats, or waiting for me to turn around, instead of trying to walk around me.
- On the trains, could the announcements include doors opening on the right (or left) at the next station?
- I have also included a photo taken on the local Canberra bus, they have a display of the next three bust stops plus an estimated time of arrival. Announcements are also made of the next stop.
- The tag on displays on buses, are all at different heights, making it impossible to read in a wheelchair.