Finding Information

Have you faced any barriers that stop you from finding information about public transport?

Bus stops don't always have timetables displayed. Font is not always in an accessible size. Aspect or position of signs can also create barriers. Bus drivers don't always have printed copies of timetables. Telephone service to find out timetabling and routes is not always helpful. Websites are not always user friendly for phones.

Do you think our new ideas will work well?

Would like to see Easy Read bus timetables, larger font (dyslexic font), and font that can be read by a screen reader. Better customer support. Would also like to see a consistent travel card throughout the country.

Arriving at Public Transport

Have you faced any barriers when you:

- arrive at public transport?

- wait for public transport?

Bus stops are not always accessible eg: inaccessible ramps, lack of paths, thick grass to navigate. Sometimes difficult to know where to stand and knowing if it is safe. Visibility for bus drivers to see the bus stop. Safe places for buses to stop. Lack of signage. Lack of connecting footpaths. Bus stop seats sometimes blend with the ground so difficult to sit down without injury.

Do you think our new ideas will work well?

Orange bus stop poles work well. More tactile ground surfaces/symbols. Prioritise bus stop upgrades. Notification for the bus driver that there is someone waiting at the bus stop to be collected (like the bell on the bus/and a traffic light system or similar). Accessible, well-lit shelters. Differentiating seat with wall and ground colours. Emergency call buttons at bus stops/shelters. All transport to have ramps or advertise to passenger when then next ramped bus is due.

Using Public Transport

Have you faced any barriers when you try to use public transport?

Issue with connectivity of buses. No audio when pressing the "next stop" button. Limited services.

Do you think our new ideas will work well?

Public Transport Companies should be more invested in community engagement.