



Accessible Public Transport for Disabled People Survey

The Human Rights Commission is doing a survey of accessible public land transport for disabled people.

What part of the country are you from? _____

What kind of impairment do you have? *(You may tick more than one box.)*

- Mobility impairment
- Sight impairment
- Hearing impairment
- Experience of mental illness
- Intellectual impairment
- Choose not to answer

Have you used public land transport in last year?

- Yes
- No

If you answered "yes", have you used buses, trains or taxis in the last year? *(You can tick more than one box.)*

- Buses
- Trains
- Taxis

What features did you find helpful?

What features could be improved?

If you answered "no", what factors have stopped you using public transport?
Tick as many boxes as apply. For each of the options you tick please provide details in the 'More Info' box at the end of the question, if you would like to tell us more about the barriers you have faced.

Barriers to bus use:

- No services in my area
- Time table information not accessible
- Services don't go to the desired destination
- Can't get to the bus stop
- Can't identify the bus service at the bus stop
- Can't rely on an accessible bus being on the route(s) I need
- Buses not accessible
- Don't know when to get off the bus
- Unable to get from the bus stop to my destination
- Previous experience has put me off using buses
- Other (please specify below)

More Info _____

What would be the impact(s) on your life if you were able to use buses?

Barriers to train use:

Tick as many boxes as apply. For each of the options you tick please provide details in the 'More Info' box at the end of the question, if you would like to tell us more about the barriers you have faced.

- No services in my area
- Too expensive
- Time table information not accessible
- Can't get to or on to the train station
- Trains not accessible
- Don't know when to get off the train
- Unable to get from the train stop to my destination
- Previous experience has put me off using trains
- Other (please specify below)

More Info _____

What would be the impact(s) on your life if you were able to use trains?

Have you used a taxi in the last year?

- Yes
- No

If you answered yes, Did you use the Total Mobility subsidy?

- Yes
- No

If you answered "no", what factors stopped you using taxis? *Tick as many boxes as apply.*

- Too expensive
- Wheelchair Accessible Taxis not available at the time needed
- Unable to book or order a taxi
- No taxi service in our area
- Other (Please specify in below)

What would be the impact(s) on your life if you were able to use Taxis?

Additional Information

Is there anything else you want to tell us about public transport services in your area?

Contact Details (Optional)

In some circumstances you may be able to make a complaint to the Commission about your access to public transport. If you would like to know more about making a complaint please provide preferred contact details.

Please contact me with more info about making a complaint to the Human Rights Commission.

Name: _____

Address: _____

Email: _____

Survey Results

The survey will run for the month of July 2009. A summary of the results of the survey will be available in August 2009.

The Commission produces an email newsletter, *Manahau*, with a focus on human rights issues for disabled people. If you would like to receive the survey results, or subscribe to *Manahau*, please complete your details in the space above.

I would like to receive results of the survey.

I would like to receive the Commission newsletter *Manahau*.

Please return your completed survey to Bruce Coleman, Human Rights Commission, PO Box 1578, Christchurch or by fax it to 03 353 0959 by July 31st.



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