**Accessibility on Public Transport Survey**

# 1. What is your age?

| Age | Tick box |
| --- | --- |
| 18 – 24 |  |
| 25 – 34 |  |
| 35 – 44 |  |
| 45 – 54 |  |
| 55 – 64 |  |
| 65+ |  |

# 2. What best describes the type of disability you have?

# 3. What area do you normally travel from?

# What area do you normally travel to?

# 4. What type of area are you travelling from?

| Area | Tick box |
| --- | --- |
| City |  |
| Town |  |
| Village |  |
| Rural Area |  |

# 5. What type of area are you travelling to?

| Area | Tick box |
| --- | --- |
| City |  |
| Town |  |
| Village |  |
| Rural Area |  |

# 6. What Public Transport service do you use most?

| Public Transport Service | Tick box |
| --- | --- |
| Dublin Bus |  |
| Bus Éireann |  |
| Luas |  |
| Irish Rail |  |
| Go-Ahead |  |
| TFI Local Link |  |
| Taxis |  |

Other (please specify)

# 7. How often do you travel on that service?

| Frequency | Tick box |
| --- | --- |
| Every day/weekday |  |
| 2 to 4 days per week |  |
| Once a week |  |
| At least once a month |  |
| Once every 2 to 3 months |  |
| Less frequently |  |

# 8. What is your main reason for choosing that service?

| Reason | Tick box |
| --- | --- |
| Quickest |  |
| Lack of alternative |  |
| Reliability |  |
| Habit |  |
| Personal Safety |  |
| Good Value |  |

Other (please specify)

# 9. What do you use that service mostly for?

| Why | Tick box |
| --- | --- |
| Shopping |  |
| Leisure/Sports |  |
| Work |  |
| School/College |  |
| Travelling home at the weekends |  |

Other (please specify)

# 10. What type of ticket do you use most often?

| Type of ticket | Tick box |
| --- | --- |
| Cash ticket |  |
| Online ticket |  |
| Leap card |  |
| Free travel pass/DSP card |  |

Other (please specify)

**11.** How do you get your journey information?

| How do you get your journey information | Tick box |
| --- | --- |
| None |  |
| Know time and route |  |
| Timetable/information published at stops/stations |  |
| A timetable that I printed from the transport website |  |
| A transport app. |  |
| A transport website |  |
| Google maps/Apple maps |  |

Other (please specify)

# 12. What do you think about the timetables displayed at most stops or stations?

| Opinion | Tick box |
| --- | --- |
| I use timetables a lot |  |
| Times are unreliable |  |
| View timetables online |  |
| The service is very frequent and so I just tend to arrive |  |
| Use my app more |  |
| My stop has real time information |  |

Other (please specify)

# 13. Do you own a mobile phone?

Yes       No

# 14. Do you use an App on your phone to give you live times of the services?

Yes       No

# 15. Which App do you use most often?

| Which app | Tick box |
| --- | --- |
| TFI Real Time Ireland |  |
| Dublin Bus Official (Only show Dub Bus Users) |  |
| Luas Official (Only show Luas Users) |  |
| Irish Rail Official (Only show Irish Rail Users) |  |
| Unofficial App |  |
| I don’t know what App I use |  |

Other (please specify)

# 16. How satisfied or dissatisfied are you with your experiences on public transport?

| Level of satisfaction | Tick box |
| --- | --- |
| Very satisfied |  |
| Fairly satisfied |  |
| Neither satisfied nor dissatisfied |  |
| Fairly dissatisfied |  |
| Very dissatisfied |  |

# 17. How satisfied or dissatisfied are you with your experiences with Taxis?

| Level of satisfaction | Tick box |
| --- | --- |
| Very satisfied |  |
| Fairly satisfied |  |
| Neither satisfied nor dissatisfied |  |
| Fairly dissatisfied |  |
| Very dissatisfied |  |

# 18. Thinking about the stop or station where you normally catch your bus, how satisfied or dissatisfied are you with:

# Overall condition of the platform/station/bus stop

| Level of satisfaction | Tick box |
| --- | --- |
| Very satisfied |  |
| Fairly satisfied |  |
| Neither satisfied nor dissatisfied |  |
| Fairly dissatisfied |  |
| Very dissatisfied |  |
| Don’t know/ Not applicable |  |

# Accessibility of the platform/station/ bus stop

| Level of satisfaction | Tick box |
| --- | --- |
| Very satisfied |  |
| Fairly satisfied |  |
| Neither satisfied nor dissatisfied |  |
| Fairly dissatisfied |  |
| Very dissatisfied |  |
| Don’t know/ Not applicable |  |

# The real time information sign

| Level of satisfaction | Tick box |
| --- | --- |
| Very satisfied |  |
| Fairly satisfied |  |
| Neither satisfied nor dissatisfied |  |
| Fairly dissatisfied |  |
| Very dissatisfied |  |
| Don’t know/ Not applicable |  |

# Timetable/information panel

| Level of satisfaction | Tick box |
| --- | --- |
| Very satisfied |  |
| Fairly satisfied |  |
| Neither satisfied nor dissatisfied |  |
| Fairly dissatisfied |  |
| Very dissatisfied |  |
| Don’t know/ Not applicable |  |

# The range of facilities provided at the station

| Level of satisfaction | Tick box |
| --- | --- |
| Very satisfied |  |
| Fairly satisfied |  |
| Neither satisfied nor dissatisfied |  |
| Fairly dissatisfied |  |
| Very dissatisfied |  |
| Don’t know/ Not applicable |  |

# Transport links/connections with other modes of transport at the station

| Level of satisfaction | Tick box |
| --- | --- |
| Very satisfied |  |
| Fairly satisfied |  |
| Neither satisfied nor dissatisfied |  |
| Fairly dissatisfied |  |
| Very dissatisfied |  |
| Don’t know/ Not applicable |  |

# That the shelter provides sufficient cover during periods of bad weather

| Level of satisfaction | Tick box |
| --- | --- |
| Very satisfied |  |
| Fairly satisfied |  |
| Neither satisfied nor dissatisfied |  |
| Fairly dissatisfied |  |
| Very dissatisfied |  |
| Don’t know/ Not applicable |  |

# 19. Thinking about service you normally travel on, how satisfied or dissatisfied are you with:

# The overall condition of the bus/coach/train/tram

| Level of satisfaction | Tick box |
| --- | --- |
| Very satisfied |  |
| Fairly satisfied |  |
| Neither satisfied nor dissatisfied |  |
| Fairly dissatisfied |  |
| Very dissatisfied |  |
| Don’t know/ Not applicable |  |

# The level of crowding inside

| Level of satisfaction | Tick box |
| --- | --- |
| Very satisfied |  |
| Fairly satisfied |  |
| Neither satisfied nor dissatisfied |  |
| Fairly dissatisfied |  |
| Very dissatisfied |  |
| Don’t know/ Not applicable |  |

# The availability of seats or spaces

| Level of satisfaction | Tick box |
| --- | --- |
| Very satisfied |  |
| Fairly satisfied |  |
| Neither satisfied nor dissatisfied |  |
| Fairly dissatisfied |  |
| Very dissatisfied |  |
| Don’t know/ Not applicable |  |

# Your personal safety during the journey

| Level of satisfaction | Tick box |
| --- | --- |
| Very satisfied |  |
| Fairly satisfied |  |
| Neither satisfied nor dissatisfied |  |
| Fairly dissatisfied |  |
| Very dissatisfied |  |
| Don’t know/ Not applicable |  |

# Ability to get on the first bus/coach/train/tram that arrives

| Level of satisfaction | Tick box |
| --- | --- |
| Very satisfied |  |
| Fairly satisfied |  |
| Neither satisfied nor dissatisfied |  |
| Fairly dissatisfied |  |
| Very dissatisfied |  |
| Don’t know/ Not applicable |  |

# The time taken for people to get on the bus/coach/train/tram

| Level of satisfaction | Tick box |
| --- | --- |
| Very satisfied |  |
| Fairly satisfied |  |
| Neither satisfied nor dissatisfied |  |
| Fairly dissatisfied |  |
| Very dissatisfied |  |
| Don’t know/ Not applicable |  |

# Ease of paying/validating your ticket

| Level of satisfaction | Tick box |
| --- | --- |
| Very satisfied |  |
| Fairly satisfied |  |
| Neither satisfied nor dissatisfied |  |
| Fairly dissatisfied |  |
| Very dissatisfied |  |
| Don’t know/ Not applicable |  |

# 20. With regard to the staff on the service you normally travel on, how satisfied are you with their customer service and assistance to you?

| Level of satisfaction | Tick box |
| --- | --- |
| Very satisfied |  |
| Fairly satisfied |  |
| Neither satisfied nor dissatisfied |  |
| Fairly dissatisfied |  |
| Very dissatisfied |  |
| Don’t know/ Not applicable |  |

# 21. In your opinion is the service better now, worse or about the same as it was versus 12 months ago?

| Your opinion | Tick box |
| --- | --- |
| Better now |  |
| About the same |  |
| Worse than it was |  |
| Don’t know |  |

# 22. Do you have any suggested areas for improvement for public transport?

| Suggestions | Tick box |
| --- | --- |
| Yes |  |
| No |  |
| Don’t know |  |

Other (please specify)

# CLASSIFICATION QUESTIONS

## Can we ask you to provide us with your name and contact details please?

### We will not share your details with any 3rd party.

Could you provide your name?

Could you provide an email address?

We kindly ask you to submit your form to the following address:

For Postal:

Transport Accessibility Manager, Dún Scéine, Iveagh Court, Harcourt Lane, Dublin2, D02WT20

For Online:

[Email](mailto:accessibility@nationaltransport.ie)