

No larmråd färe



# **Accessibility on Public Transport Survey**



# What is your age?

Please tick one box



Question 2

# What best describes the type of disability you have?

What area do you normally travel to?						
Rural area						
-						

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

Please tick one box



Question 6

# What Public Transport service do you use most?

Please tick one box

Dublin Bus	Bus Éireann	Luas	Irish Rail	
Go-Ahead	TFI Local Link	Taxis		

Private/Commercial Other (please specify)

#### Question 7

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

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	

# What is your main reason for choosing that service?

Please tick one box

Quickest	Lack of alternative	Reliability	
Habit	Personal safety	Good value	
Other (please speci	fy)		

Question 9

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

Shopping	Leisure/Sports		Work	
School/College	Travelling home at	the weekends		
Other (please specif				

# What type of ticket do you use most often?

Please tick one box

Cash ticket	Online ticket	Leap card	
Free travel pass /DSP card			
Other (please specify)			_

Question 11

# How do you get your journey information?

None	Know time and route	Timetable/information published at stops/stations	
A timetable that I pr	inted from the transport website		
A transport app.	A transport website	Google maps/Apple maps	
Other (please specify)			

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

You may tick more than one box

l use the 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	on		
Other (please specify)			

Question 13

#### Do you own a mobile phone?

Please tick one box

Yes		No	
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Question 14

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

Yes	No	
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#### Which App do you use most often?

Please tick one box

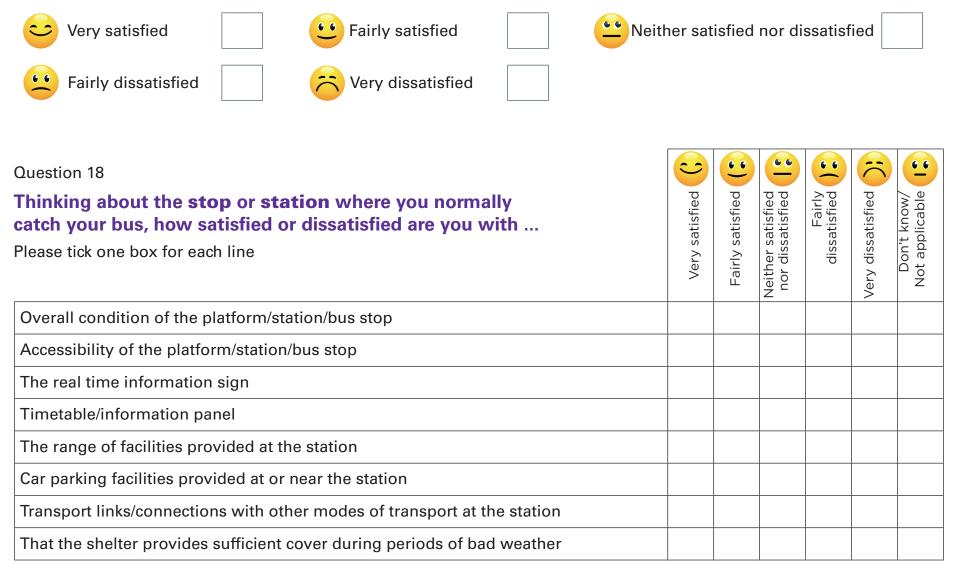


#### Question 16

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

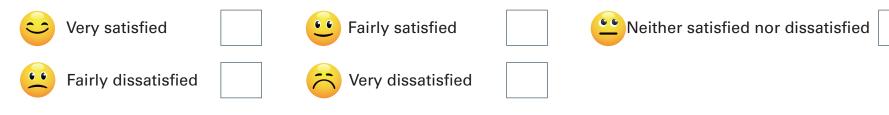


### How satisfied or dissatisfied are you with your experiences with Taxis?



Question 19 <b>Thinking about the service you normally travel on,</b> <b>how satisfied or dissatisfied are you with</b> Please tick one box for each line	satisfied	/ satisfied	ther satisfied <b>1</b>	/ dissatisfied	dissatisfied	Don't know/ Not applicable
	Very	Fairly	Neither nor diss	Fairly	Very	Don' Not a
The overall condition of the bus/coach/train/tram						
The level of crowding inside						
The availability of seats or spaces						
Your personal safety during your journey						
Ability to get on the first bus/coach/train/tram that arrives						
The time taken for people to get on the bus/coach/train/tram						
Ease of paying/validating your ticket						

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



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

Please tick one box

Better now		About the same		Worse than it was		Don't know	
Question 22							
Do you have a	any sugges	ted areas for imp	rovement	for public transpo	ort?		
Please tick one k	хох						
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 third party.

Yes		No	
		-	
Could you pro	ovide	vour full nar	ne?

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 Dublin 2 D02 WT20

For Online: accessibility@nationaltransport.ie

If you would like someone to call you and assist you with the survey please leave your contact details on accessibility@nationaltransport.ie

