

## Accessibility on Public Transport Survey



Question 1

**What is your age?**

Please tick one box

18-24 ☐ 25-34 ☐ 35-44 ☐ 45-54 ☐ 55-64 ☐ 65+ ☐

Question 2

**What best describes the type of disability you have?**

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Question 3

**What area do you normally travel from?** \_\_\_\_\_

**What area do you normally travel to?** \_\_\_\_\_

Question 4

**What type of area are you travelling from?**

Please tick one box

City ☐ Town ☐ Village ☐ Rural area ☐

Question 5

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

Please tick one box

City

☐

Town

☐

Village

☐

Rural area

☐

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?**

Please tick one 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

☐

Question 8

**What is your main reason for choosing that service?**

Please tick one box

Quickest	<input type="checkbox"/>	Lack of alternative	<input type="checkbox"/>	Reliability	<input type="checkbox"/>
Habit	<input type="checkbox"/>	Personal safety	<input type="checkbox"/>	Good value	<input type="checkbox"/>

Other (please specify) \_\_\_\_\_

Question 9

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

Please tick one box

Shopping	<input type="checkbox"/>	Leisure/Sports	<input type="checkbox"/>	Work	<input type="checkbox"/>
School/College	<input type="checkbox"/>	Travelling home at the weekends	<input type="checkbox"/>		

Other (please specify) \_\_\_\_\_



Question 10

**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?**

Please tick one 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) \_\_\_\_\_

Question 12

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

You may tick more than one box

- |   |                          |                      |                          |                        |                          |
|---|--------------------------|----------------------|--------------------------|------------------------|--------------------------|
| I use the timetables a lot                                | <input type="checkbox"/> | Times are unreliable | <input type="checkbox"/> | View timetables online | <input type="checkbox"/> |
| The service is very frequent and so I just tend to arrive | <input type="checkbox"/> |                      |                          | Use my app more        | <input type="checkbox"/> |
| My stop has real time information                         | <input type="checkbox"/> |                      |                          |                        |                          |

Other (please specify) \_\_\_\_\_

Question 13

**Do you own a mobile phone?**

Please tick one box

- |     |                          |    |                          |
|-----|--------------------------|----|--------------------------|
| Yes | <input type="checkbox"/> | No | <input type="checkbox"/> |
|-----|--------------------------|----|--------------------------|

Question 14

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

Please tick one box

- |     |                          |    |                          |
|-----|--------------------------|----|--------------------------|
| Yes | <input type="checkbox"/> | No | <input type="checkbox"/> |
|-----|--------------------------|----|--------------------------|

Question 15

**Which App do you use most often?**

Please tick one box

TFI RealTime 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) \_\_\_\_\_

Question 16

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

Please tick one box



Very satisfied

☐

Fairly satisfied

☐

Neither satisfied nor dissatisfied

☐

Fairly dissatisfied

☐

Very dissatisfied

☐

Please tick one box

 Very satisfied ☐
 Fairly satisfied ☐
 Neither satisfied nor dissatisfied ☐

 Fairly dissatisfied ☐
 Very dissatisfied ☐







### Question 18

Please tick one box for each line

**Question 18**

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

Please tick one box for each line







	 Very satisfied	 Fairly satisfied	 Neither satisfied nor dissatisfied	 Fairly dissatisfied	 Very dissatisfied	 Don't know/Not applicable
Overall condition of the platform/station/bus stop						
Accessibility of the platform/station/bus stop						
The real time information sign						
Timetable/information panel						
The range of facilities provided at the station						
Car parking facilities provided at or near the station						
Transport links/connections with other modes of transport at the station						
That the shelter provides sufficient cover during periods of bad weather						



Question 19

**Thinking about the service you normally travel on, how satisfied or dissatisfied are you with ...**






Please tick one box for each line

	 Very satisfied	 Fairly satisfied	 Neither satisfied nor dissatisfied	 Fairly dissatisfied	 Very dissatisfied	 Don't know/Not applicable
The overall condition of the bus/coach/train/tram	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The level of crowding inside	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The availability of seats or spaces	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Your personal safety during your journey	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ability to get on the first bus/coach/train/tram that arrives	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The time taken for people to get on the bus/coach/train/tram	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ease of paying/validating your ticket	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Question 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?**

Please tick one box

 Very satisfied	<input type="checkbox"/>	 Fairly satisfied	<input type="checkbox"/>	 Neither satisfied nor dissatisfied	<input type="checkbox"/>
 Fairly dissatisfied	<input type="checkbox"/>	 Very dissatisfied	<input type="checkbox"/>		

Question 21

**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 any suggested areas for improvement for public transport?**

Please tick one 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 third party.

Yes ☐ No ☐

**Could you provide your full 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**

**Dublin 2**

**D02 WT20**

**For Online:**

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

