

Irish Wheelchair Association
National Transport Survey 2018
Advocacy Department
Report October 2018

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Introduction

IWA’s Quality and Standards Department conducted this survey alongside the Advocacy Department in order to gain feedback from people with disabilities about their experiences when using public transport in Ireland.

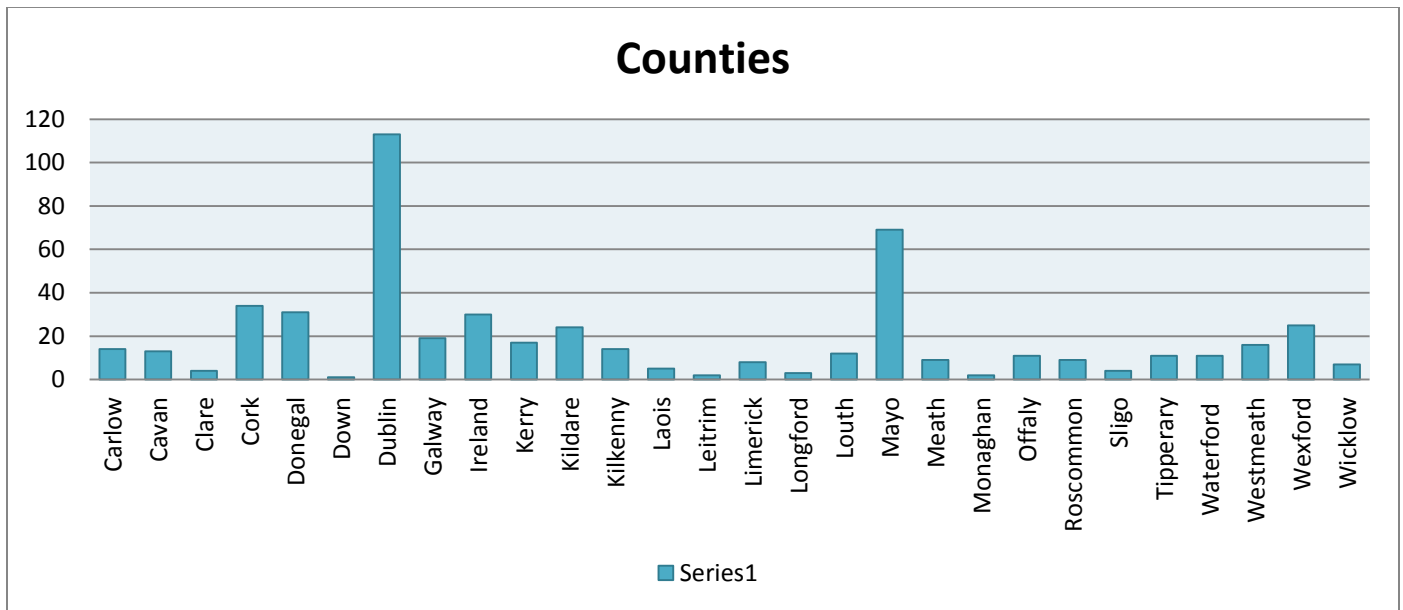
Transport is key to people with physical disabilities realising their independence. When it comes to holding down a job, socialising or going on holidays just getting there can often be the greatest challenge to overcome.

Access to transport is recognised as a vital component for people with disabilities to achieve full participation in the economic and social life of society.

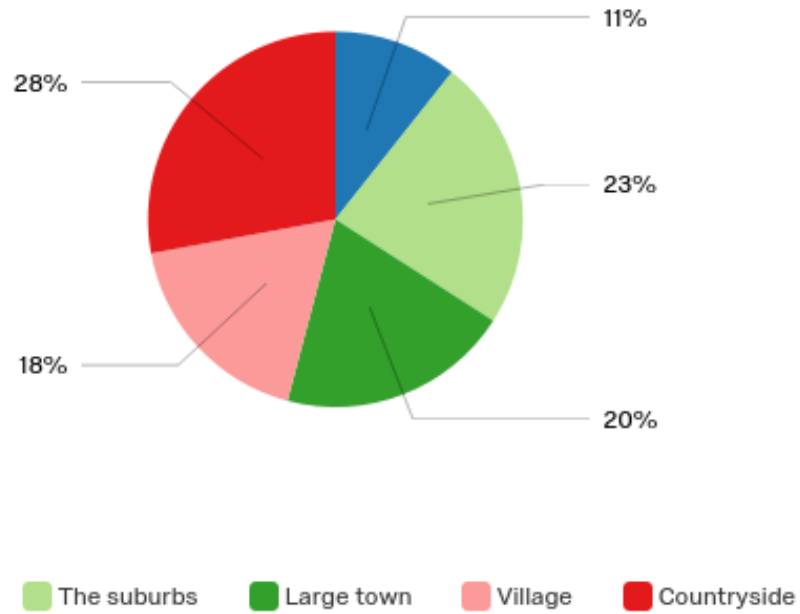
IWA Advocacy Department lobby the government and the Department of Transport for funding to make public transport accessible for all. This survey will assist in supporting our lobbying as it gives us a very clear picture of the experiences people with disabilities encounter when trying to access public transport

The survey was distributed through social media, namely Facebook and Twitter, overall 537 people responded to this survey.

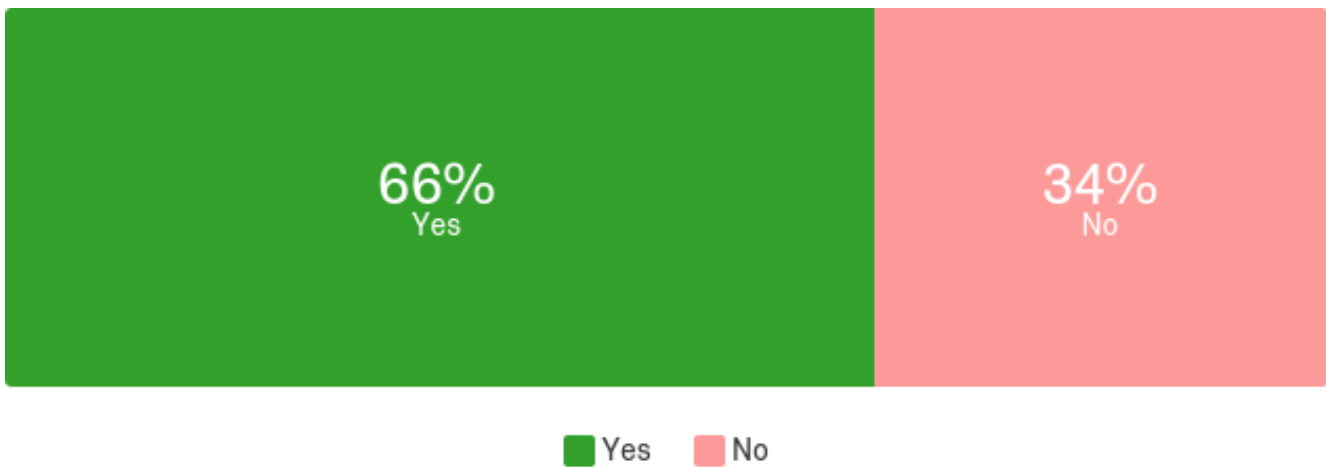
Which county do you live in?



Do you live in....

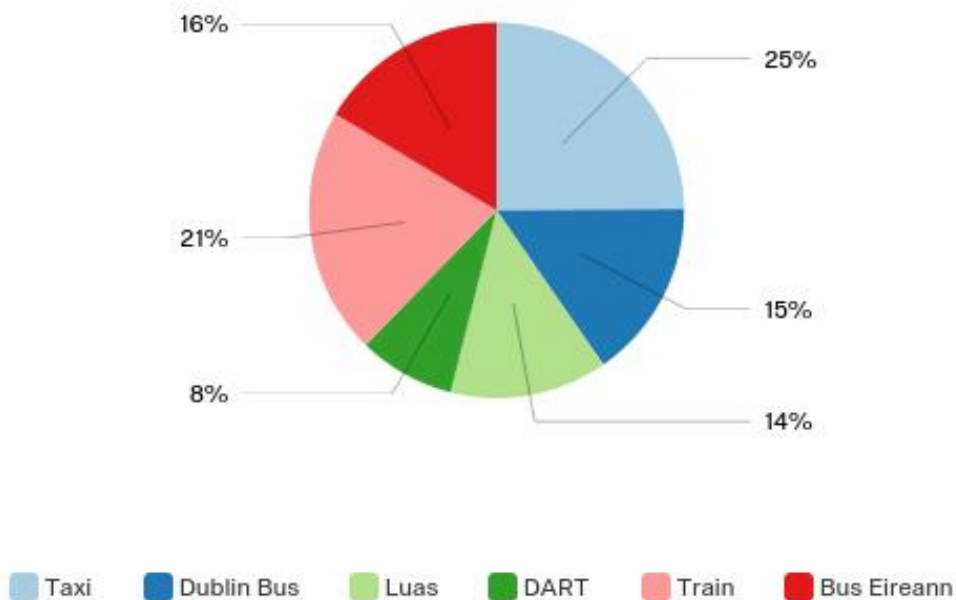


Do you use public transport?



Although some respondents selected 'No' to the question 'Do you use public transport?', investigation into the data shows us that a lot of those people selected that they use taxis. As people pay for taxis privately and at such a high cost, we believe some people don't consider that to be a form of 'public transport' but more of a 'private hire'.

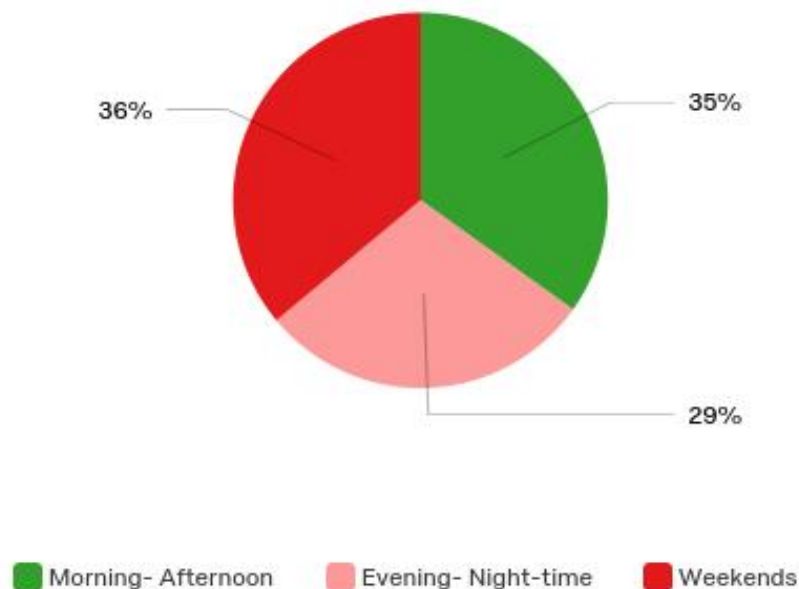
Please tick the types of public transport that you use...



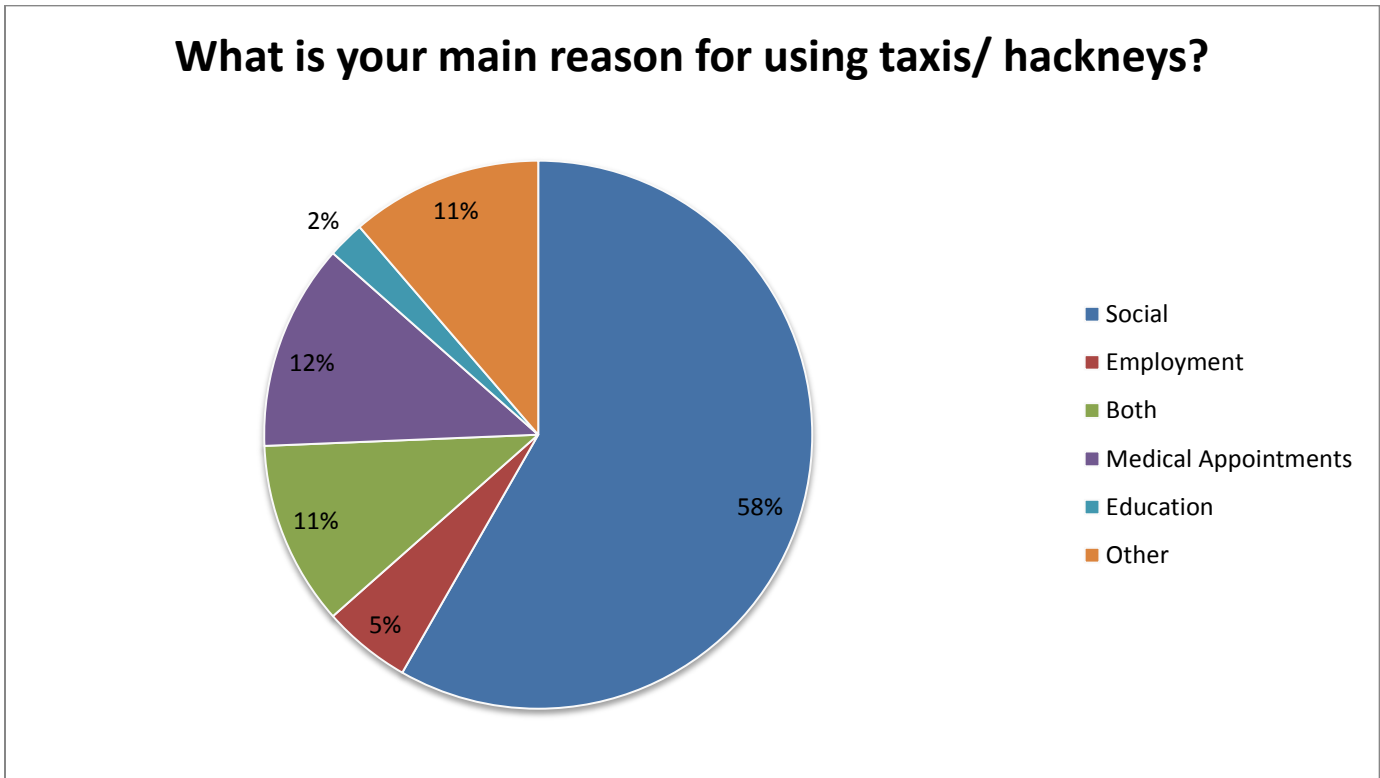
Taxi Queries

This section contains information gathered in relation to people's experience with Taxi services and how accessible they find them. When respondents were asked whether they use taxis or hackneys, 86% of people said they use taxis. This survey shows that respondents mostly use local taxi companies or the 'MyTaxi' app to book their journey.

Would you use taxis/hackneys usually...



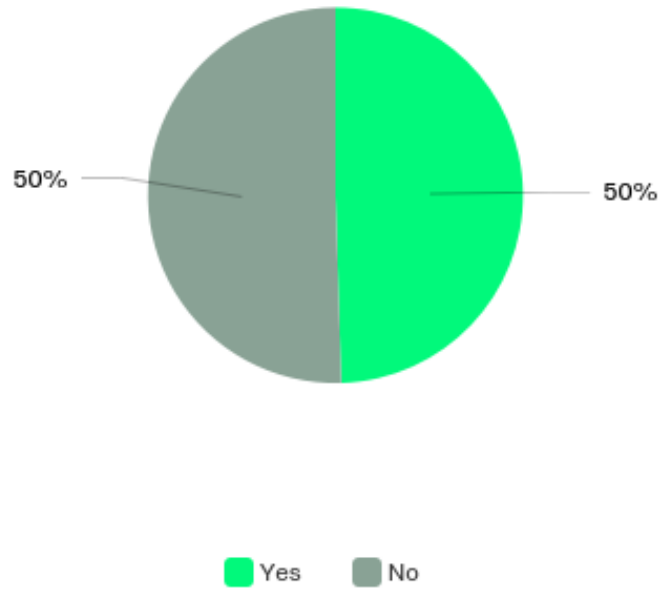
What is your main reason for using taxis/hackneys?



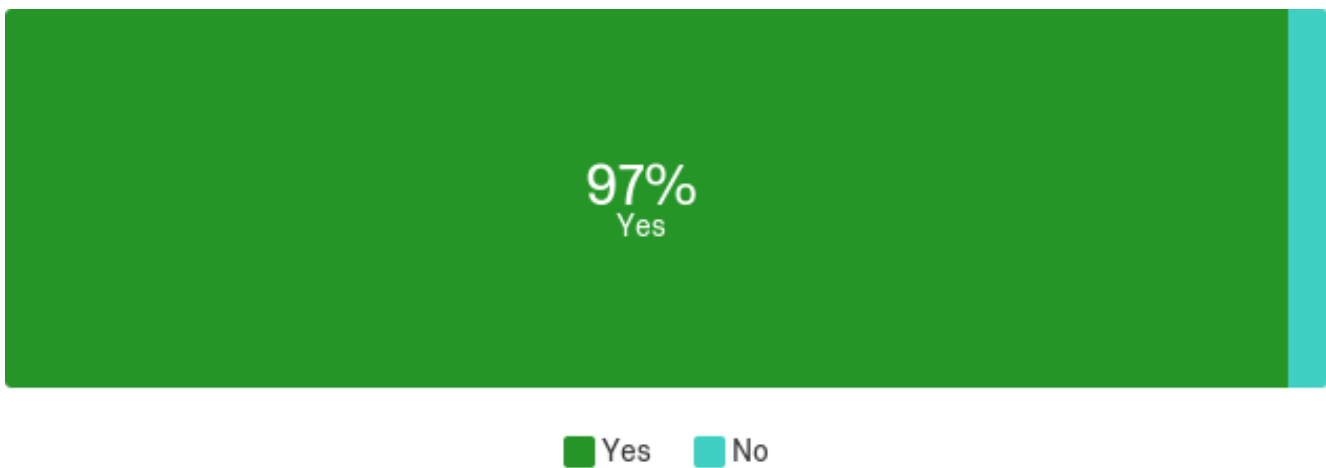
32% of respondents say they use taxis for regular journeys that they make, 40% said they use taxis for one off trips and 28% said they book taxis for return journeys.

#	Answer	%	Count
1	Regular routes	31.91%	75
2	One- off trips	40.00%	94
4	Return Journeys	28.09%	66
	Total	100%	235

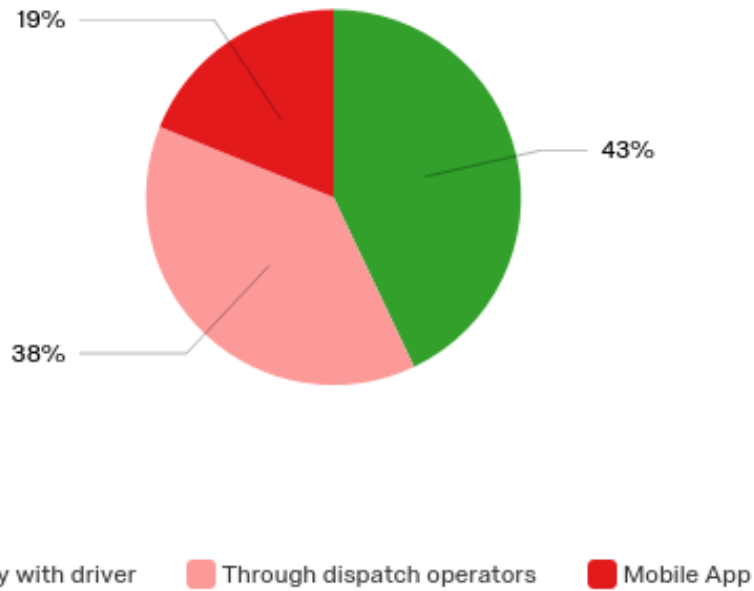
When using a taxi/hackney do you need it to be wheelchair accessible?



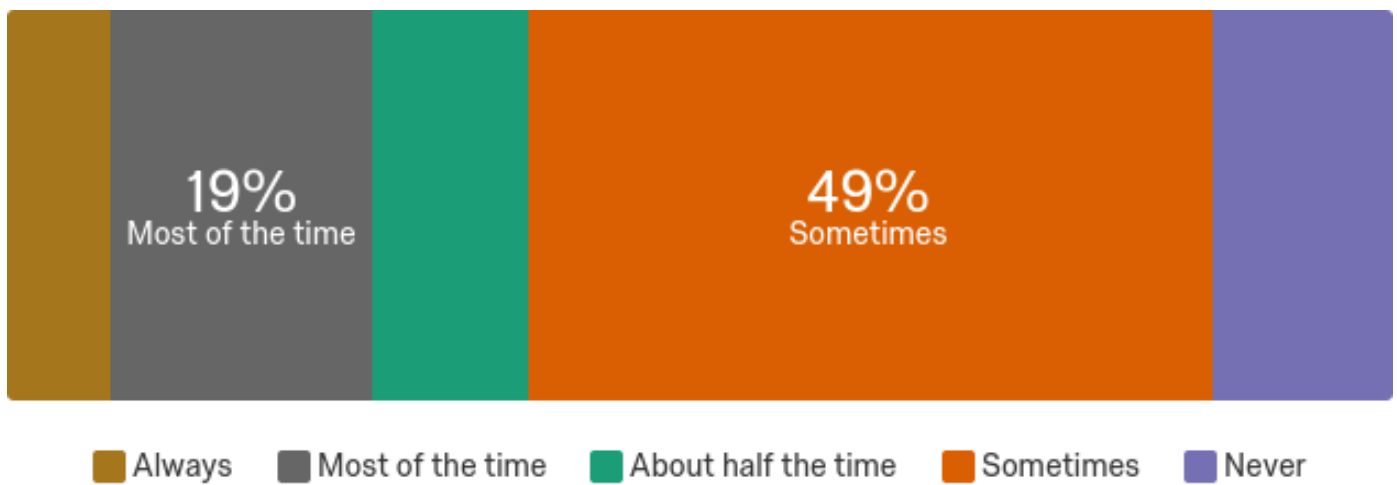
Do you have to give notice?



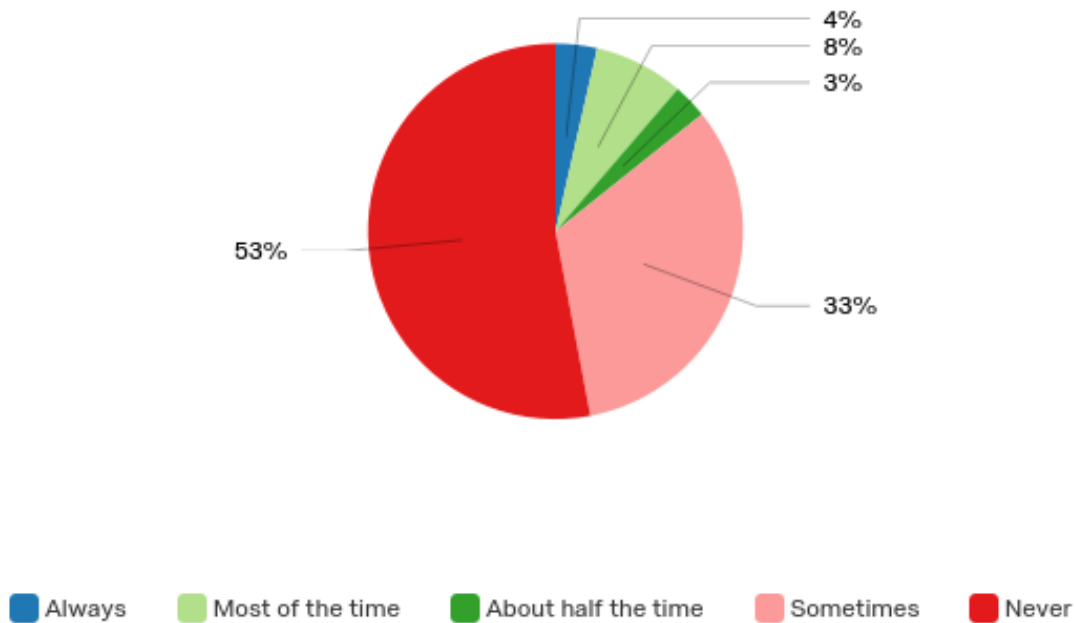
How do you book your taxi/ hackney?



Are accessible taxis/hackneys normally available in your area when/if you need them?

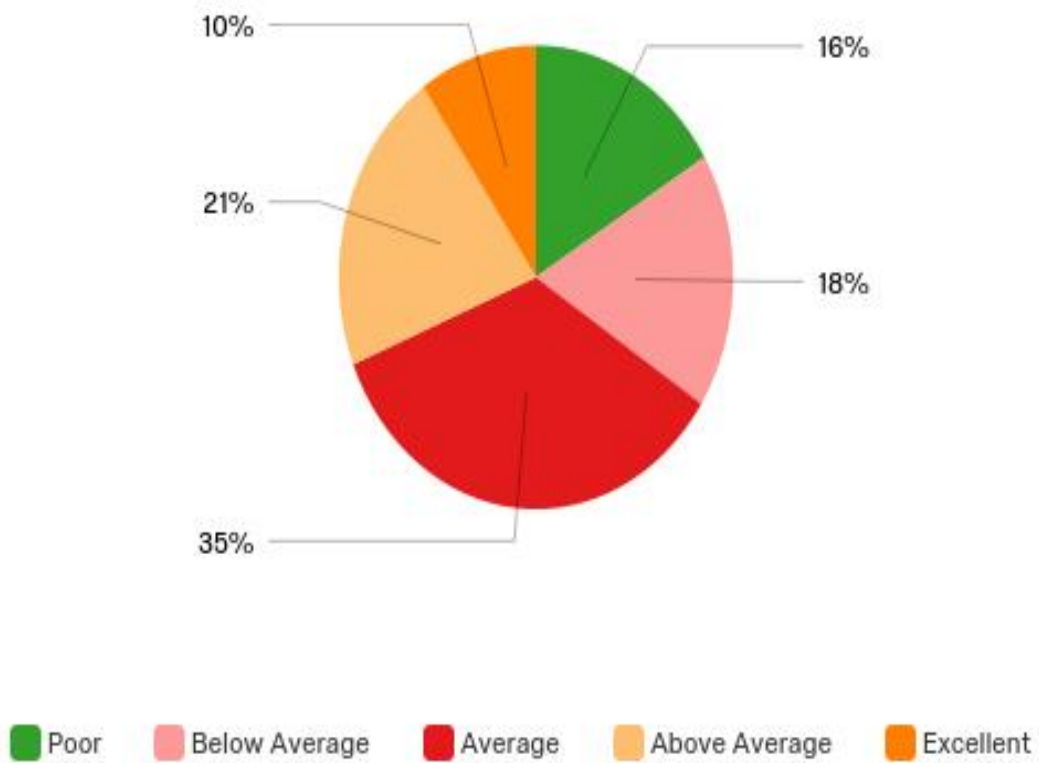


Can you avail of accessible taxis/hackneys on the street?



Despite the number of accessible taxis having increased on the streets over the last few years, people with accessibility issues struggle daily to access a taxi on the street. 53% of people surveyed said they can never avail of taxis on the street. This is extremely limiting in terms of choices available to people with accessibility issues and infringes on people's overall level of independence.

On a scale of 1-5, 1 being Poor and 5 being Excellent, how reliable do you find taxis/hackneys as a transport service?

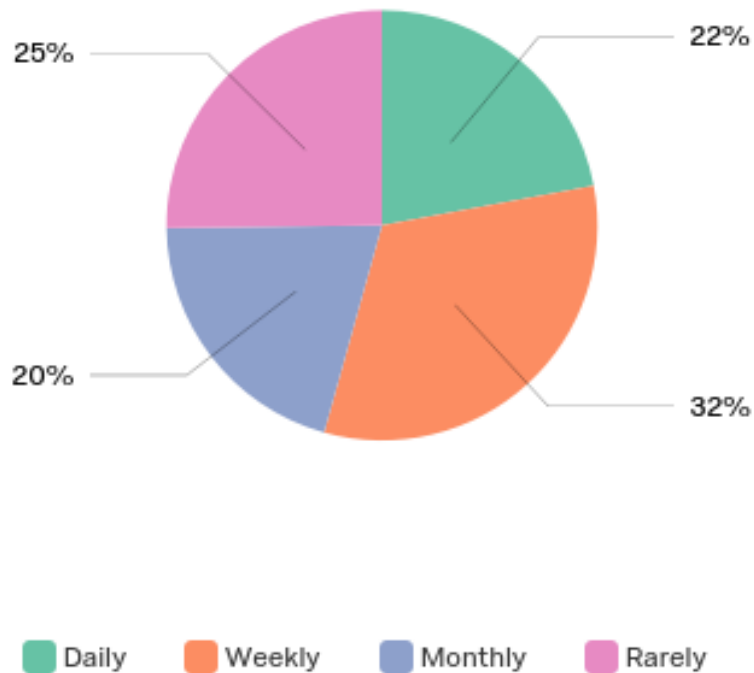


***End of Taxi Section ***

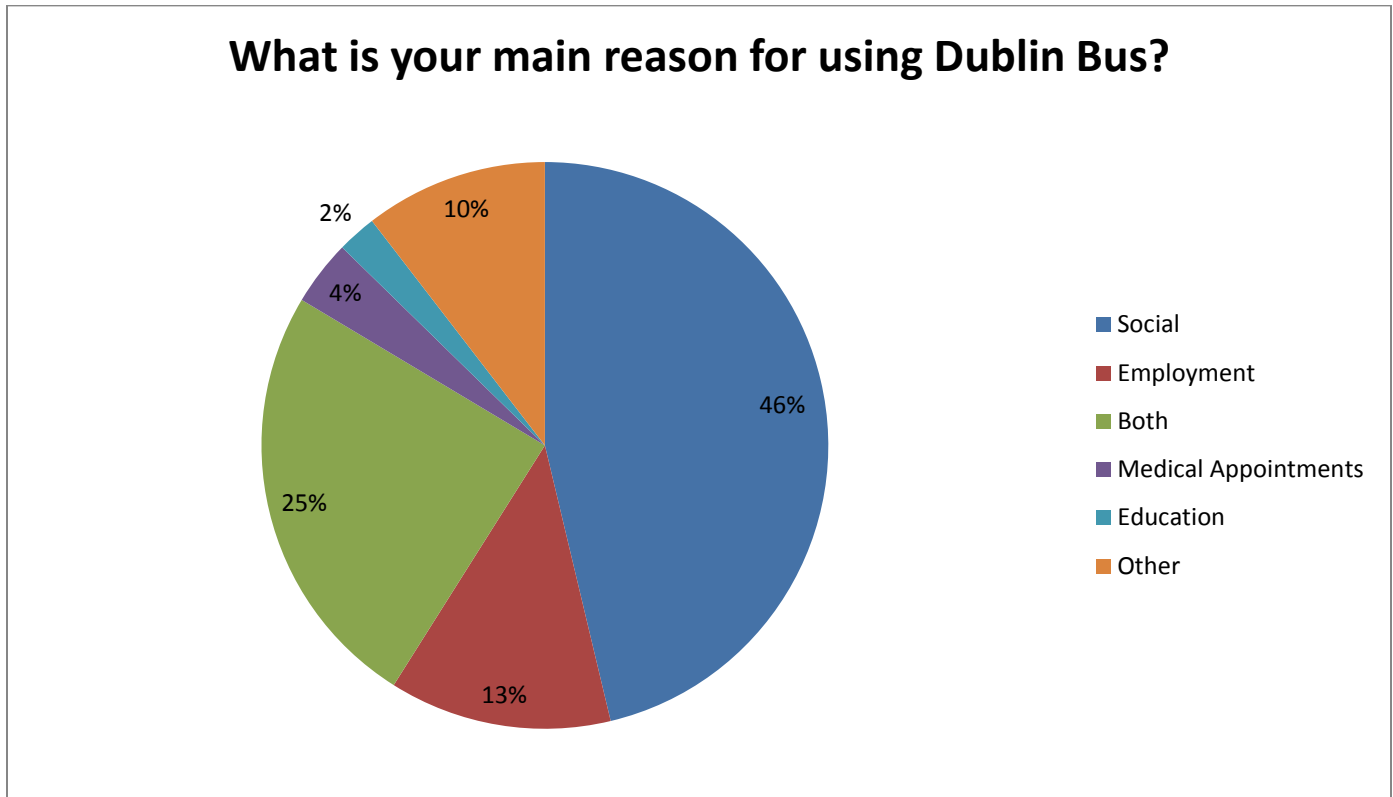
Dublin Bus Queries

This section contains information gathered in relation to people’s experience with Dublin Bus and how accessible they find the service.

How often do you use Dublin Bus?

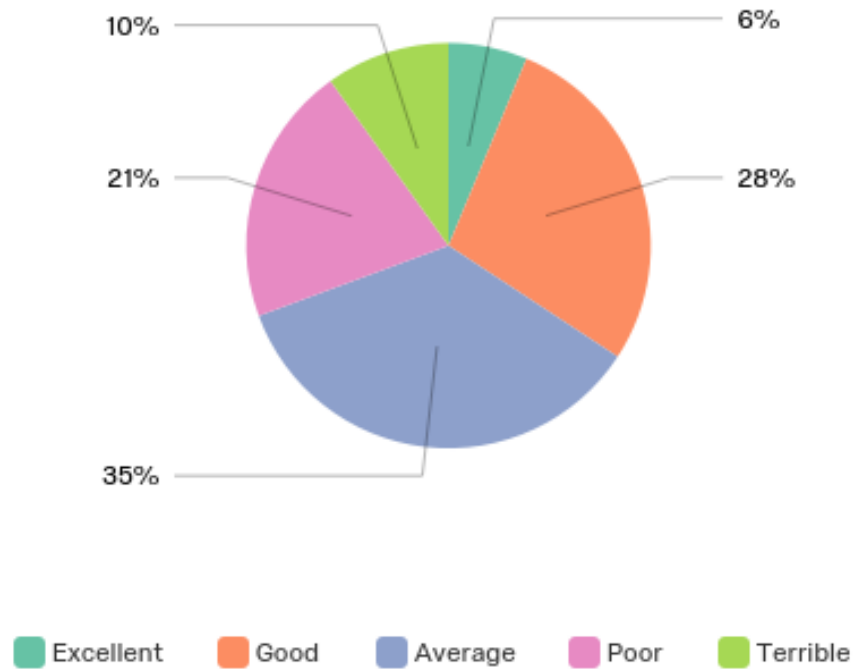


What is your main reason for using Dublin Bus?



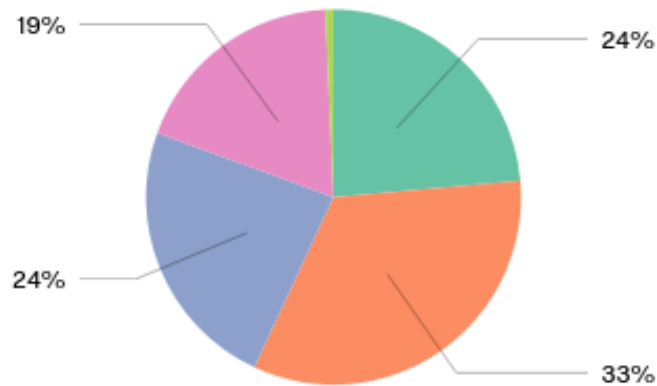
Social activities are cited by 46% of respondents as the main reason for using Dublin Bus. 32% of people use Dublin Bus on a regular weekly basis, while 22% of respondents use Dublin Bus daily. Currently on Dublin Bus, there is one wheelchair accessible spot available on each bus so companions who both use wheelchairs cannot currently travel together on this mode of transport. This limits people with reduced mobility or accessibility issues' choice in terms of social activities.

How would you rate the availability of a wheelchair accessible spot on a Dublin Bus?



43% of respondents say that they have sometimes been refused access to Dublin Bus with 16% of respondents saying that more than half of the time, they are refused access to Dublin Bus after having waited at a bus stop for a period of time. See below chart for the main reasons as to why people with accessibility issues have been refused access to Dublin Bus.

Please tick the reasons for refusal that apply?



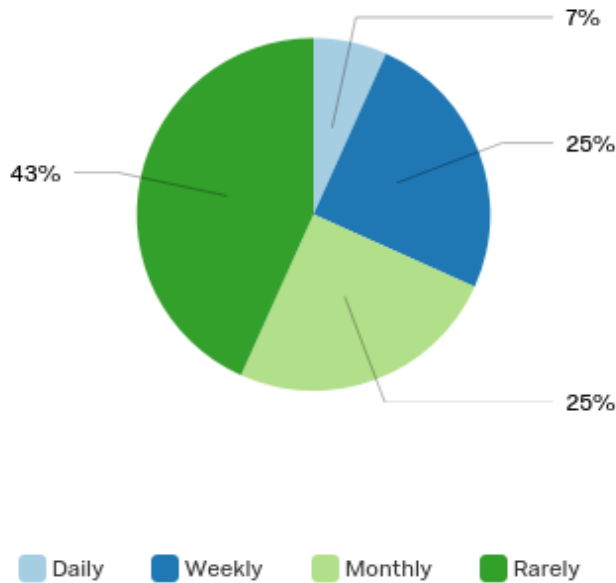
- Ramp is out of order
- Buggy is in the wheelchair spot
- Another wheelchair user is in the spot
- Bus has too many standing occupants
- Other

We can see from the chart above that there are some very definite obstacles that prevent people from using Dublin Bus, with very little ambiguity or variance in the reasons for refusal. The issue of buggys being in the wheelchair accessible spot is the largest obstacle facing wheelchair users and those with reduced mobility and accessibility issues. Mechanical issues relating to ramps not working is another factor and the fact that only one wheelchair user can travel at a time on a bus.

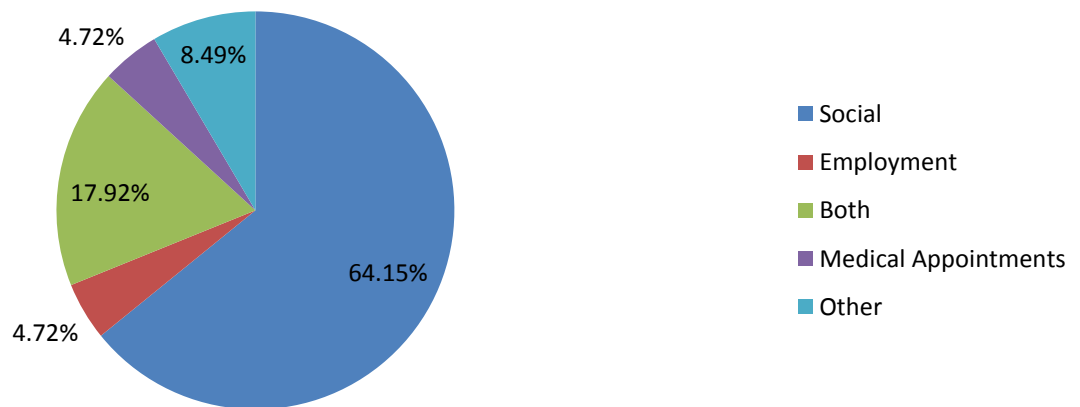
Dublin Bus Section End

Luas Queries

How often do you use the LUAS?

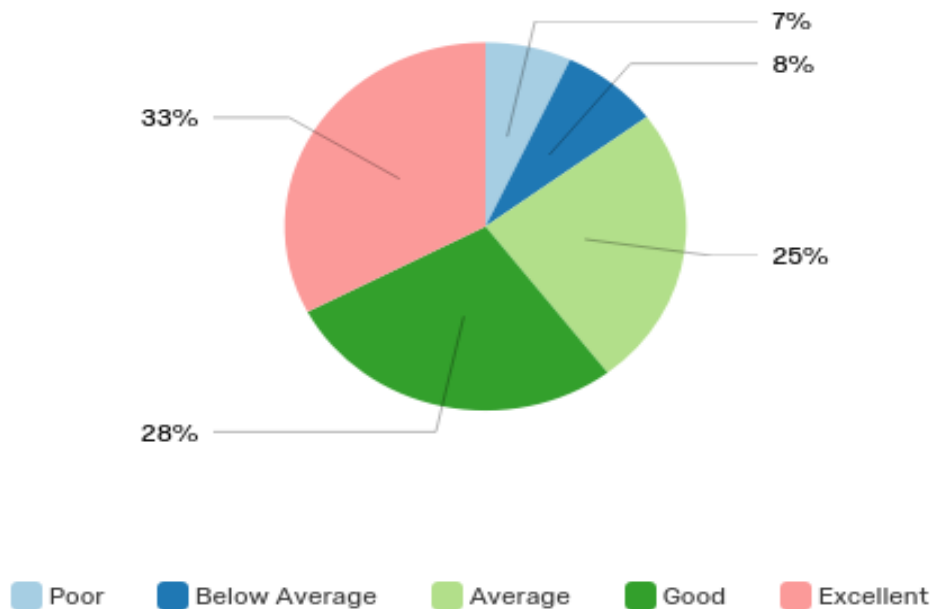


What is your main reason for using the Luas?



Social activity is particularly high in this category as the Luas line serves the Point District, home to many concerts throughout the year.

On a scale of 1-5, 1 being poor & 5 being excellent, please rate your experience in terms of wheelchair accessibility on the LUAS.

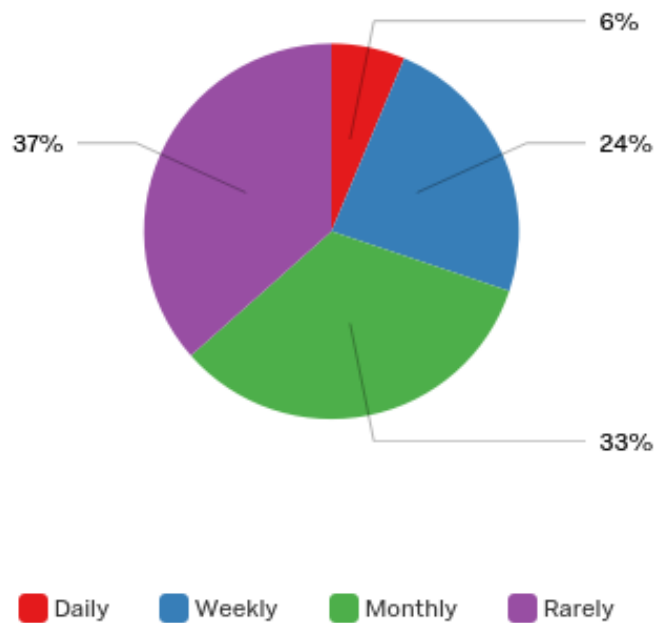


End of Luas Section

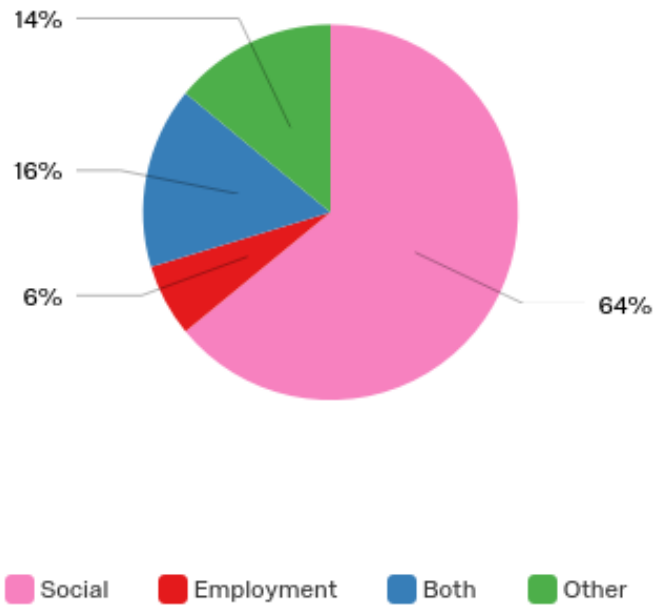
DART Queries

How often do you use the DART?

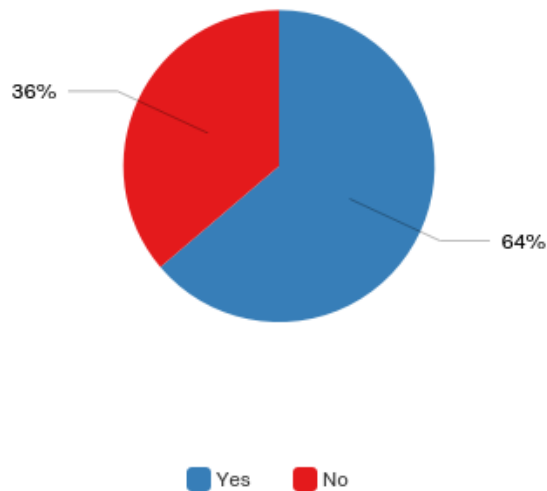
33% of respondents say that they use the dart on a monthly basis, with 24% using it on a weekly basis. The DART has been at the forefront of media attention in 2018 with the reduction of notice periods being introduced, this was intended to encourage more people with accessibility issues to use the DART as a means of viable accessible transport.



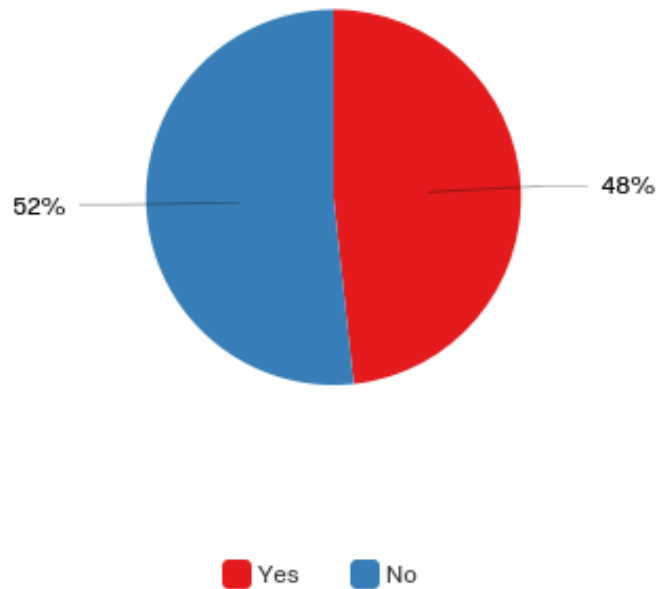
What is your main reason for using the DART?



Do you have to give notice to your local station if you are going to take a journey?

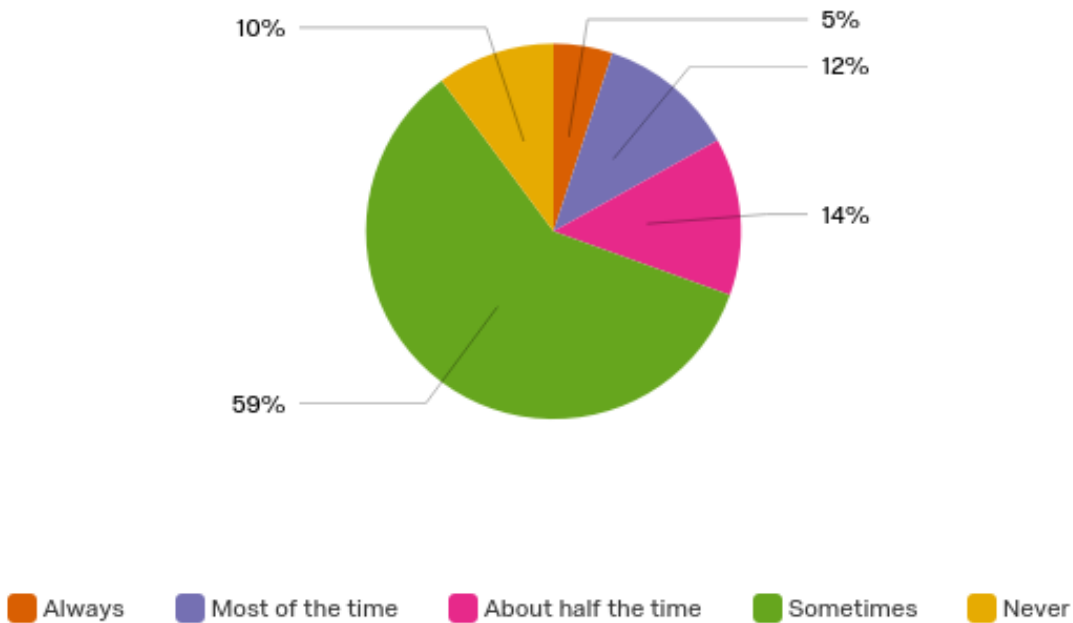


Within the last 6 months, have you been unable to gain access either on or off a DART?



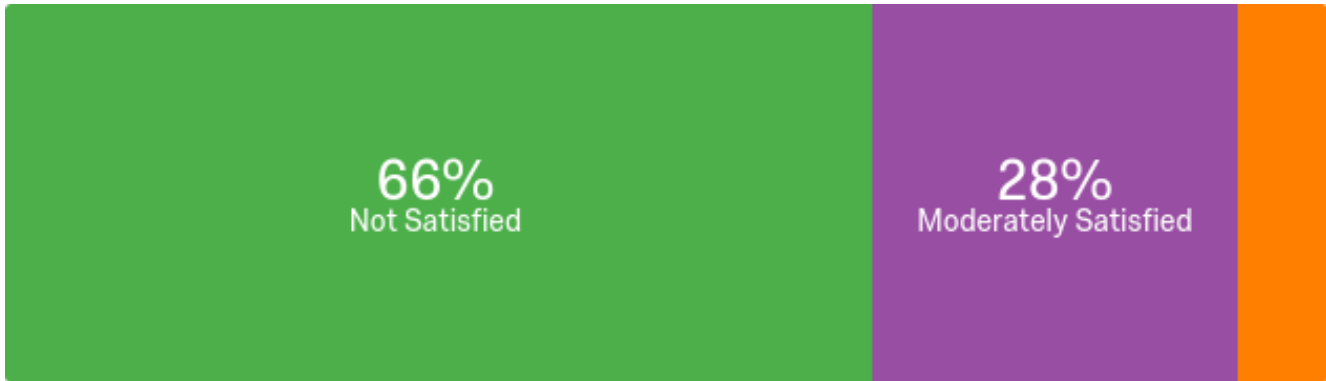
There have been reports of wheelchair users unable to gain access off the DART at their desired stop, due to lack of assistance from personnel at their chosen station of disembarking.

How often are the lifts out of order?



The lifts being out of order at a DART station is going to have a severe impact on whether a person with accessibility issues can gain access to a platform independently. After having to give both the embarking and disembarking stations notice of travel and purchasing a ticket, if the lift does not work to gain access to the correct platform, all of this would have been in vain and can cause a severe amount of stress. 59% of respondents said that the lift is 'sometimes' out of order with a further 14% saying it is out of order 'half the time'.

On a scale of 1-10, how would you rate the overall service that the DART offers?

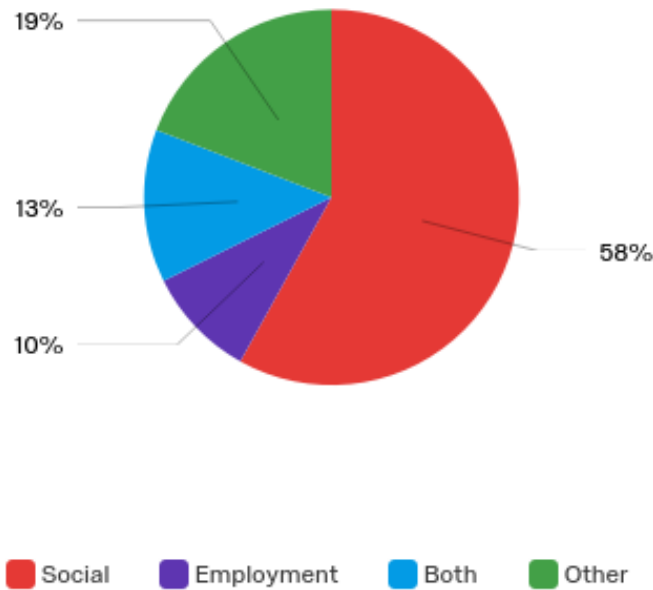


■ Not Satisfied ■ Moderately Satisfied ■ Very Satisfied

End of DART Section

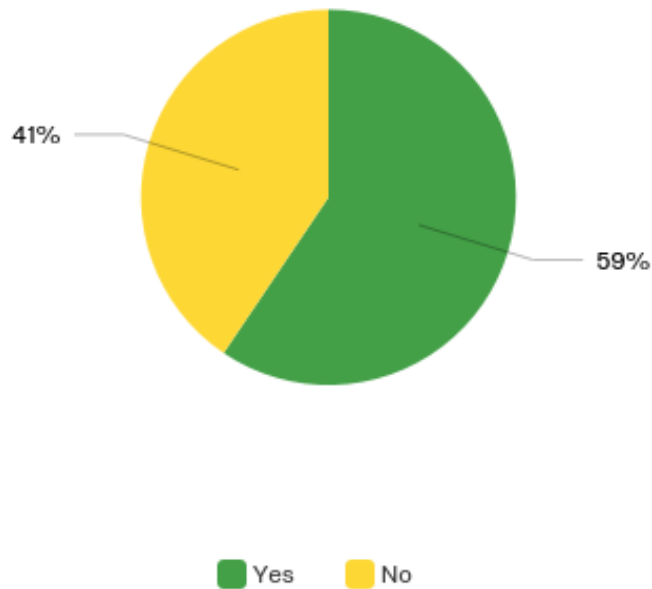
Irish Rail Queries

What is your main reason for using the Train?

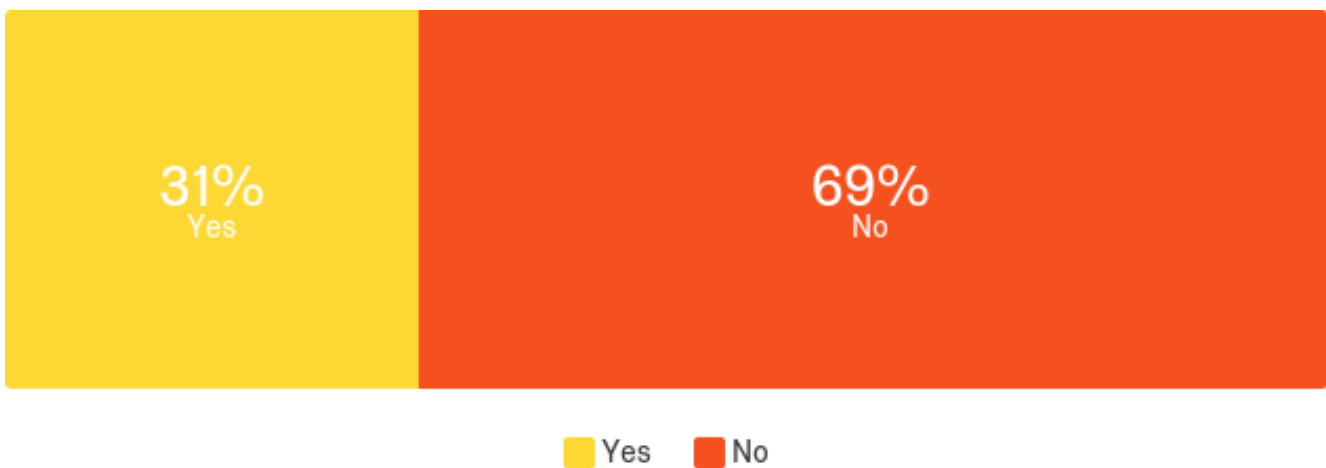


With 58% of respondents using the train for social outings and 25% of respondents using the train on a monthly basis, it is of vital importance that Irish Rail ensures that their services are accessible for all of their patrons. Hospital or medical appointments make up the majority of the ‘Other’ category of reasons why respondents use the train service.

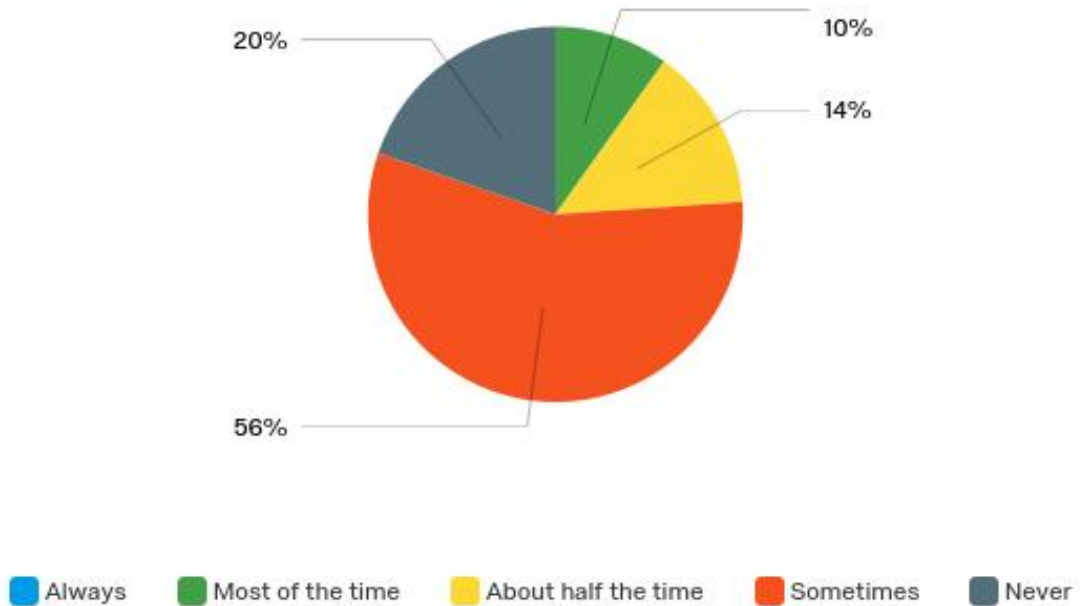
Do you have to give Irish Rail notice if you are planning to travel?



Within the last 6 months, have you been unable to gain access either on or off the train?

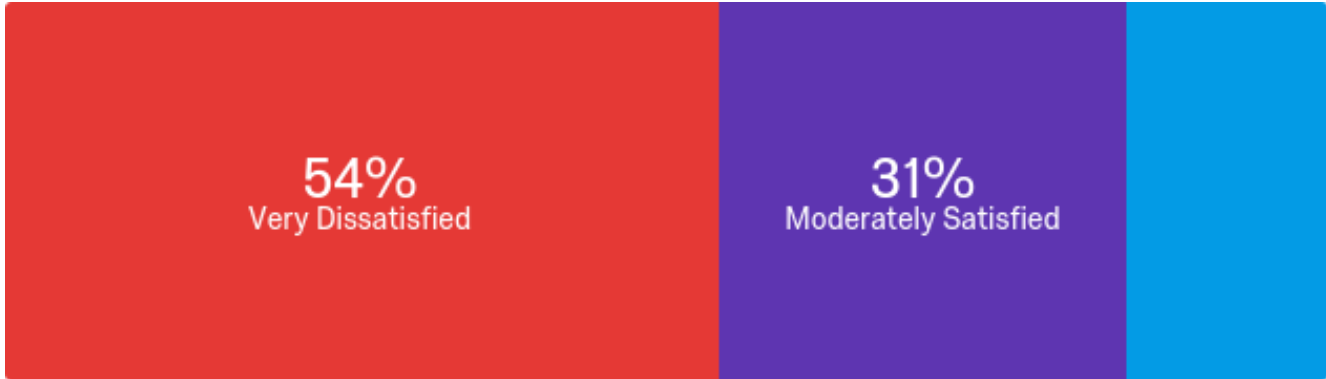


How often are the lifts out of order?



Lifts being out of commission in Irish Rail stations has a severe impact on those travelling with accessibility needs. Often it is only realised upon arriving at a station that the lift is out of order and the platform cannot be accessed. This causes major disruption to travel plans, infringing upon people’s independence and dignity.

Overall, how would you rate your experience with Irish Rail's service?

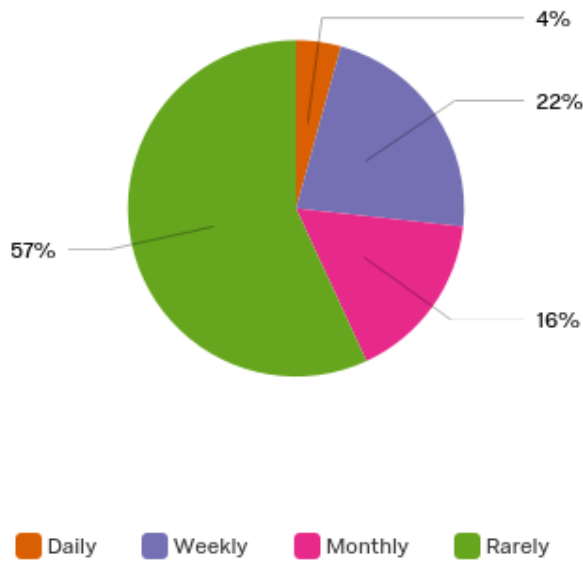


■ Very Dissatisfied ■ Moderately Satisfied ■ Very Satisfied

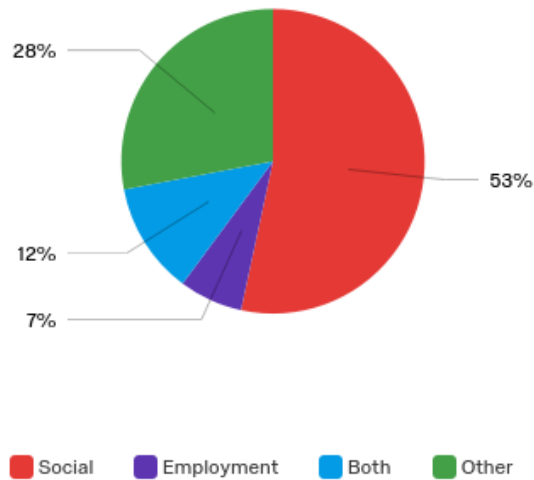
End of Irish Rail Section

Bus Eireann Queries

How often do you use Bus Eireann coaches?



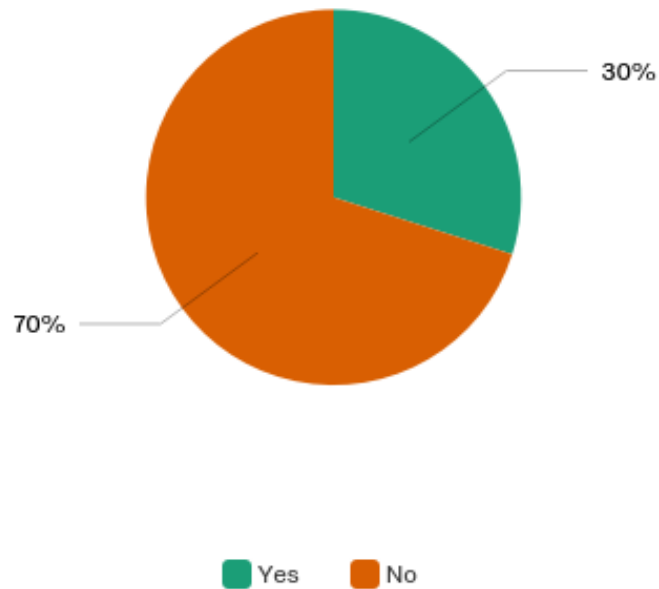
What is your main reason for using Bus Eireann coaches?



#	Answer	%	Count
1	Social	53.39%	63
2	Employment	6.78%	8
3	Both	11.86%	14
4	Other	27.97%	33
	Total	100%	118

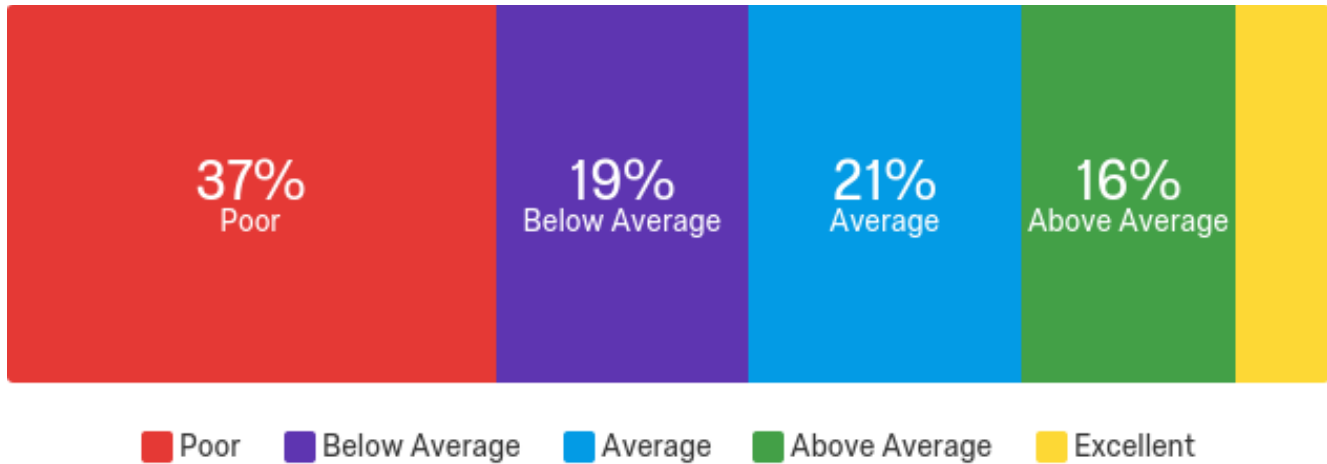
53% of respondents use Bus Eireann as a means of engaging in social activities. 28% of people selected 'Other' most of which, when asked to elaborate said that they use Bus Eireann to attend medical appointments.

Do you have to give notice to Bus Eireann to use their service?



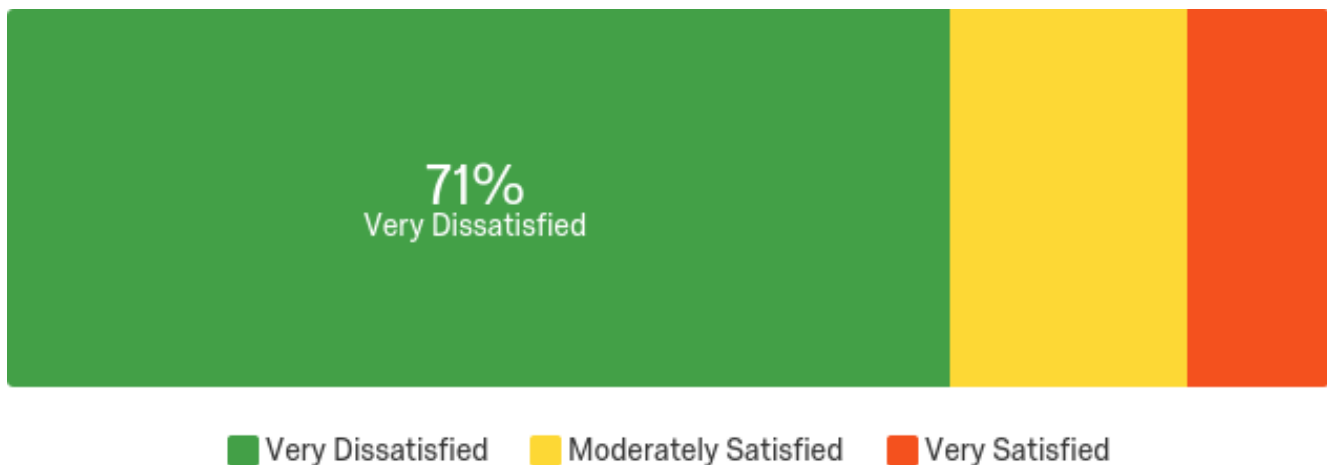
In contrast to the Irish Rail and DART services, 70% of respondents said they do not need to give notice to Bus Eireann in order to travel.

On a scale of 1-5, 1 being poor & 5 being excellent, how would you rate the accessibility of the coach stops in your area?



The accessibility of the coach stops refers to the paths, surrounding areas and information areas at the set-down for Bus Eireann coaches.

How would you rate the overall service that Bus Eireann offers?



End of Report