

Version: 5 August 2022

Sharing your experiences with transport services

Thank you for participating in today's group.

We are keen to understand what types of transport you use and what extra transport services would help you get out and about.

We'll be chatting about your experiences using different types of transport to get out and about.

First, we'd like you to complete this questionnaire. If you need any help filling it in, just ask Alison.

The information provided is strictly confidential and will only be used to help us understand what you think could be done to improve your ability to get out and about.

Anyone with concerns about the conduct of a research study can contact The Manager, Human Ethics Administration, The University of Sydney on 02 8627 8176, 02 8627 8177 or human.ethics@sydney.edu.au, the project reference is 2022/301.

Questions

Q1. Name of the town or area you live in (Please write in the box below)

Your postcode (Please write in the box below)

Q2. In a typical 7-day week, how often do you get out and about to go to the following places/activities? (Please tick those that apply and write down the number of 1-way trips, e.g., going to the shops is 2 trips – 1 there and 1 home)

- Work (including volunteering): _____ trips
- Shopping: _____ trips
- Health appointments (e.g., hospital, doctor, dentist) _____ trips
- Visiting friends and / or relatives (in home): _____ trips
- Social / recreation (outside a home): _____ trips
- Education / Training: _____ trips
- Other (please write in): _____ trips
- Other (please write in): _____ trips
- Other (please write in): _____ trips

Q3. What type/s of transport do you use? (Please tick all that you use)

- Private car as driver
- Private car as passenger (including private car-pooling with neighbours or friends)
- Walk
- Bus
- Train
- Taxi or Uber
- Hitchhike
- Community transport bus or car
- Aged Care car service
- Patient Transport Service
- Courtesy bus (clubs etc)
- Other (please write in) _____

Q4. How do you pay for public transport and taxi services? (Please tick all that you use).

- Contactless credit card
- Mobile phone (using a smartphone app)
- A smart card (reloadable with credit online or at retail outlets)
- Cash (on board the bus or taxi)
- Concession card
- RED ticket
- Other (please specify) _____

Q5. Do you need someone to go with you when you need to go somewhere?

- Yes (Please go to **Q5a**)
- No (Please go to **Q6**)

Q5a. Please tick how often you need someone to go with you on each of the following journeys:

Type of journey	Always	Most Journeys	Sometimes	Occasionally	Rarely
Medical appointments					
Education/training					
Shopping					
Social/recreation					
Other (Write in)					
Other (Write in)					
Other (Write in)					

Q6. Do you have a disability that makes it challenging to get out and about?

- Yes (Please go to **Q6a**)
- No (Please go to **Q7**)

Q6a. What disability or disabilities do you have? (Please list below)

1.
2.
3.

Q7. Which of the following best describes approximately how far you can walk without the help of a stick, cane, walking frame or another person?

- Cannot walk unaided at all
- Up to 100 metres (m)
- Up to 200-500m
- Up to 600-800 m
- Up to 800-1000m
- Up to 1-3 kilometres (kms)
- Over 3 kms

Q8. What, if any, are the main barriers to you getting out and about? (Tick all that apply).

- Can't afford a car (e.g., too expensive to buy / maintain running costs)
- Do not have a valid driver's licence
- Lack of transport services that suit my needs (e.g., stops too far away/ not accessible)
- The cost of public transport (e.g., fares too expensive)
- Need for a helper / carer
- Unsafe, uneven, or lack of pathways (e.g., to walk to bus stop)
- Vehicles are difficult for me to get in and out of
- Other (please specify) _____
- None

Q9. When you want to use public transport, a taxi or community transport, how do you book it? (Tick all booking methods you have used):

- I go to the bus / train station to book before my journey
- I just turn up (at the stop) and wait (I don't book before my journey)
- I call on a landline phone to book
- I call on a mobile phone to book
- I go on the internet and book using a website
- I get someone else to arrange the booking
- Other (please write in any other booking methods you use) _____

Q10. If transport services (e.g., buses, community transport etc.) were to be improved, what would be the 2 improvements that would be most useful/helpful to you? (Write in)

1.
2.

Q11. Which of the following types of transport are you able to use for a reduced price (concession)? (Tick all that are yes).

- Regular public transport, e.g., buses and trains
- On-demand public transport
- Community Transport services
- Taxi/Uber
- Other (please write in) _____
- None

Q12. Which concession cards (or entitlements) do you have? (Tick all that you have).

- RED Ticket (\$2.50 bus fare for the day)
- Isolated Patients Travel and Accommodation Assistance Scheme (IPTAAS)
- Centrelink
- Health Care Card
- NSW Companion Card
- Mobility Parking Permit
- Taxi Vouchers (Taxi Transport Subsidy Scheme)
- Pensioner Concession Card
- Pensioner Travel Voucher
- Department of Veterans' Affairs (DVA) Gold Card
- Ex-Defence Personnel with a Disability Transport Concession Entitlement Card
- Job Seeker Transport Concession Entitlement Card
- Student (Tertiary or TAFE) Transport Concession Entitlement Card
- Refugee / Asylum seeker Transport Concession Entitlement Card
- Other (Write in) _____
- None Go to Q14

Q13. If you have one concession card, how much do you have to pay?

- Nothing / Free
- A discounted fare of \$_____

Q13a. If you have multiple concession cards how much do you have to pay when you use each one? (Please write "nothing" or what the fare is when you use each of the cards you ticked at Q12).

Q14. As far as you know, which of the following types of transport are available in your area?
(Please tick the ones you are aware of. Then write in the name/s of the company name / provider of the types of transport you ticked.

- Community Transport.** Name/s of provider/s _____
- Bus.** Name/s of provider/s _____
- Taxi.** Name/s of provider/s _____
- Uber.** Name/s of provider/s _____
- Carpooling or Lift share.** Name/s of provider/s _____
- Other.** Write in type/s of transport + Name/s of provider/s _____

Q15. What would be the easiest way for you to find out what types of transport are available to you in your area? (Write in)

Q16. Thinking about transport in and around your area, please tick any of the statements you agree with?

- It is easy to access bus services.
- Information on public transport services in the local newspaper would make it easier to find out what is available.
- Transport services should be free or subsidised for anyone with a health condition who needs regular treatment not just for people with particular health conditions.
- I find it difficult to understand how to use all the different types of transport available
- I find it easy to use public transport to get to where I need to go.
- There is enough public transport in the area where I live to allow me to get where I need to go
- It is difficult to get information about transport services. So, I rely on someone giving me a lift in their car to get around
- Community transport is only available during normal working or school hours
- If it was easier to get information on transport services, I would probably use it or use it more than I currently do
- Buses do run around empty or with lots of empty seats.
- Care organisations need more resources to provide better transport services for the people they care for
- I find it easy to get the information I need about what transport is available in my area.
- For people living in isolated areas and older people, transport can satisfy their need for human contact and socialisation
- As long as I was given training on how to use a smartphone App, I would be happy to use the app to help me book and use transport services.

Q 17. There is growing interest in finding ways to make travel planning as easy as possible and to make trips themselves as seamless as is realistically feasible. While private cars offer relatively quick door to door travel, many people do not have access to one.

While organisations such as community transport can offer a variety of vehicles, including cars, it is challenging to be able serve the many requests they receive.

Additionally, while taxis and Uber are very convenient (where available), they are expensive for those who don't have certain concession cards or subsidies.

We would like to know which of the following services would be attractive to you and which you may already use. Please indicate which ones you would use if available and how many times per week?

Type of Service (Imagine it was available in your area)	Yes, I would use it (tick)	No, I would never use it (tick)
<i>Public transport:</i>		
Walk to bus stop, take regular bus , and walk to your destination; full or concession fare (depending on entitlements)	<input type="checkbox"/>	<input type="checkbox"/>
Book an on-demand bus , walk to pick up point, travel on the on-demand bus , walk from bus to your destination	<input type="checkbox"/>	<input type="checkbox"/>
Book on-demand bus , take on-demand bus to train station, take train and walk to your destination	<input type="checkbox"/>	<input type="checkbox"/>
Walk to train station, take a train , and then walk to your destination; full or concession fare	<input type="checkbox"/>	<input type="checkbox"/>
<i>Bookable Car share in advance (at least 5 hours' notice):</i>		
If just for you : pay the same as you do for a bus, picks you up from home and drops you at your destination. Guarantees return trip at booked time	<input type="checkbox"/>	<input type="checkbox"/>
Sharing with other people you know : Each pays the same as they would for a bus. Picks you up at your chosen location and drops everyone at their destination and guarantees return trip at booked time	<input type="checkbox"/>	<input type="checkbox"/>
Sharing with other people you don't know : Each pays the same as they would for a bus, picks you up at your chosen location, drops you at your destination and guarantees return trip at booked time	<input type="checkbox"/>	<input type="checkbox"/>
For just you : take you to train station, pick you up from station, and drop you at your destination	<input type="checkbox"/>	<input type="checkbox"/>
Sharing with other people you know : pick everyone up, take them to train station, pick them up at station, and drop everyone off at their destinations	<input type="checkbox"/>	<input type="checkbox"/>
Sharing with other people you do not know : take everyone to train station, pick everyone up at station, and drop everyone off at their destinations	<input type="checkbox"/>	<input type="checkbox"/>
<i>Bookable Taxi:</i>		
Book taxi anytime on concession entitlement or subsidy	<input type="checkbox"/>	<input type="checkbox"/>
<i>Bookable Go-get or Car- next door:</i>		
Book and use Go-get or Car- next door	<input type="checkbox"/>	<input type="checkbox"/>

<i>e-scooter/bicycle</i>		
Use personal e-scooter or bicycle all the way from home to destination	<input type="checkbox"/>	<input type="checkbox"/>
Use shared e-scooter or bicycle all the way from a pick-up point to destination	<input type="checkbox"/>	<input type="checkbox"/>
Use e-scooter to bus stop and take on bus	<input type="checkbox"/>	<input type="checkbox"/>
Use e-scooter to train station and take train	<input type="checkbox"/>	<input type="checkbox"/>
<i>Walk:</i>		
Walk the entire trip	<input type="checkbox"/>	<input type="checkbox"/>
<i>Non-mobility services:</i>		
The ability to be able to use an App to order your shopping, take away food and other needed items such as a medicine, grocery, wine etc., and have it delivered to your home	<input type="checkbox"/>	<input type="checkbox"/>

Finally, we would like to know a little about yourself:

Q18. What is your gender?

- Female
- Male
- Non-binary
- Other (Write in) _____
- Prefer not to say

Q19. What is your age?

- 18-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65-74
- 75-84
- 85-94
- 95+

Q20. Which of the following best describes your marital status?

- Single
- Married
- De facto
- Widowed
- Divorced
- Separated
- Registered partnership

Q21. What of the following best describes your current living arrangement?

- Living alone
- Living with partner
- Living with family
- Living with friends/roommates
- Living in a retirement/aged-car facility

Q22. Do you have a valid driver licence?

- Yes
- No

Q23. Do you own or have regular access to a car?

- Yes
- No

Q24. What is your personal annual income level before tax? (AU\$)? (Including pension, Centrelink payments etc.)

- \$20,000 or less
- \$20,001 to \$40,000
- \$40,001 to \$60,000
- \$60,001 to \$80,000
- \$80,001 to \$100,000
- \$100,001 to \$150,000
- \$150,001 to \$250,000
- More than \$250,000
- Prefer not to say

Q 25. Are you currently:

- | | | | |
|---------------------------------|------------------------------|-----------------------------|--|
| Not employed? | Yes <input type="checkbox"/> | No <input type="checkbox"/> | (e.g. "No" means you are currently employed) |
| Looking for work? | Yes <input type="checkbox"/> | No <input type="checkbox"/> | |
| Retired? | Yes <input type="checkbox"/> | No <input type="checkbox"/> | |
| Doing voluntary community work? | Yes <input type="checkbox"/> | No <input type="checkbox"/> | |

If you ticked "No" to at least 1 of the above, please go to Q27.

If you did not tick "No" to any of the above, please skip to Q28.

Q26. Which of the following best describes the work you usually, or used to, do? If you do not have a job now, consider the last job you had. (Tick the box that applies to you)

- Manager** (Chief Executives, General Managers, Farm Managers, Specialist Managers, Hospitality, Retail and Service Managers)
- Professional** (Arts and Media, Design, Engineering, Science, Education, Health, ICT, Legal and Social)
- Technicians and trades** (Engineering, ICT, Science, Automotive, Food, Animal, Horticultural Workers)
- Community and personal services** (Health and Welfare Support, Carers, Hospitality Workers, Protective Services, Sports)
- Clerical and administration** (Office Managers, Personal Assistants, General Clerical, Numerical Clerks, Office Support)
- Sales** (Sales Representatives and Agents, Sales Assistants and Salespersons, Sales Support)
- Machine operators / drivers** (Machine and Stationary Plant Operators, Mobile Plant Operators, Road and Rail Drivers, Storepersons)
- Labourer** (Cleaners, Laundry Workers, Construction and Mining, Factory, Farm and Forestry)

Q27. Please indicate your cultural association:

- Born in Australia as First Nations
- Born in Australia and not First Nations
- Born overseas
- Other (Write in) _____

Q28. How long have you lived in this town / location?

Q29. Are you a member of any local clubs? (Tick all that apply)

- RSL
- Bowling club
- Probus or Rotary or similar clubs
- Masons
- Seniors social club
- Other (Write in) _____
- None

Q30. Do you have a smartphone (e.g., iPhone or Samsung mobile)?

- Yes
- No

Q31. Do you find it difficult to use a smart phone?

- Yes, I find it difficult to use a smart phone
- Intermediate, I could use it with the help of others
- No, I find it easy to use a smart phone
- I have never used a smart phone

Thank you for your time!

We will collect your completed survey form before you leave.