

8.1

Metro Transit
Accessible Transportation Advisory Committee
Accessible Service Questionnaire
Results
by Todd Hacquoil

Total Questionnaires received

39

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Question 1.

When Traveling outdoors, what is you main mobility aid ?

		No Question 1	Yes question 1
Manual Wheelchair	7	(6)	(1)
Electric Wheelchair	12	(2)	(10)
Scooter	6	(6)	
Walker	11	(5)*	(6)
Visual aid	2	(1)*	(1)*
Other	5	(2)*	(3)*

* - numbers indicate multiple aids used (secondary aids)
(See Appendix A. For details)

Question 2.

Have you ever used an Accessible Low Floor Bus

Yes	19
No	20

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Question 3

Which of the following ALF routes have you used ? (circle all that apply)

#1 (1)**	#3 (5)	#6 (5)	#7 (12)	#9 (8)	#14 (9)
#15	#51 (1)	#53 (2)	#54 (4)	#56 (4)	#61 (5)
#66 (4)	#72 (2)	#87 (1)	#88	#159 (3)	#165 (1)
#185 (2)					

** route 1 penciled in - uses walker

Question 4

Which of the following routes do you use most frequently ? (circle all that apply)

#1 (1)**	#3 (5)	#6 (2)	#7 (8)	#9 (5)	#14 (7)
#15	#51 (1)	#53 (1)	#54 (3)	#56 (3)	#61 (4)
#66 (3)	#72 (2)	#87	#88	#159	#165
#185 (2)					

** route 1 penciled in - uses walker

Question 5

How often do you use ALF bus service ?

More than 3 trips a week	(2)
Between 1 to 3 trips a week	(5)
1 or 2 trips a month	(5)
Less than 1 trip a month	(7)**

** indicated tried ALF once.

Question 6

How would you classify your use of ALF bus system ?

Primary source of transportation (used for most of your trips)	(5)***
Secondary source of transportation (used Access-A-Bus for most trips)	(12)***
Secondary source of transportation (used private vehicle for most trips)	(1)
No Response (2)	

*** indicated secondary source of transportation but is becoming primary source.

Question 7

Have you ever encountered an ALF bus that was full, requiring you to wait for the next bus?

Yes	(8)
Both wheelchair spaces were already in use	(3)
Bus was at capacity with non disabled passengers	(7)****
No	(10)
No Response	(1)

**** Numbers include people who indicated both conditions applied (2)

Question 8

Is there an area that is not serviced by ALF that you would like to have serviced?

Yes	(15)
No	(1)
No Response	(3)

***** For areas people listed as would liking to have service, please see appendix B

Question 9

Any other comments about Metro Transit's ALF bus service?

Please see Appendix C for details

Section B

Page 4

Question 1

Is there Accessible Low Flor (ALF) bus service offered in your area ?

Yes	(7)
No	(9)
No Response	(4)

Question 2

What are the reason that you do not currently use ALF bus service ?
(Please check all that apply)

Unavailable in my Area	(7)*
I don't know if ALF service is available in my area	(4)*
I use a scooter	(4)*
I don't know how to use ALF service	(4)*
Not sure if my wheelchair will fit	(1)*
I'm concerned the ALF buses will be filled to capacity	(4)*
I don't know how to read bus schedules	(1)*

Other - Please see appendix D for list of comments and other reasons (6)*

* indicates number includes multiple indicators

Question 3

Would you use ALF bus service if is was offered in your area ?

Yes	(8)
No	(8)
No response	(4)

Question 4

Where do you live ?		
Halifax Peninsula	(9)	(5)*
Cold Harbor	(2)	
Dartmouth	(2)	
Eastern Passage	(1)	
Bedford / Sackville	(2)	(1)*
Clayton Park / Fairview	(4)	(2)*
Spryfield area		
Beechville / Lakeside / Timberlea		
Tantallon / Hammonds Plains		
Fall River / Waverley		
Other		

* indicated that they would use ALF if it was offered in their area and said that they would be willing to use ALF if it was offered.

Question 5

Any Comments or suggestions about Metro Transit's Accessible Low Floor (ALF) bus service?

See Appendix E for details.

Appendix A

Types of Wheelchairs and Scooters

Manual Wheelchairs;

Quickie (2) *
Invacare 9XT
Invacare 9000XT
Invacare 2000

Electric Wheelchairs;

Quickie P-222 (2) *
Quickie P-222 SE
Invacare Ranger-X
Invacare TDX5 Storm
Action Arrow Storm MKIVA
Storm TDX4
Quantum 600
Pride 1140
Jazzy 1420 Pride
Quantum Jazzy 1420
Quantum Jazzy 1400

Scooters;

Revo
Fortress 1704
Fortress LSX - 3 wheel
Lynx LX-3
Shoprider TM 888-3 - 3 wheel

* number of identical equipment listed.

Appendix B Section A

Responses to Question 8 “Is there an area that is not serviced by ALF that you would like to have serviced?”

# of responses	Destination
(5)	Chain Lake / Bares Lake / Route 52 **
(4)	Eastern Passage / Dartmouth General / Route 60 / Route 62 **
	Clayton Park Fairview To and from Work ? 2080 Windsor Street, Ie. St. Vinsents Nursing Home Spring Garden Road - Even 1 assessable stop mid way between Barrington and South Park
	Route 1
	Route 2
	Route 4
	Route 10
	Route 21
	Route 55
	Route 58
	Route 59
	Route 65

** indicated place or route #

Appendix C

Section A

Question 9

Any comments about Metro Transit's ALF bus service?

Plus any addition comments mad on the survey by individuals who indicated that they use ALF.

☞ "The service is great for the chance for me not be dependant on the Access-A-Bus, which is hard to get now.

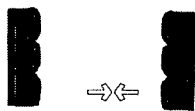
I find some of the drivers rude on ALF. They seem to not want wheelchairs on their bus. When you get on they make comments. Like chairs should not be on buses and not during rush hour or first thin in the morning. I use it at 7:00 AM a lot. Not all of them are rude. One even told me he likes taking people in wheelchairs, because they are all friendly. That was real positive, but I told him, we have our moments too. We had a good chuckle over that."

☞ "Satisfied" - (Other comments on survey) - "I'm not sure but the bus 60 is erratic and I don't know how often if there is one."

☞ "Drivers need to be more familiar with policies and not question weather my wheelchair is allowed to use ALF"

☞ "I would like them to be nice and kind"

☞ "The area arrangement of seating for disabled at the front of the bus cold be more efficient eg. direction instead of



Why not

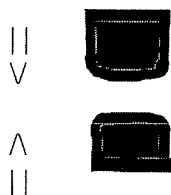


With a space between for wheelchairs walkers and strollers. So that they do not stick out into the passage ways generally speaking more room is needed for the handicapped and baby strollers

Not This



But this



Space for wheelchairs walkers, scooters, also baby carriages. With a pull down seat which could be used after wise."

☞“Many of the driver make comments like - “I don’t ever hook up the front of the chair”, “I don’t bother with the seat belt”, “Why don’t you take Access-A-Bus, this puts the bus behind schedule”, “I don’t have to ask her to move the stroller, people can go sideways to get by”, “I don’t have to let you on the bus because I can’t bend over to hook you up”, “You people take too much time”, “ You people take too long to get on and off the bus”

I had a driver open the door and say he was behind schedule so I’d have to get the next bus.

I have had driver drive by me with only 3 or 4 people on it, and the driver shakes his head “no”. I had a driver “HIT” me and knock the wind out of me.

Recently, a driver drove up to me and opened the door. I said “Hi, I haven’t seen you for a long time” then he said “I’ve been hiding and I’m not telling you where” I asked him to put down the ramp, but he closed the door and drove off. I had flagged (motioned) to the bus that I wanted on, before he drove up to me, because he was letting other people on the bus at a spot the wheelchair could not get on at, and he shook his head yes, to indicate to me that he would move forward.

I think **ALL** bus drivers need sensitivity training, and a lot of them need anger management, and **ALL** of them need a course on how **NOT** to discriminate.

I was on the #66 one day last year, when I young woman tried to get on the bus with a new baby in a stroller and a toddler holding her hand. The lady asked if would lower the bus so she could get on easier, and the driver said (and I quote) “If you would’ve kept your legs closed you wouldn’t have this problem”. Then he refused to kneel the bus saying he could only lower it for people that are “CRIPPLE”! A Man got out of his seat and helped to get the stroller on for the lady. The driver was rude and told the man to sit down because he wasn’t allow to help her. I noticed the lady was wearing a wedding ring set, but if she was a single mother, nobody has the right to make a comment like the bus driver did.

A lot of the drivers make a moan or a groan and talk under their breath when hooking up wheelchairs.”

☞“I find using ALF service difficult for the following reasons;

1. Drivers giving me grief (ie tie downs not letting chair on at all esp #7)
2. Buses often full, can’t depend on getting to / from destination (esp home)
3. Lack of accessible stops where I need to go
4. Twice ALF bus drove past stop (accessible one) where I was waiting (#7)
5. Difficulty seeing edges of ramp when they are coated with dirt.

Comment - Drivers frequently can’t fasten front outside belt to floor, due to dirt in receptor. Safety belt frequently not operational, drivers say it is required, causes major delay and / or their refusal to take a wheelchair on the bus.

Several times over the past few months, drivers have stated that ramps are not working, so they can't take chairs. It true, much more maintenance required ! All of the above experiences have been much more prevalent on #7, as opposed to #3 or #9."

☞ "Rider's guide book times; Manner #3 has a two hour time space between the pickup and return time. Is it feasible for the time run to change to a (1) one hour time space, instead of the (2) hour time, now in operation."

☞ "My reason for Clayton Park is there are large independent living quarters and seniors homes. Also major shopping area." - (Other comments on survey) - "ALF service not available from downtown Halifax - to Clayton Park" - "Drivers need more training how to use tie downs, buses need hook tie downs instead of seat belt." - "Although Access-A-Bus is a excellent service. Some thought could be given to having your buses pickup in Halifax (example Clayton Park) - go to Cole Harbor - then drop that client - then to Sackville - A waste of time and fuel. Should be Clayton Park - Sackville - Cole Harbor - Computers can't know this A waste of time and money is my input."

☞ "I am glad that there are more and more routes ever year. I like using it during the summer. - (Other comments on survey) - "Would like to see drivers on low floor have training on how to tie down chairs. Some certain drivers state we can't get on due to being broken or no space when you can see that there is a space."

☞ "I think if you had at least one ALF buses going to each on of the main transfer stations you might get more disabled individuals using the system."

☞ "Just keep adding more to the routes that are already run by the regular buses"

☞ "Excellent service but need better restraint system so uses less time - consuming for bus driver and wheelchair users. Also give driver some flexibility in decision making - A 300 LB electric wheelchair with lock down breaks doesn't need the restraint that a light weight manual wheelchair would require."

☞ "I like the ALF bus service. The drivers and passengers alike see that I get that I get seated before the bus moves, but last week a driver sent me hurling down the aisle and fortunately I was grabbed by other passengers. This all makes me wonder if there has been a change of policy, on whether all other previous drivers just exercised common sense. My children are telling me now, not to use the bus."

☞“Most of the bus operators are simply wonderful, friendly and welcoming. Some would benefit from training closer to the time when they will drive an accessible route. Finally a few operators express their distrain for having to transport persons with disabilities. I can see it on their face before I enter the bus - or they lie and say the ramp is broke. I am a person, a tax paying member of the public. I deserve better. No matter how crappy they treat me, I give them my best smile and a happy hello.” - (Other comments on survey) - “I am the happiest woman to have such freedom as the ALF bus provides me. I can only say good things. I love being able to hope on a bus when I want too - Freedom is wonderful.”

☞“1. All buses should have low ceiling floor because of safety for all ????

2. 20 Herring Cove should be a low ceiling
3. More buses running during peak hours. Smaller buses to be used in the suburbs to take people to a ?????? drop of spots. So that people will use the buses and leave their cars home. This will help the world.” (Other comments made in survey) - “1. There should be more communications between staff and Access-A-Bus service. 2. When hospital blood changes - there should not be a in the change eg. (When you were getting blood once a week then it changes to twice a week there should be no disputes with this) All new buses and existing buses should have low ceiling floors. Buses should be running more frequently so that people will use the buses more. #20 Herring Cove should be a low ceiling bus. There are times that some of the staff have ???? of that I have called the ????” NOTE - ???? some of the writhing un-legible.

Appendix D

Section B

Question 2

What are the reasons that you do not currently use ALF bus service?
Listing of "Other: please specify"

☞ "Physically unable to propel myself the distance to bus stop due to uneven terrain, curbs, etc. As I would be traveling alone. Also, once I get off the bus (eg. #9 to Mumford) unable to propel myself to Sobeys, Wal-Mart, because of distance, slopes, curbs, etc. In other words, I need door to door service of Access-A-Bus, can't be stranded on a sidewalk somewhere."

☞ "If I was able to get to the bus stop, I wouldn't be able to get back up the hill to my apartment."

☞ "I do not live on a "bus route". It is too far to walk to the nearest bus stop."

☞ "If some one came with me I would use it, with my walker."

☞ "All areas to bus terminal are all uphill and am this unable to go up inclines."

☞ "Legally blind - Can't stay awake on buses."

☞ "Can not walk to bus stop. Steps are too high for me to climb half to use cane to walk for balance."

☞ "Afraid once I get to destination, I will not be able to get back home."

☞ "Can't get on by myself."

☞ "I have a #1 bus stop right outside my door and I am told #1 that it can not be an ALF route because of the curbs on my street (Coburg Road) or #2 because that rout is to heavily used. Take your pick wither way I can not use Metro Transit not can any of the other elderly or disables residents of my building."

☞ "Route 1"

☞ "To my knowledge ALF service is for people who walk. I do not walk at all."

☞ "Can't walk and breath from bus to where I need to go."

☞ "Distance between residence and bus stop prohibitive."

Appendix E

Section B

Question 5

Any comments or suggestions about Metro Transit's Accessible Low Floor (ALF) bus service.

☞ "None, other than pointing out that unless a person's upper body was in peak condition, a person with a manual wheelchair would have to have a companion to propel them to the bus stop and accompany them after they got off the bus."

☞ "The places I have to go to would require a transfer. If a bus comes along that is full, I would need to wait for a bus that could accommodate me and by that time I would be late for an appointment." (Other comments made on survey) - "I have a rather large chair for one and second, on days when the weather is wet, I can't use my power chair because it may get damaged if it gets wet."

☞ "What is taking so long to put an ALF bus on this route? (Lacewood Terminal) It's time ! This is a high revenue tax area - we need this bus ! Is one planned?"

☞ "I live on Lewis Lane, up the Hammonds Plain Road before the dairy. I could not come out of my house and get to the main road by myself. I would need assistance to use the bus."

☞ "If there were more low to the floor buses on route 1 and the buses were more stable getting on or off."