

Tram Survey Results

Melbourne Disability Research
Institute

Who participated?

- A total of 80 valid surveys were recorded.
- Of the 80 responses, 58% reported that they had a disability while 42% reported that they did not.
- 43% of respondents identified as Male, 51% female, and 6% of respondents identified as non-binary.
- 96% of participants with a disability completed the survey on their own, 1 survey was completed with assistance and one was completed by proxy.
- Age groups of respondents can be seen on the table to the right.

How old are you?

	N	%
18-25	14	17.5%
26-35	19	23.8%
36-50	32	40.0%
51-65	12	15.0%
66-75	3	3.8%

Types of reported disability

	Column Total N %
Physical	82.6%
Sensory	19.6%
Cognitive	17.4%
Psycho-social	32.6%
Other	8.7%

- The majority of respondents (>80%) who reported a disability reported it as a physical disability.
- This was followed by psycho-social disability (> 30%), sensory (20% and Cognitive (17%).

The following results relate only to people who reported that they had a disability or were completing the survey on a person with a disability's behalf



Tram Use Frequency

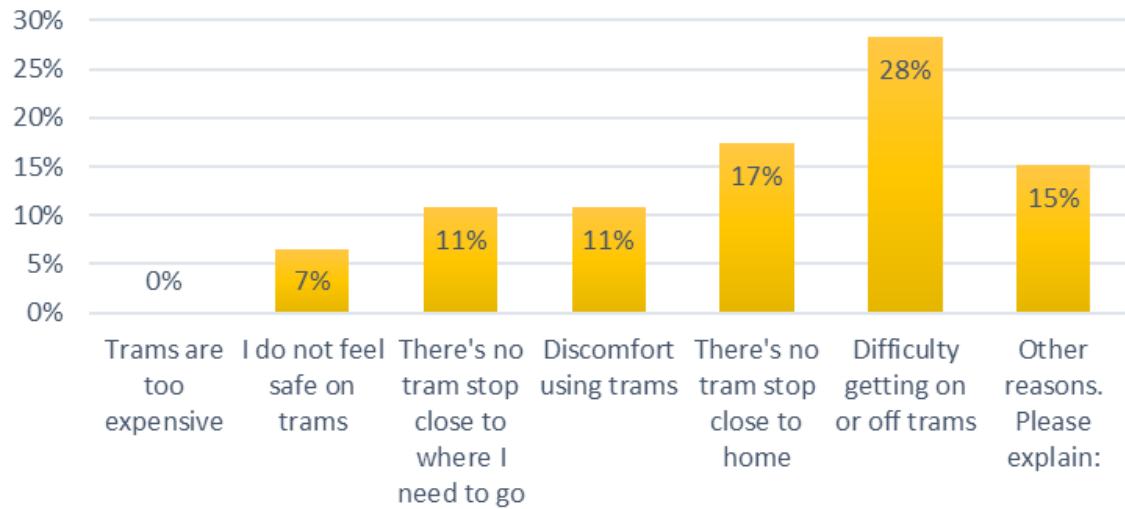
- Consistent with a drop in mobility and transport use since the beginning of the COVID-19 pandemic, people reported a slight reduction in the use of trams when compared to pre-covid levels.
- Importantly, however, over 40% of respondents reported 'never' using trams before the pandemic - why?

		Column N %
Before Covid-19, how often did you take a tram in Melbourne?	Most or all days	17.4%
	A few times a week	21.7%
	About once a week	19.6%
	Rarely or never	41.3%
In the last four weeks, how often did you take a tram in Melbourne?	Most or all days	10.9%
	A few times a week	15.2%
	About once a week	26.1%
	Never	47.8%

Why people don't use trams



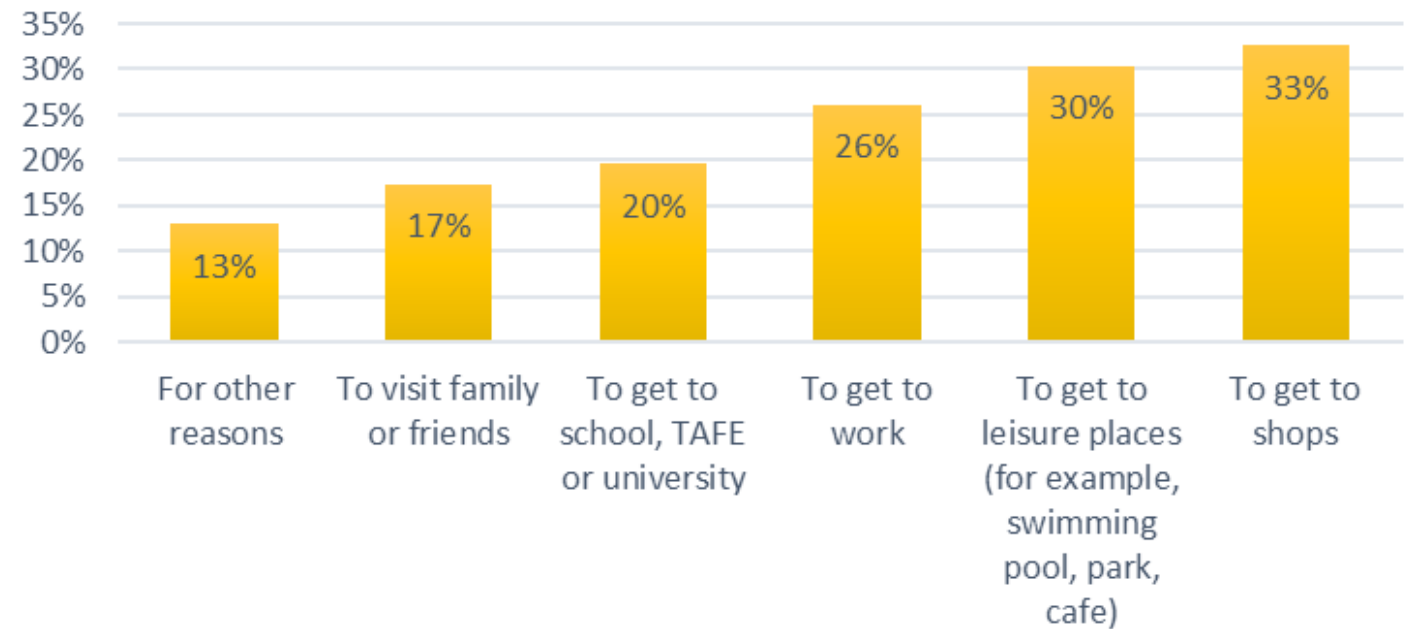
Main reason people with disabilities avoid using trams in Melbourne



Main reasons people want to use trams in Melbourne

- (Hint - normal things)

Main reason people with disabilities want to use trams in Melbourne



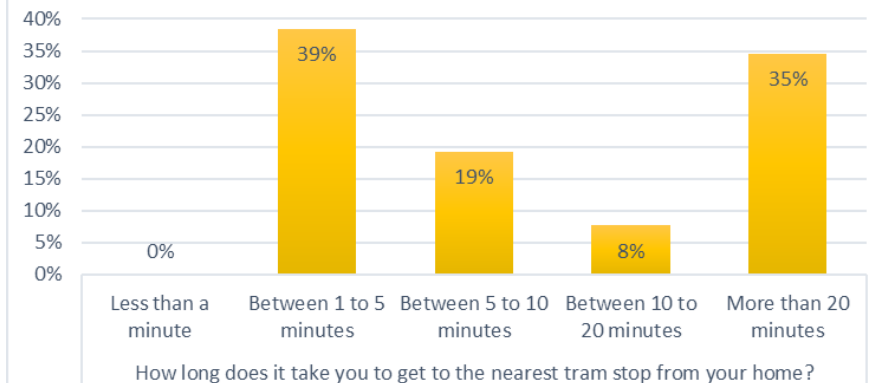
Tram access questions

- There was a bi-modal distribution of tram access with a high proportion of people having trams close to their homes but another large group being isolated from tram stops.
- The primary interventions people reported that could resolve their access and use to trams centred around ease of access onto the tram, tram stop safety, and movement inside the tram.
- It is notable that the **primary access issues relate to the link between tram stops and the tram, itself rather than the aspects of internal tram design, alone**

Would you use trams more often if they...

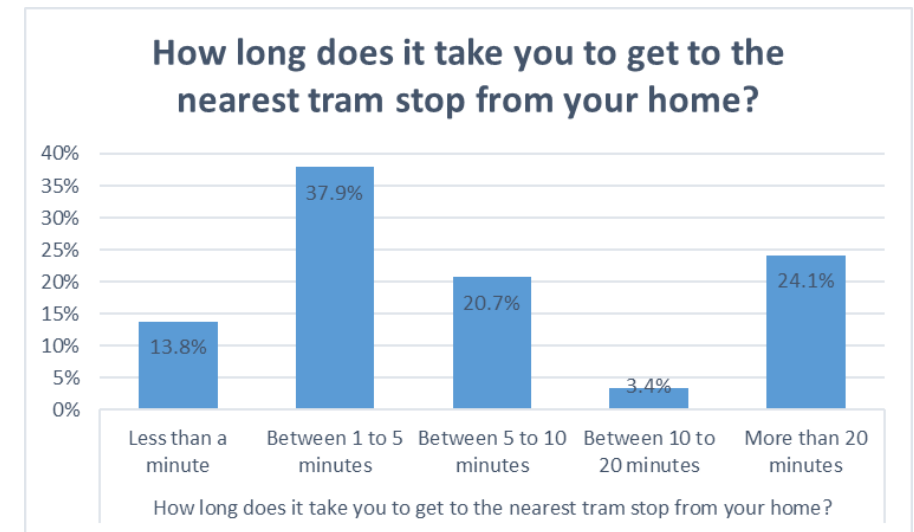
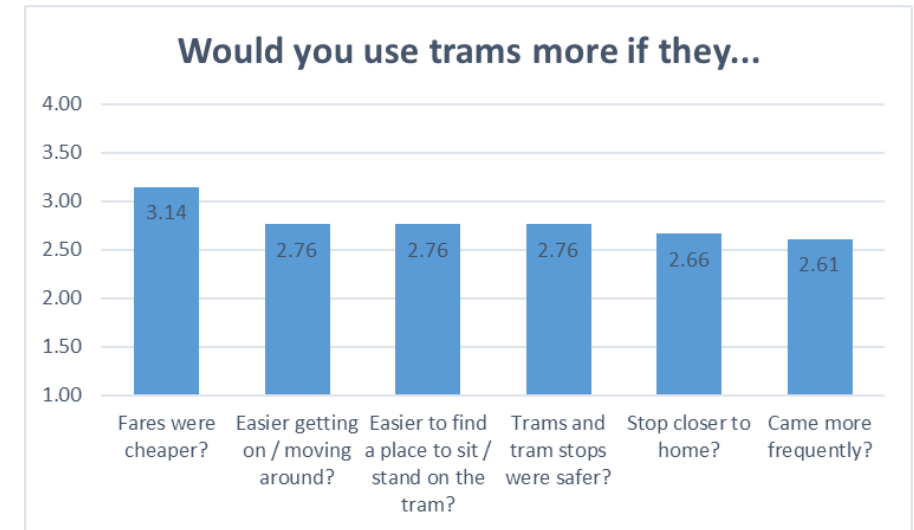


How long does it take you to get to the nearest tram stop from your home?



Tram access questions - ***People without reported disability***

- Comparison between people reporting a disability and those who did not showed that price was the primary driver of predicted additional use above and beyond access or proximity.
- A far greater proportion of people without a disability reported that a tram stop was within '1 minute' of their house than for people with a disability.





Summary

- This survey has demonstrated that the main access concern for people with disabilities who both use and want to use trams is associated with the connection between the tram and the tram stop – not the tram, itself.
- Once people are on-board, the issues appear to largely abate, but resolving the difficulties accessing suitable tram stops and having trams suitably matched to these stops is paramount.
- It is not just the tram.

Quotes - Issues

"Being unsure of which trams and stops have wheelchair access (and when low floor trams will come even on super stops)"

"There are not enough new tram stops for people who use a wheelchair to get on or off the tram outside the CBD"

"You cannot use them when you have a kid with a disability in a wheelchair."

"No low floor trams going to the Children's hospital. Makes it really hard to get there with a wheelchair user."

"Being a young person with a disability, and no one offering me a seat. Feeling unsteady with mobility aids. No wheelchair access at my local tram stop."

"There is sometimes a gap between trams and the platform - this makes me nervous stepping on the tram because of my impaired depth perception (vision)."

Quotes - Facilitators of use

"Knowing the all stops and all trams will be accessible to wheelchair users, rather than the currently lucky dip or lack on most lines."

"All tram stops should designed based on Universal design principles"

"Ability to access the tram, having everything on the same level and wider openings."

"I wish there were more trams with no stairs and it was clearer how often these trams would come."

"Level entry between footpath and tram with no traffic conflicts in between."

"Knowing where accessible stops are at a destination; low floor trams."

"New high-level platform stops, new trams more often."

"More wheelchair accessible trams and tram stops."

"All trams as low floor and accessible stops. Visual as well as audio updates on arrivals."