

## APPENDIX A

### Survey Questionnaire

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#### TRANSIT COOPERATIVE RESEARCH PROGRAM

Synthesis Topic SB-05

“Communicating with Persons with Disabilities in a Multimodal  
Transit Environment

#### *Survey Questionnaire*

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##### **Purpose**

Travelers with sensory impairments, as well as seniors, require alternatives for accessing and processing transit information that may be available to the general public. Transit agencies have implemented a wide range of policies and procedures to address the information needs of persons with disabilities. The goal of this project is to identify the current practices of transit agencies in this regard, and to provide ideas for future improvements in this area. Respondents should answer all questions relevant to their operations, while providing information on what is working and what is not working in the area of Communicating with Persons with Disabilities in a Multimodal Transit Environment. All survey responses will be confidential and will be presented only in an aggregate format. Please call the number at the end of this survey if you have any questions concerning either survey questions or the confidentiality of your response. The final results will be synthesized into a report available from the Transportation Research Board (TRB).

##### **Instructions**

Please complete this survey BY **FRIDAY NOVEMBER 19, 1999** and return it by **FAX** or **MAIL** to:

Ms. Angela S. Iannuzziello, P.Eng.  
ENTRA Consultants (Int'l) Inc.  
2020 Pennsylvania Avenue NW  
Suite 909  
Washington, D.C. 20006

**Toll Free Fax: 1-888-959-3400**

**Toll Free Phone: 1-800-959-6788**

##### **EMAIL:**

If you would like to respond to the survey by email, please email your request to [info@entra-markham.com](mailto:info@entra-markham.com) and the survey questionnaire will be email to you.

Please call Ms. Angela S. Iannuzziello, should you have any questions regarding the survey or the synthesis paper.

**THANK YOU VERY MUCH FOR YOUR PARTICIPATION!**

##### **General Information**

Transit Agency Name \_\_\_\_\_ Name/Title of Respondent \_\_\_\_\_

Contact Phone Number (\_\_\_\_) \_\_\_\_\_ Contact Fax Number (\_\_\_\_) \_\_\_\_\_

**Agency Characteristics**

A. What is the approximate geographic area (square miles) of your agency's service area? \_\_\_\_\_

B. What is the total population in your agency's service area? \_\_\_\_\_

C. What was the total budget (operating and capital) for your agency in Fiscal Year 1998?

Operating Budget \$ \_\_\_\_\_

Capital Budget \$ \_\_\_\_\_

D. What was the total number of passengers carried by your transit agency in 1998? \_\_\_\_\_

E. What percentage of passengers in your service area are persons with disabilities? \_\_\_\_\_ %

F. What percentage of passengers in your service area are seniors? \_\_\_\_\_ %

G. What modes of transportation are provided by your agency? (Check all that apply.)

Commuter Rail		Heavy Rail		Subway		Light Rail	
Streetcar		Rapid Transit (Bus)		Trolley Bus		Ferry	
Urban Transit Bus		Van Pool		Others (Specify):			

H. Please check all of the transportation operators that your agency connects with:

Rail		Air		Bus		Ferry	
Others (specify):							

The following questions pertain to how your agency communicates with persons with disabilities.

1. Please indicate from the list below the method(s) of communication that your agency currently uses and check the effectiveness of each method.

COMMUNICATION METHODS	<i>In Use</i>	<i>Very Ineffective</i>	<i>Not Effective</i>	<i>Somewhat Effective</i>	<i>Effective</i>	<i>Very Effective</i>
<b>Communicating with the Public</b>						
Telephone information service						
TDD phone information service						
Automated telephone information service						
Web-based information service						
Automated information kiosks/touch screens						
Fax information service						
<b>Travel Planning</b>						
Trip planning						
Customer training						
Mentoring						
Travel ambassadors						
<b>Communicating with Passengers at Transit Terminals and Stops</b>						
Male/female voices for vehicle direction						
PIBS (Passenger Information at Bus Stops)						
Audio pathways						
Audio induction loop system						
<b>On-Vehicle Communication</b>						
Call-out stops (voice)						
Call-out stops (electronic)						
Captioning						
Electronic Vehicle Identification						
Global Positioning Systems (GPS)						
Advanced Public Transportation Systems (APTS)						
Infrared Transmission Systems						
<b>Tactile Features</b>						
Detectable warnings (e.g., surface treatments)						
Tactile maps						
Braille cards						
<b>Other Forms of Communication</b>						
Specialized signage for the visually impaired (e.g., white on dark background)						
Symbols for persons with visual impairments						
Color coding						
Flashing warning lights						
Captioning						
Digitized voice messages						
<b>Please list and rate any others not mentioned</b>						

2. Describe any problem(s) with the communication methods you are currently using.

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3. Please summarize comments or feedback received from persons with disabilities on your communication methods.

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4. Will you be making any improvements to your current communication methods? If yes, specify.

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**The following questions pertain to electronic display signs.**

5. Does your agency use electronic display signs to address the information needs of persons with disabilities?  
 Yes  No

If “yes,” please answer the following questions. If “no,” please skip to question number 8.

5a) What type of information is transmitted? (Please check all that apply.)

Next vehicle departure		Fare information		News	
Schedule		Safety information		Weather	
Location		Special events		Advertising	
Others (please specify):					

6. Where is the electronic display located? (Please check all that apply.)

Inside train		Inside trolley		Bus waiting area	
Inside bus		Outside the bus		Transit terminal	
Inside streetcar		Outside the train		Train platform	
Others (please specify):					

7. Is there an audio system provided for those customers who are unable to read the electronic display?  
 Yes  No

7a) If “yes,” describe the system:

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7b) If “no,” why not?

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**The following questions pertain to announcing or calling out transit stops.**

8. Does your transit system have procedures for the announcing/call-out of stops? Yes  No

8a) How are stops announced?

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9. On what vehicles are these stops announced?

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**The following questions pertain to your agency’s future plans for communicating with persons with disabilities.**

10. Which of the following methods does your transit agency use to determine the communications requirements of persons with disabilities? (Please check all that apply.)

Customer surveys		Field observations	
Other customer input		Focus groups	
Consultation with organizations representing persons with disabilities			
Others (please specify):			

11. Which factors are important in determining the priorities for improving communication with persons with disabilities? Please indicate the effectiveness of the following factors:

<b>PRIORITIES FOR IMPROVEMENTS</b>	<i>Not Important</i>	<i>Somewhat Important</i>	<i>Important</i>	<i>Very Important</i>
Feasibility				
Cost				
How it fits in overall plan				
Number of requests for improvement				
Integration with needs of general population				
Government legislation				
Others (please specify):				

12. Does your transit agency have an overall plan for improving communications to persons with disabilities?  
 Yes  No

12a) If “yes,” please summarize this plan and submit the plan if possible.

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12b) If “no,” why is there no plan?

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13. How important is it to integrate plans for persons with disabilities with overall plans for the transit system and why?

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**The following questions pertain to your agency’s budget for communicating with persons with disabilities.**

14. What percentage of your agency’s total budget is spent on communicating with persons with disabilities?  
 \_\_\_\_\_ %

15. Please indicate the sources of funding for spending on communications for persons with disabilities. (For each source, state percentage of total spending.)

Federal government		Local government		Private business	
State/Provincial government		Agencies representing disabled persons		Others (please specify):	

16. If your agency received a lump sum of unrestricted funding to spend on communicating with persons with disabilities, how would you use this money? (Please be as specific as possible.)

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17. Is the current funding from external sources adequate to pay for communications for persons with disabilities? Please discuss.

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**The following questions pertain to the marketing methods of your agency.**

18. What percentage of your transit agency's total advertising budget is spent on advertising to persons with disabilities?  
 \_\_\_\_\_ %
19. What are the most effective ways of marketing to persons with disabilities? Please indicate the effectiveness of the following media by degree of effectiveness in advertising to persons with disabilities.

<b>METHODS OF ADVERTISING</b>	<i>Very Ineffective</i>	<i>Not Effective</i>	<i>Somewhat Effective</i>	<i>Effective</i>	<i>Very Effective</i>
Radio					
Television					
Internet					
Newspaper					
Magazine					
Transit promotional material					
Electronic signs					
Others (please specify):					

**The following questions pertain to problems associated with providing adequate communication to persons with disabilities.**

20. What are the operational problems associated with providing communications for persons with disabilities? (If none, please skip to Question 22.)

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- 20a) Please suggest ways of improving these operational problems.

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**The following questions pertain to the multimodal aspect of your operation.**

21. Does your agency investigate if the communications methods provided at connecting transportation terminals (Bus, Rail, Air, Ferry) are appropriate for your passengers with a disability? Yes  No

- 21a) If yes, what methods are they using?

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- 21b) How does your agency distribute this information to your passengers?

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21c) If no, why doesn't your agency investigate the communication methods available for your passengers?

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22. Describe any special problems related to the multimodal aspect of your operation in the provision of communications to persons with disabilities.

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22a) Please suggest ways to solve these problems of multimodal integration.

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**The following questions pertain to the training of employees.**

23. Does your agency provide special training to front-line personnel to educate them about the communication needs of persons with disabilities? Yes  No

23a) If "yes," describe the training.

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23b) If "no," why is training not provided?

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**The following questions pertain to your agency's objective in providing adequate communication for persons with disabilities.**

24. What is the most important reason for taking steps to improve communications with persons with disabilities? (Please check one only.)

Government legislation		Attracts more customers		Others (please specify):
Public demands		Improves the situation for all customers		

25. Do you feel that improvements in communications for persons with disabilities are an advantage to all transit customers? Please choose the most appropriate response and explain.

Not an advantage at all		Minor disadvantage		No impact	
Minor advantage		Major advantage			

