ACCESS TO TRANSPORT FOR SENIORS AND DISADVANTAGED PEOPLE IN RURAL AND REGIONAL NSW

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Specific issues relating to the transport needs of seniors and disadvantaged people in rural and regional NSW;

- Affordability of transport – Often the elderly are not aware of subsidies available to them for transport purposes.

- Often the elderly are not able to afford associated vehicle costs e.g. petrol, registration and insurance.

- Limited transport modes available or do not run at appropriate times to connect with passenger needs e.g. Specialist appointments Tamworth

- Many clients that could possibly use the train to get to Tamworth have a long wait until the return train arrives.

- Many frail aged clients have mobility issues that make embarking and disembarking from trains and other transport modes e.g. buses difficult.

- In many cases departure and arrival times are simply inappropriate for many wanting to use public/private buses.

- Lack of transport for the frail aged can lead to social isolation and other health conditions.

- The Elderly (particularly in the rural setting) rely on the household vehicle rather than public transport to access their community which becomes problematic once one or more family members no longer hold a drivers licence.

- Generally distances between places are greater than metropolitan areas; therefore more effort is required by the individuals. Travelling long distances poses other hazards for the elderly e.g. fatigue, eyesight issues, medications.

Accessibility of current public transport services in rural and regional NSW;

- Train and bus services operate at times that are not always convenient for the frail/aged. Many bus services arrive or depart at early hours of the morning or late in the evening that is not convenient for the elderly.

- Often services that are in operation do not cater for persons with mobility issues or do not run as frequently as they could.

- Townships such as Walcha are considered transport disadvantaged as there is no regular public transport and no taxi service at present.
- Issues such as poor lighting, lack of seating at bus stops and uneven pathways all contribute to the reluctance of the elderly to access transport services.

<u>Potential strategies to improve access, including better alignment between different modes of transport, available routes and timetabling generally;</u>

- We have had a great rail system in the past that provided transport to Brisbane in the North from Armidale. If this was to be utilised again many community members would take advantage, including University students, tourists and others in the New England community.
- CTABS technology for Community Transport operators.
- Improved relations with other service providers,
- Walcha township – possible Wheelchair Accessible Taxi to commence services in the near future.

<u>Support that can be provided to seniors and disadvantaged people to assist with the costs of private transport where public transport is either unavailable or unable to meet the needs of these groups; and</u>

- Subsidised taxi vouchers
- TTSS has now increased from $30 to $60 for a one-way journey
- Petrol vouchers
- Uber in rural areas
- Nursing Home residents- Spare capacity Community Transport
- Continued block funding for Community Transport
    <u>Any other related matters.</u>

- MAC system- lack of referrals compared to self referrals plus invasive questions via assessment process for those wanting a one-off transport service.
- NDIA- Underestimation of those not able to use public transport due to mobility issues.

What is the Customer Value Proposition Research Project?

In late 2015 Transport for NSW's Rural and Regional Service Development and Performance team engaged ORIMA Research to conduct a research project to understand what features and attributes are important to existing and potential community transport customers. In total 536 people were surveyed across metropolitan, regional and remote NSW, and feedback was sought from customers with a range of personal characteristics, including culturally and linguistically diverse (CALD) and Aboriginal people.

This work has been undertaken to identify what features customers value when accessing community transport services. This information will be used to develop service delivery models that better support customer needs.

Why did we analyse Customer Value Proposition?

All public transport modes in NSW have undertaken a "Customer Value Proposition" research project to help understand the customer perspective on the service offering.

With community transport being recognised under the Passenger Transport Act 2014 (NSW), a similar evidence-based understanding is required to help prioritise activities to assist service improvements and to help measure progress.

What do the results tell us?

An infographic is included with this Fact Sheet. It provides a summary of the key customer values identified through the research.

Overall satisfaction with community transport is very high (99%), substantially higher than other modes of transport such as taxis, buses, and trains.

The most important service attributes to customers, applicable across geographic regions and different customer sub-groups were:

- Availability – customers are able to secure a booking on every occasion, and transport is available for when they want it.

- Driver service – door to door assistance is offered on every occasion, and the driver is polite and friendly.

- Reliability – a specific pick up time is advised and the vehicle turns up when expected.

For the purpose of the research, three geographic areas were used, based on the Australian Bureau of Statistics remoteness indicator for postcodes. Postcodes in Sydney were classified as "metropolitan", postcodes in cities and large towns outside Sydney were "inner regional", and the rural postcodes were "outer regional/remote".

A data table of topline results for existing community transport customers is also included with this fact sheet. This provides a snapshot of the key results from the research, grouped by client characteristics.

The data is based on a random sample of 10-15% of individual clients that used community transport services in the first half of 2015.

What are the next steps?

TfNSW have identified that further consultation is required with CALD groups and Aboriginal people as the sample sizes for the cohorts were small and preliminary findings demonstrate they value things differently.

Additional surveys will be undertaken with CALD and Aboriginal customers shortly. The results will improve the understanding of these cohorts and help providers to design services that are better aligned to what these customers value.

TfNSW also plans to repeat the research project in future years to track customer values over time.

If you require any further information about the Customer Value Proposition Research Project findings, please contact ███████████ Performance and Programs Officer at Transport for NSW on ███████████.

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Community Transport
Customer Value Proposition research findings

TfNSW conducts research across all **public transport modes** in NSW to understand what features customers value when they access a service. With **Community Transport (CT)** now also recognised under the *Public Transport Act 2014*, a similar evidence-based understanding is required for people currently using these services.

Key findings

Customers are satisfied or extremely satisfied with their services.

At least 80% of CT customers chose availability, service and reliability as the most important attribute.

Customers want

Services to be available
- Can secure a booking on every occasion
- Transport is available for when and where they want it

Good driver service
- Door-to-door assistance is always offered
- Friendly, polite driver

To know that services are reliable
- Specific pick-up time is advised
- Vehicle turns up when expected

536 people surveyed

- **402** existing customers
- **99** potential customers
- **35** CALD customers

38% Metro
48% Inner Regional
14% Outer Regional / Remote
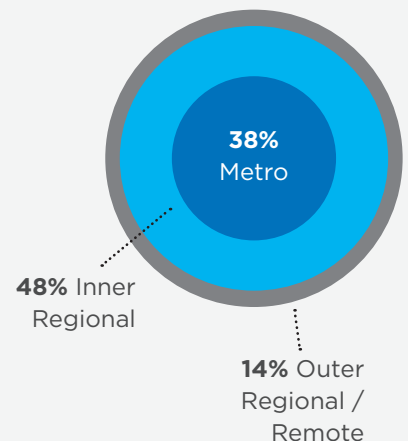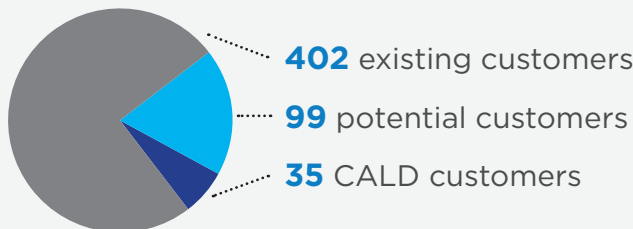
4 out of 5 customers surveyed are female

From the survey,
- **6%** Aboriginal or Torres Strait Islander origin
- **50%** Live alone
- **91%** Receive a pension
- **50%** Have a mobility restriction

83% of customers mentioned at least one health-related reason for using CT.

3 distinct trip purposes

Shopping

Social and recreational outings

Access to health services

99% of customers are satisfied or extremely satisfied with their CT service

- Highly satisfied with service overall and all service attributes
- High satisfaction applies across regions and customer sub-groups
- Customer location has little effect on satisfaction and attribute importance
- Equally satisfied with services of both volunteer and paid drivers

Customer Value Proposition
Topline Results for Existing Community Transport Customers

	Overall Customer Results		Results by Customer Location*			Results by Cultural/Linguistic Background		Results by Age	
	% Agree/ Satisfied/ Yes	% Disagree/ Dissatisfied/No	Metro	Inner Regional	Outer Regional/ Remote	ATSI	CALD	Less than 65 years	65 years or over
Number of respondents	**437**		**133**	**208**	**61**	**26**	**51**	**46**	**391**
Overall satisfaction and Perceptions of Community Transport									
Overall, how satisfied are you with your Community Transport service?	99%	1%	99%	99%	100%	100%	96%	100%	98%
Overall, how satisfied were you with your most recent trip with Community Transport?	99%	<1%	99%	99%	100%	100%	96%	98%	99%
Community Transport allows you freedom that you wouldn't otherwise have	97%	1%	97%	98%	97%	100%	90%	96%	97%
Community Transport makes a big positive difference to your life	95%	2%	95%	97%	95%	100%	88%	100%	95%
How long have you been using Community Transport?									
Less than one year	18%	-	22%	15%	18%	15%	27%	15%	18%
1 year to less than 3 years	33%	-	30%	34%	28%	31%	39%	39%	32%
3 years to less than 5 years	23%	-	26%	24%	20%	19%	12%	26%	23%
5 years or more	27%	-	23%	27%	34%	35%	22%	20%	27%
What forms of transport do you generally use to travel for activities such as shopping, medical appointments, errands or visiting friends?									
Community Transport arranged car	65%	-	59%	71%	80%	65%	39%	50%	67%
Community Transport arranged bus	45%	-	44%	47%	30%	46%	57%	50%	45%
Drive own car	26%	-	24%	32%	25%	23%	12%	20%	27%
Bus	24%	-	27%	20%	16%	27%	37%	26%	24%
Family member / friend drives	23%	-	25%	22%	21%	27%	22%	24%	23%
Taxi	11%	-	13%	12%	5%	12%	16%	15%	11%
Community Transport arranged taxi	11%	-	11%	12%	13%	15%	14%	13%	11%
Train	8%	-	11%	3%	0%	4%	29%	4%	8%
Walk	4%	-	5%	3%	3%	4%	8%	9%	4%
Services provided by other organisations	3%	-	5%	<1%	3%	12%	4%	4%	2%
Ferry	<1%	-	2%	0%	0%	0%	4%	2%	<1%
Other	<1%	-	0%	<1%	0%	0%	0%	0%	<1%
What types of Community Transport vehicles have you travelled in?									
Buses	69%	-	71%	70%	52%	69%	75%	76%	68%
Car	63%	-	59%	67%	82%	69%	33%	48%	65%
Taxis	15%	-	15%	13%	16%	19%	18%	17%	14%
Other	<1%	-	0%	<1%	0%	0%	0%	0%	<1%
Which type of person has driven you on a trip through Community Transport?									
Volunteer driver	54%	-	41%	63%	79%	54%	22%	50%	55%
Paid driver	31%	-	44%	21%	20%	23%	51%	37%	30%
Taxi driver	11%	-	12%	12%	15%	15%	6%	4%	12%
Don't know	19%	-	26%	18%	2%	23%	31%	20%	19%
What type of trip do you use Community Transport for most often?									
Medical appointment	30%	-	27%	33%	34%	38%	14%	39%	29%
Medical specialist appointment	28%	-	27%	27%	33%	27%	35%	24%	28%
Social outings	14%	-	23%	13%	0%	8%	14%	11%	15%
Shopping	13%	-	11%	11%	11%	15%	24%	9%	14%
Allied health appointments	6%	-	8%	7%	3%	0%	6%	4%	6%
Medical imaging	2%	-	2%	1%	5%	0%	0%	0%	2%
Optometry	2%	-	0%	2%	5%	0%	0%	0%	2%
Dentist	1%	-	2%	<1%	2%	0%	0%	2%	1%
Oncology appointment	<1%	-	0%	1%	0%	0%	0%	2%	<1%
Visiting family and / or friends	<1%	-	0%	<1%	2%	8%	0%	2%	<1%
Dialysis appointment	<1%	-	0%	<1%	2%	4%	0%	0%	<1%
Volunteer work	<1%	-	0%	<1%	2%	0%	0%	2%	<1%
Emergencies / Short notice trips	<1%	-	0%	<1%	0%	0%	0%	0%	<1%
Running errands	0%	-	0%	0%	0%	0%	0%	0%	0%
Other	2%	-	<1%	<1%	2%	0%	8%	0%	0%
How often do you usually travel on Community Transport services?									
Every weekday	<1%	-	0%	<1%	2%	4%	0%	0%	<1%
4 times a week	2%	-	3%	<1%	2%	0%	4%	0%	2%
2-3 times a week	11%	-	10%	11%	7%	12%	18%	7%	11%
Once a week	19%	-	23%	15%	13%	15%	27%	20%	19%
Once every 2 weeks	13%	-	18%	12%	10%	19%	8%	20%	12%
Once every month	19%	-	11%	25%	20%	4%	18%	24%	18%
Once every few months	29%	-	27%	30%	43%	46%	8%	24%	30%
Once a year	6%	-	7%	5%	5%	0%	14%	4%	6%
Less often	1%	-	2%	<1%	0%	0%	4%	2%	1%

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Number of respondents	**437**		**133**	**208**	**61**	**26**	**51**	**46**	**391**
Do you usually pay for your Community Transport services?									
Yes - Every time I travel	88%	-	92%	88%	79%	69%	92%	85%	88%
Yes - Almost always	3%	-	3%	3%	3%	0%	0%	0%	3%
Yes - Every so often	2%	-	3%	2%	0%	4%	0%	0%	2%
No	3%	-	2%	3%	5%	8%	8%	9%	3%
No - I have ComPacks/ DVA card/medical card	4%	-	0%	4%	13%	19%	0%	7%	4%
Other	0%	-	0%	0%	0%	0%	0%	0%	0%
Does the cost of Community Transport services have any impact on how often you use services?									
No - cost has no impact	70%	-	65%	79%	72%	73%	43%	63%	71%
Yes - affordable so I use it as often as I need to	24%	-	30%	16%	20%	19%	47%	26%	24%
Yes - expensive so can't use as much as I need to	6%	-	5%	5%	8%	8%	10%	11%	6%
Based on your experience, please indicate how safe you feel travelling on:									
Car driven by a Community Transport volunteer	96%	<1%	97%	96%	100%	100%	88%	97%	96%
Bus driven by a Community Transport volunteer	95%	<1%	96%	97%	93%	100%	89%	95%	95%
Car driven by a paid driver	95%	<1%	98%	94%	94%	95%	92%	95%	95%
Bus driven by a paid driver	93%	<1%	96%	93%	88%	90%	90%	95%	93%
Taxi arranged for me by Community Transport	86%	3%	86%	88%	79%	93%	87%	81%	86%
Is there anything that stops you using Community Transport as often as you would like?									
Yes	88%	-	84%	92%	89%	92%	84%	83%	89%
No	11%	-	16%	8%	11%	8%	16%	17%	11%
If yes, what is the main thing that stops you using Community Transport as often as you would like?									
Lack of availability - services all booked out	24%	-	29%	19%	Sample too small	Sample too small	Sample too small	Sample too small	24%
Cost of services	22%	-	24%	19%	Sample too small	Sample too small	Sample too small	Sample too small	19%
Difficulty leaving the house due to health or mobility issues	10%	-	10%	13%	Sample too small	Sample too small	Sample too small	Sample too small	12%
No Community Transport in my area	10%	-	5%	6%	Sample too small	Sample too small	Sample too small	Sample too small	10%
Didn't give Community Transport enough notice for my trip	8%	-	10%	13%	Sample too small	Sample too small	Sample too small	Sample too small	7%
Difficulty in making a booking	6%	-	10%	6%	Sample too small	Sample too small	Sample too small	Sample too small	5%
Long travel time/ duration	4%	-	5%	0%	Sample too small	Sample too small	Sample too small	Sample too small	5%
No one to help	2%	-	0%	6%	Sample too small	Sample too small	Sample too small	Sample too small	2%
Past bad experience	2%	-	0%	6%	Sample too small	Sample too small	Sample too small	Sample too small	2%
Service unresponsive to requests	2%	-	0%	0%	Sample too small	Sample too small	Sample too small	Sample too small	2%
Unreliable service	2%	-	0%	6%	Sample too small	Sample too small	Sample too small	Sample too small	2%
Concern about safety during the trip	0%	-	0%	0%	Sample too small	Sample too small	Sample too small	Sample too small	0%
Concerns about the driver/s	0%	-	0%	0%	Sample too small	Sample too small	Sample too small	Sample too small	0%
Lack of comfort during the trip	0%	-	0%	0%	Sample too small	Sample too small	Sample too small	Sample too small	0%
Vehicle not suited to my needs	0%	-	0%	0%	Sample too small	Sample too small	Sample too small	Sample too small	0%
Other	6%	-	10%	6%	Sample too small	Sample too small	Sample too small	Sample too small	7%
From this list which three aspects of a Community Transport trip are the most important to you?									
I can book transport for WHEN I need it	44%	-	41%	44%	51%	54%	39%	50%	43%
Vehicle turns up when I expect it	36%	-	37%	33%	43%	46%	31%	22%	37%
Polite, friendly driver	33%	-	33%	33%	34%	46%	27%	43%	31%
Transport is available for where I need to go	25%	-	23%	26%	23%	4%	27%	17%	26%
Help and support from driver	25%	-	23%	25%	18%	8%	35%	20%	26%
Feeling safe on the journey	23%	-	20%	22%	18%	15%	41%	24%	23%
Return trip arrangement that suits me	19%	-	29%	18%	15%	12%	10%	11%	20%
Ease of getting in / out of the vehicle	19%	-	16%	18%	25%	27%	25%	20%	18%
Ease of making / requesting a booking	16%	-	16%	15%	25%	15%	12%	13%	16%
Polite and friendly office staff	14%	-	12%	17%	11%	23%	14%	13%	15%
Clean vehicle	11%	-	15%	8%	8%	12%	10%	22%	9%
Comfortable vehicle, seats and belts	10%	-	11%	11%	8%	15%	12%	9%	10%
A smooth journey	9%	-	8%	10%	11%	8%	6%	9%	9%
Socialising and chatting with other passengers	6%	-	8%	5%	8%	4%	2%	2%	7%
The driver knows me and what I need	6%	-	5%	8%	2%	12%	2%	17%	4%
Reasonable travel time	4%	-	4%	6%	0%	0%	6%	9%	3%
For your most recent trip with Community Transport, how far in advance did you book it?									
Less than 30 minutes before	2%	-	2%	<1%	3%	4%	4%	2%	2%
1 hour before	<1%	-	<1%	<1%	2%	4%	0%	0%	<1%
Several hours before	<1%	-	0%	<1%	2%	4%	0%	2%	<1%
The day before	7%	-	5%	7%	7%	12%	8%	9%	6%
2 or 3 days before	17%	-	14%	20%	15%	12%	12%	11%	17%
Several days before	7%	-	8%	6%	7%	4%	10%	2%	8%
About a week before	22%	-	23%	19%	27%	20%	22%	30%	21%
More than a week before	28%	-	33%	28%	25%	24%	27%	35%	28%
I have a permanent/recurring booking	17%	-	15%	18%	13%	16%	16%	9%	18%

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On your most recent trip, did the Community Transport vehicle arrive when you expected it to?									
Yes - On time	90%	-	89%	90%	97%	88%	84%	78%	91%
No - Early	7%	-	6%	8%	2%	4%	8%	17%	6%
No - Late	3%	-	5%	2%	2%	8%	8%	4%	3%
On your most recent trip, were you the only passenger, or were there other Community Transport passengers in the vehicle?									
Other passengers	59%	-	58%	57%	57%	54%	69%	54%	59%
On my own	41%	-	42%	43%	43%	46%	31%	46%	41%
For people travelling on their most recent trip with other passengers, was the extra time and less direct route required to stop and pick-up other passengers acceptable to you?									
Yes it was acceptable	93%	-	94%	95%	91%	93%	88%	88%	93%
Somewhat unacceptable	5%	-	5%	3%	6%	0%	9%	8%	5%
Completely unacceptable	2%	-	1%	2%	3%	7%	3%	4%	2%
Thinking about your last trip, please indicate your level of satisfaction with the following aspects of Community Transport:									
Clean vehicle	100%	0%	100%	100%	100%	100%	100%	100%	100%
Polite, friendly driver	100%	0%	100%	100%	100%	100%	98%	100%	100%
I felt safe on the journey	100%	<1%	100%	100%	98%	100%	100%	98%	100%
A smooth journey	99%	<1%	100%	99%	98%	100%	100%	96%	100%
Transport was available for where I needed to go	99%	<1%	99%	100%	100%	100%	96%	96%	99%
Ease of getting in / out of the vehicle	99%	<1%	100%	98%	98%	100%	98%	96%	99%
Vehicle turns up when I expected it	98%	<1%	97%	100%	98%	100%	98%	100%	98%
Polite and friendly office staff	98%	<1%	99%	98%	98%	96%	98%	98%	98%
I was able to book transport for WHEN I needed it	98%	<1%	99%	99%	98%	96%	92%	96%	98%
Reasonable travel time	97%	2%	98%	98%	98%	100%	94%	100%	97%
Help and support from driver	97%	<1%	98%	96%	98%	100%	96%	98%	97%
Comfortable vehicle, seats and belts	97%	2%	98%	96%	98%	96%	94%	98%	97%
It was easy to make the booking	96%	<1%	98%	98%	97%	92%	86%	96%	96%
Return trip arrangement that suited me	95%	2%	95%	95%	98%	96%	94%	91%	96%
Driver knew me and my needs	94%	<1%	92%	96%	97%	92%	88%	96%	94%
Socialising and chatting with other passengers	72%	<1%	74%	70%	72%	72%	79%	68%	72%
Do you have the internet at home?									
% Yes vs. % No	41%	59%	47%	38%	31%	27%	57%	52%	40%
Age of respondent									
Less than 55 years	5%	-	2%	6%	7%	27%	8%	48%	0%
55-64 years	5%	-	6%	5%	7%	15%	6%	52%	0%
65-74 years	22%	-	24%	19%	30%	38%	20%	0%	24%
75-79 years	19%	-	14%	21%	25%	4%	22%	0%	21%
80 years and over	49%	-	53%	50%	33%	15%	45%	0%	55%
Gender									
Female	78%	-	80%	77%	75%	62%	78%	72%	79%
Male	22%	-	20%	23%	25%	38%	22%	28%	21%

* Customer Location

Region	Local Government Areas	Location for Survey
Mid North Coast	Clarence Valley, Coffs Harbour, Bellingen, Greater Taree, Nambucca, Kempsey, Port Macquarie Hastings	Inner Regional or Outer Regional/Remote
Southern	Wingecarribee, Shoalhaven, Tumut, Tumbarumba, Queanbeyan, Yass Valley, Upper Lachlan, Goulburn Mulwaree, Bega Valley, Bombala, Palerang, Snowy River, Cooma Monaro, Eurobodalla	Inner Regional or Outer Regional/Remote
New England	Moree Plains, Narrabri, Gwydir, Uralla, Inverell, Tenterfield, Glen Innes Severn, Guyra, Armidale Dumaresq, Walcha, Liverpool Plains, Tamworth, Gunnedah	Outer Regional/Remote
Central West	Lachlan, Parkes, Forbes, Cabonne, Weddin, Cowra, Orange, Blayney, Bathurst, Oberon, Mid-Western, Wellington, Dubbo, Narromine, Lithgow, Gilgandra and Warrumbungle	Inner Regional or Outer Regional/Remote
Northern Rivers	Tweed, Kyogle, Byron, Lismore, Ballina, Richmond Valley	Inner Regional
Western	Bourke, Brewarrina, Walgett, Bogan, Warren and Coonamble, Broken Hill, Central Darling, Cobar, Unincorporated Area.	Outer Regional/Remote
Illawarra	Wollongong, Shellharbour, Kiama	Inner Regional
Murray-Murrumbidgee	Wentworth, Balranald, Boorowa, Young, Temora, Harden, Carathool, Wakool, Murray, Deniliquin, Conargo, Jerilderie, Griffith, Murrumbidgee, Leeton, Narrandera, Coolamon, Urana, Berrigan, Corowa, Albury, Greater Hume, Lockhart, Wagga Wagga, Gundagai, Junee, Cootamundra, Hay	Inner Regional or Outer Regional/Remote
Central Coast	Gosford, Wyong	Inner Regional
Hunter	Upper Hunter, Gloucester, Muswellbrook, Dungog, Great Lakes, Singleton, Maitland, Port Stephens, Newcastle, Cessnock, Lake Macquarie	Inner Regional
Western Sydney	Auburn, Bankstown, Blacktown, Blue Mountains, Camden, Campbelltown, Fairfield, Hawkesbury, Hills Shire, Holroyd, Liverpool, Parramatta, Penrith, Wollondilly	Metropolitan
Sydney Metro	Rest of Sydney	Metropolitan