

Questions about using buses and trains



Easy Read



For most of these questions you can **circle the answers that are right for you.**



Sometimes you will be asked to write what down you think.



Thank you for taking the time to do this survey.



It will help us know what needs to be better.

Getting information



Circle the answer that is right
for you.



**Do you find out the time of your
bus or train by:**

- timetable at a stop



- timetable at home



- smartphone



- internet



- another way



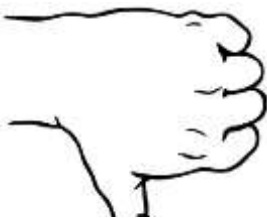
If you put a circle around **another way** please tell us how you find your timetable information here:



How easily can you find the timetable of your bus or train?



• very easy



• kind of easy

• okay



• not very easy

• very hard

Are the timetables easy to use?



- very easy
- kind of easy
- okay



- not very easy
- very hard



Do you want to say anything else about getting timetable information?



Paying

When you use buses or trains how do you pay for it?



- with money



- with a smartcard like Snapper or HOP



- another way



If you put a circle around **another way** please tell us how you pay for buses or trains here:



Do you want to say anything else about how you pay for buses or trains?



Getting to the bus stop or station

How easy is it for you to get to the bus stop or train station?



- very easy
- kind of easy
- okay



- not very easy
- very hard



Do you have any problems getting to your bus stop or train station?

- Yes
- No



If you said **Yes** can you tell us what problems you have getting to your bus stop or train station?



Getting onto buses or trains



Do you have any problems getting onto buses or trains?

- Yes
- No



If you said **Yes** can you tell us what problems you have getting onto buses or trains?



Do bus or train staff help you get on when you need it?

- Yes
- No

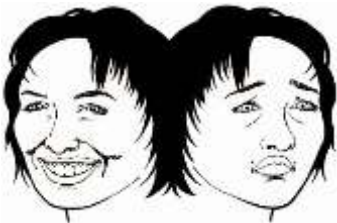


What would make it easier to get onto buses or trains?



Is getting onto buses or trains stressful or stress-free for you?

- stress-free
- a bit stress-free



- okay
- a bit stressful
- very stressful



Do you want to say anything else about getting onto buses or trains?



Getting from the bus stop or station to where you want to go

After you get off the bus or train is it easy to get where you want to go?

- Yes
- No



Do you want to say anything else about getting where you want to go after getting off the bus or train?



Do you want to say anything else about what it has been like for you to use buses or trains in the past?



This survey has been translated into Easy Read by People First New Zealand Inc Ngā Tāngata Tuatahi

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