

The public transport accessibility audit process

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C. O'Fallon
Pinnacle Research & Policy Ltd, Wellington

Auditor instructions

Purpose of the PT accessibility audit

This audit tool enables a regional council or others to audit the **accessibility** of a single public transport (PT) service, several routes, or an entire network, for all PT user categories. The audit identifies 'barriers to access' that could pre-empt potential users from undertaking a journey via public transport. The audit takes a 'whole-of-journey' approach. Hence, the audited 'barriers to access' include factors affecting:

- service coverage (service availability – frequency and service span, service area and service information)
- accessible routes to stops/stations
- bus stops and shelters
- bus or rail stations
- accessible parking facilities
- passenger service vehicles and carriages.

The audit excludes 'affordability' for users as being too complex to be addressed within this project.

The audit tool consists of several check lists and provides the person conducting the audit ('auditor') with the opportunity of recording comments while in the field. It is feasible to audit specific components of the PT journey (eg passenger service vehicles or bus stops or the accessible routes), if that is desired.

When the audit fieldwork is complete, all of the information is summarised in a separate workbook and a report card rating accessibility (no barriers, slight barriers present, moderate barriers present, severe barriers present) for each user category is made.

The report card results may be used to prioritise improvements to PT services and infrastructure according to:

- the condition of the particular PT element(s) being considered
- the use of the route/corridor by persons with various types of disabilities
- ridership
- the importance of the connections provided by the facility/infrastructure.

Scope of the audit

Users

Six broad categories of users have been identified, ranging from ‘able users’ (essentially people with no impairments) through to ‘wheelchair users’ (people who possibly experience the greatest difficulty accessing public transport). Table A1 provides a description of the user categories.

Table A1 Categories of people with impairments

User category	Description
Able users	Regular, occasional and new PT users with no disabilities
Wheelchair users	People who are injured or disabled and use a wheelchair for moving from place to place.
Physical limitations	People with ambulatory/physical disabilities, whether temporary or long term (eg pregnant women, elderly people, people on crutches or with a cane; people with babies/small children in pushchairs; people with poor dexterity or little strength)
Comprehension	People with mental/cognitive disabilities, as well as those with language difficulties (eg ethnic minorities and new immigrants)
Visual	People with sight impairments
Auditory	People with hearing impairments

Modes covered by audit

The primary focus is on accessibility to regional council scheduled bus network(s) and ‘large bus’ vehicles¹ and regional council scheduled rail network(s) and carriages.

Ferry services and facilities and total mobility schemes are not currently included in the audit tool.

Audit conducted on a route/corridor basis

The audit checklist is intended to be used on a route/corridor basis and focuses on the ‘whole-of-journey’ approach, including the vehicles used, the stops/stations, the routes to the stops/stations, and getting on board the bus/train. Thus, the auditor will be checking that people of varying abilities have an accessible route to a stop or station, can travel safely and efficiently through the station (where relevant), board their bus or train, and then can do the reverse on arrival at their destination.

A full audit of the station’s facilities (eg toilet and/or shower facilities, waiting areas, cafes/bars, telephones) for accessibility is not conducted. If a building audit is required, the reader is referred to Barrier Free New Zealand Trust (2008) *Resource handbook for barrier free environments*.

The first audit completed in an area is likely to be the most time-consuming and arduous, as it will include the audit of the operator’s vehicles. Because some operators provide buses to many different routes and/or some stops/stations are used by multiple services, subsequent audits are likely to be much quicker. This guide contains some suggestions to manage accessibility audits to make effective use of resources.

¹ In the *Requirements for urban buses in New Zealand* (NZTA 2008), a large bus (LB) is defined as a heavy vehicle with a seating capacity of >39 passengers. A medium bus (MB) seats 21–39 passengers while a small bus (SB) seats 13–21 passengers, including the driver.

Note that it is entirely possible to conduct a 'partial' audit, focused solely on vehicles, stops/stations or accessible routes, if that is desired, as each core element of the journey is addressed in a separate worksheet in the Excel workbook.

The corridor

Where there is more than one bus route operating in a corridor, clearly the audit of the infrastructure (access routes, stops (including shelters), stations, information etc) within the corridor would not be re-done for each service. Rather, an audit of the infrastructure in a corridor where more than one bus route is available could be done:

- 1 As a stand-alone exercise (all infrastructure in the corridor assessed, irrespective of what routes use it. Where there are 'barriers to access' present, which will affect some users' ability to access a particular service route, the route number(s) affected would have to be identified as having 'barriers to access'), or
- 2 Only the infrastructure for a specific service route is assessed in the first instance. Subsequent audits for different routes would take into account any infrastructure already assessed in identifying 'barriers to access'.

The bus vehicles

The types of buses used on a route are crucial to identifying an accessible route.

Hence, it is suggested that a regional council complete the vehicle/carriage audit at the operator level, with four steps to the analysis:

- 1 What types of buses does the operator own/lease? Distinguish the different models of vehicles in operation.
- 2 Use the audit worksheet 'Being on board - bus' to identify which types of vehicles are accessible to all categories of users (ie meet the 'new bus' criteria contained in *Requirements for urban buses in New Zealand* (NZTA 2008) or are otherwise equipped to accommodate wheelchair users. Note that vehicles meeting the 2014 requirement for 'existing buses' are unlikely to be wheelchair accessible. It is likely that only one vehicle of each particular model or configuration requires auditing, as the other vehicles of the same model or configuration would have the same features.
- 3 Then, with the operator, identify what proportion of vehicles used on the route/in the corridor being audited are accessible to particular categories of users and summarise this in the PT audit summary workbook.
- 4 If some of the vehicles being used are not wheelchair accessible, ask the question: can potential users find out, *before the bus arrives*, what type of vehicle will be arriving at the stop/station they are waiting at? Note: if potential users cannot be certain that they will be able to board a particular bus, they are unlikely to choose to use public transport.
- 5 Identify the available capacity on the accessible bus to take a wheelchair or other passengers with impairments. If buses on a service are regularly near capacity or full, either during peak or off-peak times, or if buses drive past waiting passengers, accessibility of the service to users of all types is reduced.

The workbooks and worksheets

Workbooks: overview

There are two workbooks for the PT accessibility audit:

- 1 Workbook 1: PT accessibility audit – an Excel-based workbook for the ‘auditor’ (person conducting the field audit)
- 2 Workbook 2: PT audit summary worksheets – an Excel-based workbook for summarising the audit findings for regional councils and other interested parties. The report card is included in this workbook under the title ‘Barriers to access’.

The audit worksheets are designed so that each ‘PT accessibility audit’ workbook will be a complete audit of a single PT route or corridor. However, a regional council may choose to organise or focus their audit to suit their particular needs, in which case not all worksheets are relevant for every audit. This is especially true where rail-based PT is not available.

Worksheets within the workbooks

User instructions

Instructions for the auditor and the person managing the creation of the audit report card are found on a separate worksheet in the appropriate workbook.

It is possible for the audit to be completed electronically (ie with a hand-held computer in the field) or by printing off the relevant worksheets and walking the appropriate ‘Getting to service by self’ routes and examining the stops/stations. If the audit is conducted electronically, then only the ‘PT audit summary worksheets’ workbook is required, as the data for each stop and route can be entered directly into the summary, with comments as required on the comment sheets provided in the workbook. The report card will then (mostly) ‘self-complete’ as the audit is being carried out.

Service information

This summarises the basic route information.

Getting to service by self (GTSS)

This worksheet audits all accessible routes, for pedestrians and wheelchair users, to (from) the bus stop/station, including the footpath quality, crossings, lighting etc. It is up to the auditor/regional council to determine what radius around each bus stop is assessed – a 200m radius is suggested initially. If there are barriers within that 200m radius, then those further away will be affected. If there are no barriers, then a larger radius could be considered.

Each question looks at a different component of the route, and is designed to be answered ‘Yes’ or ‘No’. In every case, a ‘Yes’ response means that that particular component is ‘accessible’. The worksheet is designed to be used to audit several pedestrian/wheelchair routes, potentially for several stops, hence, only ‘No’ needs to be recorded, with details provided about what bus stop is affected and a locational marker (highlighting where the problem is) given. This information can be summarised on the ‘GTSS – comments’ worksheet.

Getting to service by car (GTSC)

This worksheet audits accessible car parking where provided at bus stops/stations.

Waiting for service – bus stop (BS)

This worksheet audits the actual bus stop, including any shelter, the landing pad, lighting, information, etc. The worksheet is designed to be used one per bus stop. Each question is answered 'Yes' or 'No'. If a question does not apply, the auditor may put a stroke through the responses to indicate this. There is room for comments, if the auditor thinks these would be useful.

Waiting for service --station (STN)

This worksheet audits rail and bus stations, including accessible entrance ways, signage, ramps, platforms, stairs, etc. The worksheet is designed to be used one per station. Each question is answered 'Yes' or 'No'. If a question does not apply, the auditor may put a stroke through the responses to indicate this. There is room for comments, if the auditor thinks these would be useful.

Being on board --bus (BBB)

This worksheet assesses the accessibility of the passenger service vehicles used by the route operator. The components audited are based on the NZTA (2008) *Requirements for urban buses in New Zealand* and provide requirements for buses entering service from 2010 (although it is recommended that buses entering in 2009 also meet these requirements) and for 'existing' buses to meet from 2014. Buses meeting the new bus (2010) requirements will be accessible to all categories of users, while those strictly meeting the existing fleet (2014) requirements will not be wheelchair accessible, and in some cases may not be accessible to other categories of users.

It is suggested that one worksheet be used per model of passenger service vehicle available on the bus route, where there is more than one bus type/model in operation. As noted above under the heading 'The bus vehicles', it is only necessary to audit one example of each model or internal configuration. The vehicle audit will have to be done in conjunction with regional council staff and the operators.

Some regional councils require a 'pre-qualification assessment' of the suitability of an operator's vehicle fleet, which may be a useful reference in completing the audit.

Being on board – train (BBT)

This worksheet assesses the accessibility of the rail carriages used by the route operator. It is suggested that one worksheet be used per model of carriage available for use on the train service, where there is more than one carriage type/model in use.

Service coverage (SC)

This worksheet is used to assess different components of service coverage, namely frequency, (time) span, service area (access to different facilities), and service information availability and accessibility.

Barriers to access – report card

This worksheet is found only in the 'PT audit summary worksheets' workbook.

This worksheet compiles all of the material from the audit and creates a 'report card' for the service/route/corridor/network being audited. The report card generates a series of ratings for each category of users, identifying the 'Number of barriers to access rated as 'severe' (3) [moderate (2)/slight (1)] on this service for this type of user'.

Table A2 Report card rating for severity of ‘barriers to access’

Rating	Value	Definition
None	0	Little or no hindrance to people with this impairment or ability using public transport
Slight	1	All people with this impairment or ability wishing to use public transport will be able to do so, but there will probably be some hindrance or inconvenience in accessing it.
Moderate	2	Some people with this impairment or ability are likely to be dissuaded from making journeys by public transport because it will be more time consuming or less convenient, and they may require assistance.
Severe	3	People with this impairment or ability are likely to be deterred from making public transport journeys. In some cases, the potential user will be totally unable to travel independently by public transport.

Most of the cells in the summary worksheet will be automatically updated as the other worksheets in the workbook are completed. The instructions have the person doing the data entry fill in the few remaining cells.

Accessibility to public transport: a ‘best practice’ guide

A separate document *Accessibility to public transport: a best practice guide* (appendix B) has been prepared to provide guidance to regional councils, auditors, operators, and others on how the accessible factors for a public transport journey could appear, including relevant dimensions. Some guidance is provided on how measurements could be taken.

Health and safety

The New Zealand government, including regional councils and local authorities are committed to providing and maintaining safe and healthy working environments for all employees who potentially may be exposed to the risk of injury or harm as a consequence of their activities conducted on behalf their employer.

All employees should have read and understood the safety and health policy of their organisation/ department. In addition, each organisation/department will be responsible for maintaining an up-to-date hazard register that details specific hazards that employees may be exposed to in the course of their work. Management should ensure that auditors are introduced to the register on commencing work with the organisation. Given that auditing is field based (meaning that the work is likely to expose auditors to risks not generally encountered in an office based role), it is important they familiarise themselves with the register and practise the safety procedures associated with it.

Workbook 1: Public transport accessibility audit: instructions for the auditor

Setting up to complete an audit

The auditor

The PT accessibility audit workbook is designed to be completed quickly and easily. The auditor will need to have a basic understanding of the terminology in the spreadsheet and the various factors to be examined. Explanations and illustrations of many factors are found in the *Accessibility to public transport: a best practice guide* (see appendix B).

Timing of the audit

Though the checklist may be completed at any time of day, certain sections, such as the lighting assessment, may be performed in the evening or night-time to effectively determine the safety, security and accessibility of the stop(s)/station(s).

Equipment required

The equipment needed to acquire data for the site is listed below, divided into 'basic' and 'additional.' These categories are based on the type of information the council is collecting, the use of paper forms or computer and the level of accuracy desired.

Basic:

- database of PT services to be audited, including location of all bus stops/stations in the route/corridor. It is helpful to have a map of each bus stop (or pair of stops if they are located opposite each other) with a circle drawn on to show what routes (footpaths, walkways, roads) should be assessed as part of the 'Getting to service by self'. The radius or diameter of the circle is chosen at the discretion of the council.
- audit checklists - select and print off only those required for the particular route being audited
- clipboard, paper, pencils
- measuring wheel/measuring tape
- two-foot carpenter's level or an electronic level for checking slopes

Additional:

- handheld device or laptop onto which the checklist can be downloaded
- global positioning system (GPS) to calculate the location of the bus stop (if not already available)
- camera (preferably digital to be able to download to a database) to take photos of problems found.

Undertaking the audit

Arrange to audit the operator's vehicles used on the route

In many cases, the regional council will already hold a considerable amount of information about the vehicles used on its scheduled bus/train services. It is not necessary to audit each and every vehicle, rather an example of each vehicle-type may be audited as required.

Audit bus driver/train staff (found on the 'Being on board - bus/train' worksheet). It is not feasible to observe every employee working on a bus/train route. A combination of discussion with the operator to ascertain what training staff is provided and a few observations of buses operating on a route or on-board

a train should give a general impression of the quality of service. If problems are identified, then further observations would be required.

Familiarise yourself with the route/corridor to be audited

With a route/corridor map, familiarise yourself the number and location of the stops/station(s), and identify the streets that form part of the accessible route to each stop/station.

Organise your checklists

Organise your checklists in the order that you will encounter elements along the route. If you are doing the audit on paper, make sure you have enough copies of each of the spreadsheets:

- Getting to the service by self (on foot, by wheelchair, skateboard etc)
- Getting to the service by vehicle (if necessary)
- Waiting for service – bus stop
- Waiting for service – station

Record observations and measurements directly on the checklist

It may be helpful to take photos of the deficient element to document your findings on the checklist. Maintain a log of all photographs taken by noting the photograph number on a sketch of the facility layout or on the checklist itself.

Barriers on the accessibility routes can be marked directly on the map showing the stop/station and surrounding area. If you do not have a satellite map or other suitable diagram, you may want to sketch the facility, identifying the specific elements that do not meet the audit requirements. A simple way of noting this is to number or 'letter' (A, B, C) for each factor identified, and then to note the specific problem in the comments on the worksheet, along with the bus stop number/station name.

Background information		
Route number:		
Route name:		
What is the geographical area serviced by the route? (Be fairly specific: eg South Karori, Karori Mall, into CBD; return same route)		
Does the route complete a 'circuit' (either with the same route number or a different route number covering the route in reverse)?	Yes	No
The audit is to consider the whole circuit in order to look at accessibility of all stops/stations.		
* Attach a map (showing all relevant stops) and schedule of the route.		
Date of audit:		
Audit or information		
Name		
Company (if appropriate)		
Phone:		
Mobile:		
Email:		

Getting to service by self (GTSS) (on foot, by wheelchair, skateboard etc)

Question #	Route #	Category	Factor	Yes	No	Bus stop #	Letter on map	Bus stop #	Letter on map
GTSS 1		footpath	Is the accessible route to the bus stop / station obvious to all users?	Yes	No				
GTSS 2		footpath	Do accessibility signs indicate the direction of the accessible path at each place that a path becomes impassable?	Yes	No				
GTSS 3		footpath	Do footpaths have a minimum clear width of 1200mm (eg fixtures, rubbish or loose furniture, poles, awnings, litter bins, outward opening windows, etc. does not impede the route)?	Yes	No				
GTSS 4		footpath	Where a footpath has a minimum clear width of less than 1200mm, does it have regularly placed passing/turning areas (1800mm x 2000mm) located no more than 50m apart? Note: in suburban areas, residential driveways may provide such a passing opportunity (refer to Best Practice Guide for illustration).	Yes	No				
GTSS 5		footpath	Is the route free of any single/isolated steps?	Yes	No				
GTSS 6		footpath	Is the transverse or crossfall gradient $\leq 1:50$ (1-2%)? The crossfall is the slope of the footpath at right angles to the direction of travel.	Yes	No				
GTSS 7		footpath	Where the footpath is on a slope steeper than 1:20 (5%), is at least one handrail provided?	Yes	No				
GTSS 8		footpath	Is the top surface of any handrail mounted between 800mm and 1100mm above the footpath surface?						
GTSS 9		footpath	If the footpath is steeply sloping, are there level landing or rest areas provided no more than 18 metres apart?	Yes	No				
GTSS 10		footpath	Is the accessible route free of broken concrete or damaged paving etc.?	Yes	No				
GTSS 11		footpath	Is the accessible route clean (free of litter and dog mess)?	Yes	No				
GTSS 12		footpath	Is the street furniture anchored on the accessible route?	Yes	No				
GTSS 13		footpath	Is the accessible route stable, firm and relatively slip-resistant under all weather conditions?	Yes	No				
GTSS 14		footpath	Is footpath free of bumpy surfaces or undulations greater than 12mm (such as due to tree roots or hollows)? Refer Best Practice Guide	Yes	No				
GTSS 15		footpath	On any grates in the accessible route, are all openings more than 10mm wide are perpendicular to the direction of traffic?	Yes	No				
GTSS 16		footpath	Where the surface is >25mm above adjacent ground, is protection provided by a 75mm kerb or low barrier rail to prevent falling?	Yes	No				
GTSS 17		footpath	Is the height clearance (eg foliage, road signs or toher objects protruding from buildings etc) a minimum of 2100mm throughout a route >2000mm in length?	Yes	No				
GTSS 18		footpath	Is the height clearance a minimum of 2000 mm throughout a route <2000 mm in length ?	Yes	No				

Getting to service by self (GTSS) (on foot, by wheelchair, skateboard etc) continued

GTSS 19	footpath	Where objects are fixed permanently to the ground or side of an access way (display stands, etc.), do they have a feature within 150 mm of the ground detectable by person using a cane?	Yes	No				
GTSS 20	footpath	Projections: Where there are projections, those above 1600mm from ground project <200mm into access route; those within 800mm-1600 mm from the floor project <60mm into access route; those <800mm above the floor/ground project <100mm into access route?	Yes	No				
GTSS 21	footpath	Is street furniture painted a colour that provides contrast with background?	Yes	No				
GTSS 22	driveway	Is there good pedestrian and driver visibility? (eg are there any obstructions, such as fences, foliage, poles, etc, that block vision of traffic exiting busy driveways?)	Yes	No				
GTSS 23	crossing	If a subway or overpass is provided, is it wheelchair accessible (maximum slope 1:12; minimum 2400mm wide; handrail on both sides where there is a slope) ?	Yes	No				
GTSS 24	crossing	Does the subway or overpass provide for personal security (is it straight, well lit, and clean)?	Yes	No				
GTSS 25	crossing	Are crossing facilities near bus stops appropriate for the width of the road and the volume and speed of traffic (traffic signals; median islands; zebras)?	Yes	No				
GTSS 26	crossing	Where a pedestrian (zebra) crossing exceeds 14m in width, is it controlled by traffic signals or 'interrupted' by one or more traffic islands?	Yes	No				
GTSS 27	crossing	At signalised crossings, do all pedestrians have adequate time to cross the road safely?	Yes	No				
GTSS 28	crossing	Can road crossing signals be activated by pedestrians?	Yes	No				
GTSS 29	crossing	Do road crossing signals include audible traffic signals (in working order)?	Yes	No				
GTSS 30	crossing	Where a traffic island is provided, is the 'path' for users 1500 mm by 1800 mm (big enough to accommodate a turning wheelchair)?	Yes	No				
GTSS 31	crossing	Are traffic islands cut to the road surface level or equipped with curb cuts?	Yes	No				
GTSS 32	crossing	Do traffic islands have a slip resistant and stable surface?	Yes	No				
GTSS 33	crossing	Are pedestrians (including those in wheelchairs) waiting to cross the road visible to approaching motorists / are approaching motorists visible to pedestrians?	Yes	No				
GTSS 34	kerb cut & ramp	Does the crossing opportunity have kerb cuts on both sides? Refer Best Practice Guide.	Yes	No				
GTSS 35	kerb cut & ramp	Are kerb ramps a minimum of 1000mm wide, exclusive of flared sides?	Yes	No				
GTSS 36	footpath	Is the height clearance a minimum of 2000 mm throughout a route <2000 mm in length ?	Yes	No				
GTSS 37	footpath	Where objects are fixed permanently to the ground or side of an access way (display stands, etc.), do they have a feature within 150 mm of the ground detectable by person using a cane?	Yes	No				
GTSS 38	kerb cut & ramp	If kerb ramp does not have flared sides, does the ramp have either a handrail or guardrail?	Yes	No				

Getting to service by self (GTSS) (on foot, by wheelchair, skateboard etc) continued

GTSS 39	kerb cut & ramp	Do kerb crossings have tactile ground surface indicators to warn visually impaired users of its presence?	Yes	No				
GTSS 40	kerb cut & ramp	Do kerb cuts have slip-resistant tactile surfaces, contrasting in colour and texture with footpath and road?	Yes	No				
GTSS 41	kerb cut & ramp	Is the top landing of kerb ramp a minimum of 1000mm wide and 1200mm deep?	Yes	No				
GTSS 42	kerb cut & ramp	Is the transition between the gutter (at the base of the ramp) and the ramp smooth, with no vertical face?	Yes	No				
GTSS 43	lighting	Is the crossing well lit between dusk and dawn? Street lights should provide lighting if the crossing does not have its own.	Yes	No				
GTSS 44	lighting	Is the accessible footpath adequately lit between dusk and dawn (eg there are no dark places or hiding places; users are easily seen)?	Yes	No				

Getting to service by car (GTSC)

	location	Street name (including cross street or landmark if mid-block):			
	location	Station number or name			
					Comments
Category	Question #	Factor	Yes	No	
GTSC 1	parking	Are park-and-ride facilities available at the station for people with impairments who access the bus or train by car?	Yes	No	
GTSC 2	parking	Are designated parking spaces provided for people with impairments as follows: 1 space for up to 10 total spaces provided; 2 for up to 100 total spaces provided; plus 1 more space per every additional 50 parking spaces?	Yes	No	
GTSC 3	parking	Is parking clearly marked out and signed with the international symbol of access (on ground, wall or post)?	Yes	No	
GTSC 4	parking	Are accessible parking spaces a minimum of 3500mm wide?	Yes	No	
GTSC 5	parking	Are accessible parking spaces a minimum of 5000mm long (angle park) or 6300mm (parallel park)?	Yes	No	
GTSC 6	parking	Is there vertical clearmace not less than 2500mm along route and at parking space?	Yes	No	
GTSC 7	parking	Is the park level with the footpath or is there a kerb ramp provided, to permit easy access to footpath by wheelchair users?	Yes	No	
GTSC 8	parking	Is the surface stable, firm and slip resistant under all environmental conditions?	Yes	No	
GTSC 9	parking	Is the international symbol of access painted on the surface of the car park (usually with yellow or white paint)?	Yes	No	
GTSC 10	parking	Are the park-and-ride facilities adequately lit between dusk and dawn (eg there are no dark places or hiding places; other people are easily seen)?	Yes	No	
GTSC 11	parking	Do accessible parking spaces have a maximum slope of 1:50?	Yes	No	
GTSC 12	access	Is the location of the accessible car park visible from a vehicle at the entrance to the park-and-ride facility? If not, is directional signage provided (at the entrance) to indicate the location of the car park?	Yes	No	
GTSC 13	access	Are the accessible parking spaces located as close to an accessible building entrance as possible?	Yes	No	
GTSC 14	access	Is direct pedestrian access provided between park-and-ride facilities and the station? (Are the parking spaces on the accessible route?)	Yes	No	
GTSC 15	access	Do the parking spaces avoid conflict between vehicles and people when approaching an entrance?	Yes	No	
GTSC 16	access	Are the car parks and/or drop-off points on the access route covered overhead?	Yes	No	

Waiting for service – bus stop (BS)

Note: characteristics of ramp addressed on 'being on board - bus' worksheet.					
	location	Street name (including cross street or landmark if mid-block):			
	location	Bus stop number (if assigned)			
	location details	Bus route direction: north bound/south bound/east bound/west bound/more than one direction			
	location details	What service numbers use this stop?			
	location details	Distance from previous stop (in metres)			
	location details	Distance to next stop (in metres)			
	location details	Location of nearest street crossing opportunity (intersecting streets if a corner or specify mid-block location)			
	location details	Distance to the nearest street crossing opportunity			
Question #	Category	Factor			Comments/detail
	location details	Is there a bus shelter?	Yes	No	
	location details	If NO, is there an exterior alternative shelter nearby (ie awning, overhangs, underpass)?	Yes	No	
BS 1	landing	Is the kerb height at least 150mm from the road surface?	Yes	No	
BS 2	landing	Is the landing pad/ waiting area identified with tactile indicator tiles?	Yes	No	
BS 3	landing	Is there an unobstructed, minimum 1500mm x 1500mm, landing pad/footpath at bus stop? (where it is known that buses on the route are wheelchair accessible through the rear door, this dimension should be 1500mm by 8000mm).	Yes	No	
BS 4	landing	Does the landing pad have a well-drained, non-slip surface?	Yes	No	
BS 5	landing	Is the landing pad surface even?	Yes	No	
BS 6	landing	Does the landing pad extend to kerb, or is it near enough to the kerb to make use of an on-board ramp (for all weather and wheelchair access)?	Yes	No	
BS 7	landing	Is there a marker (eg location of bus stop sign / painted bus 'park' on the roadway) that facilitates the driver to stop the bus in the correct position for passengers loading from the landing pad?	Yes	No	
BS 8	landing	Is landing pad located where front door of bus will be at the bus stop?	Yes	No	
BS 9	landing	Does the landing pad connect with the accessible footpath?	Yes	No	
BS 10	landing	Does the landing pad have a maximum slope of 1:50, measured perpendicular to the roadway?	Yes	No	
BS 11	landing	Is all street furniture (including seating or a bus shelter) set back at least 1000 mm from the kerb, to allow a wheelchair user unobstructed access?	Yes	No	
BS 12	landing	Is the bus stop zone designated as a no parking and no stopping allowed zone?	Yes	No	
BS 13	shelter	Is there enough space (at least 1200mm) for people in wheelchairs to enter from the accessible footpath and rest inside the shelter?	Yes	No	
BS 14	shelter	If the shelter has four walls, is the doorway at least 800mm wide?	Yes	No	
BS 15	shelter	Does the placement of advertising panels allow visibility of waiting passengers?	Yes	No	
BS 16	shelter	In a shelter with glass or transparent walls, is there a contrasting band at least 150mm wide at a height of 1400mm to 1600mm from the ground?	Yes	No	

Waiting for service – bus stop (BS) continued

BS 17	shelter	Is the bus shelter or seating positioned near the 'front' of the bus stop, close to where the front door of buses using the stop will open?	Yes	No	
BS 18	shelter	Does the location of the shelter or seating provide for good visibility of approaching buses, the waiting passengers and the surrounding environment?	Yes	No	
BS 19	seating	Do any seats have backs ?	Yes	No	
BS 20	seating	Is the the height from the floor to the top of the front of the seat between 400mm and 500mm (perch-type seating height is 700mm)?	Yes	No	
BS 21	information	Is there an information panel providing up-to-date service information (route, schedule, map) for all services stopping at this stop?	Yes	No	
BS 22	information	Is the information sign located no lower than 900mm and no higher than 1700mm from the landing pad?	Yes	No	
BS 23	information	Is the information panel in large print and good colour contrast (to accommodate the visually impaired)?	Yes	No	
BS 24	information	Is the bus stop signage in accordance with the Land Transport Rule Traffic Control Devices 2004 or subsequent amendment (refer Best Practice Guide)	Yes	No	
BS 25	information	Is there a visible large print sign indicating what service numbers use this stop?	Yes	No	
BS 26	information	Are fare schedules (to find out how much to pay) easily visible at the stop?	Yes	No	
BS 27	information	Where an existing street light pole is in the vicinity of a bus stop, is the bus stop signage attached to the pole to minimise the physical obstacles at the bus stop?	Yes	No	
BS 28	information	Is the sign pole firmly fixed into the ground?	Yes	No	
BS 29	comfort	Is the bus stop clean?	Yes	No	
BS 30	comfort	Is the bus stop graffiti-free?	Yes	No	
BS 31	comfort	Is the bus shelter is in good condition (no obvious repairs required)? If no, indicate the problem(s).	Yes	No	
BS 32	comfort	Is the seating in good condition (no obvious repairs required)? If no, indicate the problem(s).	Yes	No	
BS 33	landing	Is the landscaping around the bus stop tidy and obstruction free? eg no trees/bushes encroaching on the landing area; no trees/bushes encroaching on the footpath; no tree branches that would hit the bus	Yes	No	
BS 34	lighting	If there is no bus shelter, is the bus stop adequately lit by a street light or other outside light?	Yes	No	
BS 35	lighting	Is the bus shelter adequately lit between dusk and dawn (eg there are no dark places or hiding places; waiting passengers are easily seen)?	Yes	No	

Waiting for service – station (STN)

	location details	Station name:			
	location details	Street (include street names or landmark if mid-block):			
	location details	What service numbers use this station?			
Question	Category	Factor	Yes	No	Comments/detail
STN 1	door	Do accessible entrances display a wheelchair accessible sign, as per the Land Transport Rule Traffic Control Devices 2004 (refer Best Practice Guide)?	Yes	No	
STN 2	door	Is there a minimum 1200mm by 1200mm level space on both sides of the entrance/doorway?	Yes	No	
STN 3	door	Does the primary accessible entrance have a <i>minimum</i> clear opening of 760mm?	Yes	No	
STN 4	door	If door closers / mechanisms are fitted do they have delay-action or slow action closure?	Yes	No	
STN 5	door	If door closers / mechanisms are fitted do they have minimum closure pressure?	Yes	No	
STN 6	door	Is there visibility through the entrance/doorway from both sides (eg so that people can see someone coming from the other direction)?	Yes	No	
STN 7	door	Are doormats stationary and flush with floor finish?	Yes	No	
STN 8	door	If thresholds are 20mm or more, are they beveled on both sides to a slope of 1:2?	Yes	No	
STN 9	door	Is there an accessible door adjacent to any revolving doors and turnstiles or is the route to the accessible door clearly indicated?	Yes	No	
STN 10	door	Where there are two (or more) doors in a series, is there enough room between the two doors (1200mm plus width of doors) to allow backing and turning space for a wheelchair or other mobility aid to clear the in-swinging door?	Yes	No	
STN 11	door	Are the door handle/pulls/buttons/operating devices located between 900mm and 1200mm?	Yes	No	
STN 12	door	Are the door handle/pulls/buttons/operating devices easy to grasp and operate with one hand? (refer Best Practice Guide)	Yes	No	
STN 13	door	Can doors at accessible entrances be opened with minimal force?	Yes	No	
STN 14	ramp	Is the minimum clear width of the ramp 1200mm?	Yes	No	
STN 15	ramp	Is the maximum gradient of the ramp 1:12 (8%)? Over short distances [less than 1500mm], greater gradients may be okay - refer Best Practice Guide.	Yes	No	
STN 16	ramp	Where the gradient is 1:12, is there a level landing or rest area (<=1200 mm in length every 9m of horizontal run)?	Yes	No	
STN 17	ramp	Is the ramp surface continuous and slip-resistant?	Yes	No	
STN 18	ramp	Does the ramp have an upstand or a low rail to prevent a wheelchair wheel from running off the edge?	Yes	No	
STN 19	ramp	Does the ramp have a landing at the top, extending 1200mm beyond any doorway or door swing?	Yes	No	
STN 20	ramp	Does the ramp have a landing at the bottom, extending 1200mm beyond any doorway or door swing?	Yes	No	

Waiting for service – station (STN) continued

STN 21	ramp	Is the presence of the ramp clearly indicated (by the use of signs/colour contrast/lighting/tactile markers)?	Yes	No	
STN 22	steps	Are the step risers a uniform height (maximum of 180mm) for the entire flight?	Yes	No	
STN 23	steps	Are the risers closed? (Note: open risers are not permitted for 'accessible' stairways in the NZ Building Code).	Yes	No	
STN 24	steps	Are the steps at least 900mm wide (between handrails) for the entire flight?	Yes	No	
STN 25	steps	Is the step tread at least 310mm deep?	Yes	No	
STN 26	steps	Is the surface of each tread covered in a slip-resistant material?	Yes	No	
STN 27	steps	Is the leading edge of the tread/nosing rounded (no sharp edges)?	Yes	No	
STN 28	steps	Is the leading edge of the tread/nosing colour contrasted with the rest of the tread?	Yes	No	
STN 29	steps	Are the top and bottom landings of any stairs clearly indicated by the use of signs/colour contrast/lighting and/or tactile markers?	Yes	No	
STN 30	handrails	Are handrails provided along both sides of the ramp or stairs?	Yes	No	
STN 31	handrails	Are handrails continuous around landings (except at doorways)?	Yes	No	
STN 32	handrails	Do handrails extend no more than 300mm beyond the top and bottom of the ramp or stair segment?	Yes	No	
STN 33	handrails	Is the top surface of any handrail mounted between 900mm and 1000mm above the floor?	Yes	No	
STN 34	handrails	Are all handrails securely fixed and stable in their fittings (eg able to carry full weight of a person)?	Yes	No	
STN 35	handrails	Are handrails smooth?	Yes	No	
STN 36	handrails	Do handrails have a clearance from wall of 45mm to 60mm?	Yes	No	
STN 37	handrails	Does the handrail have an outside dimension of 32mm to 50mm?	Yes	No	
STN 38	handrails	Are the end of the handrails turned down 100mm or returned fully?	Yes	No	
STN 39	handrails	Are the handrails a contrasting colour to the background?	Yes	No	
STN 40	handrails	Is the handrail graspable (round is most suitable - horizontal or vertical planks are not acceptable)?	Yes	No	
STN 41	lift	Is a lift provided as an alternative to stairs or a ramp?	Yes	No	
STN 42	lift	Is the lift located on an accessible route?	Yes	No	
STN 43	lift	Is the lift compliance certificate current/valid?	Yes	No	
STN 44	platform	Is there a minimum 2000mm wide clear space for wheelchair access along the length of the platform?	Yes	No	
STN 45	platform	Are platform edges clearly marked in a contrasting colour?	Yes	No	
STN 46	platform	Are tactile warning indicators located 600 mm from the edges of train platforms?	Yes	No	
STN 47	assistance	Is there a designated area for passengers to wait who require boarding assistance?	Yes	No	
STN 48	seating	Where train services are less frequent than every 5 minutes, are seats provided for waiting passengers?	Yes	No	

Waiting for service – station (STN) continued

STN 49	seating	Is the the height from the floor to the top of the front of the seat between 400mm and 500mm (perch-type seating height is 700mm)?	Yes	No	
STN 50	ticketing	Is at least one service counter (eg ticketing booths / info desks/ ticket vending machine) at a height (775mm) that can be accessed by a person using a wheelchair?	Yes	No	
STN 51	ticketing	Is there clear space <i>below</i> the counter so that a wheelchair user can come right up to the counter?	Yes	No	
STN 52	ticketing	Does the service counter / ticketing machine / info desk have a clear space in front of at least 1200mm x 1200mm?	Yes	No	
STN 53	ticketing	Does the clear floor space in front of the ticketing machine overlap or adjoin an accessible route?	Yes	No	
STN 54	ticketing	Does the ticketing machine have tactile controls / buttons for the visually impaired?	Yes	No	
STN 55	ticketing	Are all ticketing machine controls operable with one hand?	Yes	No	
STN 56	lighting	Is the station adequately lit between dusk and dawn (eg there are no dark places or hiding places; passengers are easily seen)?	Yes	No	
STN 57	lighting	Are any hazards or possible obstacles well lit?	Yes	No	
STN 58	information	Is up-to-date service information (route, schedule, map) for all services using this station posted in at least one highly visible location?	Yes	No	
STN 59	information	Is any wall-mounted information panel centred around 1400mm from the ground (bottom edge not less than 900mm from the ground and top edge up to 1800mm from the ground) ?	Yes	No	
STN 60	information	Is the information panel in large print and good colour contrast (to accommodate the visually impaired)?	Yes	No	
STN 61	information	Is comprehensive up-to-date service information (route, schedule, map) for all services using this station provided in embossed characters, Braille or by audible 'talking signs' transmitter for people with visual or audible impairments?	Yes	No	
STN 62	information	Are changes in services (such as cancellations or replacement information, platform allocations and changes) announced as early as possible and regularly repeated?	Yes	No	
STN 63	information	Where there are display stands containing bus route schedules / maps, are these visible and reachable by people with impairments?	Yes	No	
STN 64	information	Are fare schedules (to find out how much to pay) easily visible at the station?	Yes	No	
STN 65	safety	Is there a visual as well as audible fire alarm system?	Yes	No	
STN 66	safety	Are emergency exit routes accessible to all, including wheelchair users?			
STN 67	safety	Are all emergency exit doors clearly marked, and do they have a minimum opening of 800mm?			
STN 68	safety	If there are times when the station has no staff in attendance, is an emergency telephone or call button available?	Yes	No	
STN 69	safety	Are there monitored security cameras operating in the station when no staff is in attendance?	Yes	No	
STN 70	comfort	Is the station clean?	Yes	No	
STN 71	comfort	Is the station graffiti-free?	Yes	No	
STN 72	comfort	Is the station in good condition (no obvious repairs required)? If no, indicate the problem(s).	Yes	No	
STN 73	comfort	Is the station seating in good condition (no obvious repairs required)? If no, indicate the problem(s).	Yes	No	

Being on board – bus (BBB)

Except where noted, all factors apply to a large bus (seating 39+ passengers)				◇ - indicates that requirement applies for the given type of vehicle			
Question	Category	Factor	Yes	No	New' buses (2010)	Existing' buses (by 2014)	Comment
BBB 1	bus stop request	Bell push or cord within reach of seated and standing passengers in every second row of seats.	Yes	No		◇	
BBB 2	bus stop request	Bell push or cord within reach of seated and standing passengers in every second row of seats on both sides of the aisle.	Yes	No	◇		
BBB 3	bus stop request	Illuminated 'bus stopping' display	Yes	No		◇	
BBB 4	bus stop request	Signalling devices easily reached by any person seated in a priority seating area or wheelchair area without having to stand up, eg on side walls or the underside of folding seats.	Yes	No	◇		
BBB 5	bus stop request	Signalling devices readily operated by elderly and disabled people with poor hand and finger function or dexterity.	Yes	No	◇		
BBB 6	bus stop request	Bus stopping request devices are a high-visibility contrasting colour to the surround and with the surface on which surround is mounted.	Yes	No	◇	◇	
BBB 7	bus stop request	Location of device: Finger/thumb/knuckle push buttons on (1) the vertical stanchions at a height of >1300mm and <1600mm above floor level or (2) the bus side panels at a height of >850mm and <1050mm particularly in the priority seating area or on the undersides of folding seats.	Yes	No	◇		
BBB 8	bus stop request	Operation of any bell push or bell cord will activate an audible and visual warning for the driver and passengers, and will cause a 'Bus Stopping' sign, mounted at the front of the Vehicle, to illuminate and remain activated until the front and/or rear doors are opened.	Yes	No	◇		
BBB 9	bus stop request	Except for the first letter, all letters should be in lower case for greater readability	Yes	No	◇	◇	
BBB 10	bus stop request	Bus drivers announce their service number when they identify a blind or visually impaired person waiting for a ride.	Yes	No	◇	◇	
BBB 11	bus stop request	In the absence of automated on-board announcements, bus drivers announce major stops, stations and intersections.	Yes	No	◇	◇	
BBB 12	bus stop request	Public announcement system capable of broadcasting driver announcements and pre-recorded messages is provided	Yes	No	◇		
BBB 13	comfort	Vehicle exterior is in a clean and tidy state and free from any unsightly damage, including graffiti.	Yes	No	◇	◇	
BBB 14	comfort	The vehicle interior is in a clean and tidy state, and free from any unsightly damage, including graffiti.	Yes	No	◇	◇	
BBB 15	destination sign	Destination displays: All destination words and numbers are clearly readable (70% minimum visual contrast and NOT dot matrix), eg to persons with normal vision, from a distance of 50m.	Yes	No		◇	
BBB 16	destination sign	Front route no - three characters ≥100mm in height.	Yes	No		◇	
BBB 17	destination sign	Front and side destination characters ≥60mm in height.	Yes	No		◇	
BBB 18	destination sign	Front and rear route number characters shall be ≥150mm.	Yes	No	◇		

Being on board – bus (BBB) continued

BBB 19	destination sign	Front destination characters shall be $\geq 125\text{mm}$.	Yes	No	◇		
BBB 20	destination sign	Side destination characters shall be $\geq 60\text{mm}$.	Yes	No	◇		
BBB 21	destination sign	Except for the first letter, all letters should be in lower case for greater readability	Yes	No	◇		
BBB 22	destination sign	If a passenger service vehicle is fitted with a sign that incorporates raised lettering or symbols to assist visually-impaired passengers, the letters or symbols must be at least 0.8mm above the surface of the sign.	Yes	No	◇	◇	
BBB 23	door	The 'entrance' doorway has a minimum clear width of 700mm	Yes	No		◇	
BBB 24	door	The front door clear width is $\geq 1000\text{mm}$ double leaf (excluding grab handles on door) on a medium bus or large bus	Yes	No	◇		
BBB 25	door	The designated doorway is fitted with a wheelchair ramp.	Yes	No	◇		
BBB 26	door	Medium buses and Large buses have kneeling capability.	Yes	No	◇		
BBB 27	floor	Front door entrance, fare paying and turning area, and unimpeded through to rear of priority seating area – aisle width $\geq 760\text{mm}$.	Yes	No	◇		
BBB 28	floor	Medium bus or large bus with two doors must have a flat floor from front entry to rear door.	Yes	No	◇		
BBB 29	floor	Medium bus with one door must have a flat floor from front entry to immediately in front of rear axle.	Yes	No	◇		
BBB 30	floor	Front and rear door entry/exit areas has a colour contrast to the flooring material in the main saloon.	Yes	No	◇		
BBB 31	floor	Priority seating area has a colour contrast to the flooring material in the main saloon.	Yes	No	◇		
BBB 32	floor	All floor surfaces (including any steps) use a non-slip material.	Yes	No		◇	
BBB 33	floor	All joins in flooring are welded and fully sealed.	Yes	No		◇	
BBB 34	holds	Hand/grab rail are located on each side of entrance and exit doorways	Yes	No		◇	
BBB 35	holds	Grab handles are located on aisle side of all seat backs	Yes	No		◇	
BBB 36	holds	Vertical stanchions from either floor to ceiling or seatback to ceiling, as location dictates, are fitted throughout the length of the bus and close to, but not impede movement along, the aisle so that they are spaced at alternate seats left and right of the aisle.	Yes	No	◇		
BBB 37	holds	Stanchions/holds are a high-visibility contrasting colour throughout the vehicle, and provide a strong contrast with the surrounding surfaces	Yes	No	◇	◇	
BBB 38	holds	Stanchions are provided immediately adjacent to doorways and in priority seating or wheelchair areas.	Yes	No	◇		
BBB 39	holds	In areas where seating may have been reduced to provide for more people to stand, priority seating or wheelchair positions, or is of the folding style, then overhead handrails are provided.	Yes	No	◇		
BBB 40	holds	Hand holds have a slip-resistant surface.	Yes	No	◇	◇	
BBB 41	holds	Hand holds have a clear space of not less than 45mm finger clearance to the handle	Yes	No	◇		
BBB 42	holds	The cross-section of the handholds on doors and seats have a minimum dimension of 15mm if one other dimension is at least 25mm; and all other handholds have no dimension smaller than 20mm or greater than 45mm. (PSVR 1999, s. 6.9)	Yes	No	◇		
BBB 43	holds	Grab handles have a circular or elliptical cross section of 30-35 mm on the maximum section.	Yes	No	◇		

Being on board – bus (BBB) continued

BBB 44	holds	At least one grab handle is located near or on the corner of each 2- person forward or rearward facing seat.	Yes	No	◇		
BBB 45	holds	A grab handle is provided on the underside of any folding seat located to provide a firm handle to any wheelchair passenger when manoeuvring into, out of or occupying a wheelchair space.	Yes	No	◇		
BBB 46	holds	In addition to grab handles fitted to doors, grab handles are provided in the fare paying area.	Yes	No	◇		
BBB 47	holds	In the priority seating area; located to be readily accessible to any seated or wheelchair passengers, an extra long (≥ 700 mm) grab handle mounted horizontally on the bus side wall	Yes	No	◇		
BBB 48	lighting	For the internal entry and exit doorway step areas and externally downwards and outwards for 500mm beyond the step edge, lighting is to a level of > 100 lux. Note: RNZFB recommends this is measured at ground level to ensure maximum visibility.	Yes	No	◇		
BBB 49	lighting	The light goes on only when the doors are opened and the interior lights are on, and is extinguished when the doors close.	Yes	No	◇		
BBB 50	ramp	Wheel chair ramp is provided: either manual or power-operated is confirmed/certified as complying with design, construction and fitting requirements stipulated in PSV Rule 1999 and subsequent amendments (refer Best Practice Guide)	Yes	No	◇		
BBB 51	ramp	Adjacent to front door, a kneel/wheelchair ramp request call button is provided, in contrasting colours to the immediate surrounds.	Yes	No	◇		
BBB 52	ramp	Adjacent to front door, a sign stating 'This bus kneels on request' is provided.	Yes	No	◇		
BBB 53	seat	Each seat has a minimum 425mm single seat width; minimum 875mm double bench or paired width	Yes	No	◇		
BBB 54	seat	Minimum seat spacing between forward-facing seats of 670mm (distance from top of back rest to top of back rest of next seat)	Yes	No	◇		
BBB 55	seat	$\geq 50\%$ of the seats in the priority area are forward facing.	Yes	No	◇		
BBB 56	seat	The height from the floor to the top of the front of the seat cushion is ≥ 400 mm and ≤ 500 mm.	Yes	No	◇		
BBB 57	seat	The height to the top of the seat back excluding any grab handle is ≥ 900 mm.	Yes	No	◇		
BBB 58	seat	At least 4 seats for 'Priority Seating' provided for elderly and/or disabled passengers, located towards the front of the vehicle.	Yes	No	◇		
BBB 59	seat	Adequate space under or adjacent to at least one priority seat for a guide dog is provided	Yes	No	◇		
BBB 60	seat	Signage to indicate the area and request to vacate seats for use by passengers with impairments, e.g.: 'Priority seating area - Please vacate these seats for elderly or disabled passengers or parents/caregivers with small children.'	Yes	No	◇		
BBB 61	step	No more than two steps in the aisle along whole internal length of vehicle.	Yes	No		◇	
BBB 62	step	If the bus is not a super low floor bus: Maximum first step height ≤ 370 mm.	Yes	No		◇	
BBB 63	step	First front step ≤ 370 mm - Measured from the ground to top of step nosing (without kneeling in operation). With kneeling, first front step < 280 mm	Yes	No	◇		
BBB 64	step	Any additional steps (maximum two) are ≤ 220 mm high	Yes	No	◇		
BBB 65	step	Step depth is ≥ 300 mm	Yes	No	◇		
BBB 66	step	Any additional steps are ≤ 230 mm high	Yes	No		◇	

Being on board – bus (BBB) continued

BBB 67	step	All steps at door entry and exits or within the vehicle have full width step edges and faces fitted with a distinctive high-visibility, non-slip/trip style nosing in a solid band, contrasting with the immediately adjacent flooring material.	Yes	No	◇		
BBB 68	step	The nosing dimensions in the horizontal and vertical planes are within the range 45-50mm in width.	Yes	No	◇		
BBB 69	step	Highlighter to top edge of nose is provided.	Yes	No		◇	
BBB 70	wheelchair park	On large bus, a separate space for at least one wheelchair, forward or rear facing: minimum dimensions of 1300mm by 800mm. (Medium bus: space for one wheelchair, same dimensions)	Yes	No	◇		
BBB 71	wheelchair park	An international wheelchair symbol for accessibility sign is provided on the bus internal side wall of any wheelchair space.	Yes	No	◇		
BBB 72	wheelchair park	Wheelchair and wheelchair occupant restraints is certified as complying with PSV Rule 1999 (amended in 2007 - refer Best Practice Guide)	Yes	No	◇		
BBB 73	wheelchair park	Two international wheelchair symbols for accessibility are provided, one on the front left of the bus and one on the side of the bus by the front door entrance.	Yes	No	◇		
BBB 74	ticketing	Tickets can be purchased on board the bus and the passenger can get change.	Yes	No	◇	◇	
BBB 75	bus drivers	Bus drivers have received special instructions about the needs of persons with impairments, particularly emergency procedures.	Yes	No	◇	◇	
BBB 76	bus drivers	Bus drivers/train staff are friendly and helpful when asked for assistance.	Yes	No	◇	◇	
BBB 77	bus drivers	Bus drivers provide appropriate assistance for passengers entering or leaving the bus when necessary.	Yes	No	◇	◇	
BBB 78	bus drivers	Bus drivers ensure that all passengers are seated and/or secured before moving off.			◇	◇	
BBB 79	bus drivers	Bus drivers stop at all designated stops to check for passengers.	Yes	No	◇	◇	
BBB 80	bus drivers	Bus drivers stop immediately adjacent to the kerb when picking up / letting off passengers.	Yes	No	◇	◇	
BBB 81	bus drivers	Bus drivers practice 'smooth operation' (avoiding abrupt starts and stops, driving slowly at curbs) when driving a bus.	Yes	No	◇	◇	
BBB 82	security	Number of security-related 'incidents' (thefts, beatings/violence, etc) recorded on the service in the past year.	Yes	No	◇	◇	
BBB 83	security	Rating in recent customer satisfaction survey for customers' personal safety and security on-board this service.	Yes	No	◇	◇	

Being on board – train (BBTR)

Question	Category	Factor			Comment
BBTR 1	comfort	Is the exterior in a clean and tidy state and free from any unsightly damage, including graffiti?	Yes	No	
BBTR 2	comfort	Is the vehicle interior clean and tidy, and free from any unsightly damage, including graffiti?	Yes	No	
BBTR 3	access	Does signage let patrons know which doorway is accessible for wheelchairs and other disabled users?	Yes	No	
BBTR 4	access	Is there a minimum of 1500mm x 1500mm of level space centered in the front of the accessible entrance?	Yes	No	
BBTR 5	access	If door operation is not automatic, is there a simple control device (push-buttons, levers etc.) that is operable with one hand and minimal force?	Yes	No	
BBTR 6	access	Are the operating devices located between 900mm and 1200mm from the platform floor?	Yes	No	
BBTR 7	access	Is a contrasting colour and tone used for easy identification of the doors, door control devices, steps and handrails?	Yes	No	
BBTR 8	access	Are the spaces between carriages marked distinctively different from access doors?	Yes	No	
BBTR 9	access	Does the designated doorway for people with impairments have a minimum clear width of 800 mm?	Yes	No	
BBTR 10	access	Is the vertical gap between the platform and carriage less than 100mm (50mm is preferred)? (refer Accessibility Best Practice Guide)	Yes	No	
BBTR 11	access	Is the horizontal gap between the platform and carriage less than 500mm? (refer Accessibility Best Practice Guide)	Yes	No	
BBTR 12	access	If the horizontal or vertical gaps cannot be mitigated, or if there are steps into the carriage, is the designated doorway for wheelchairs fitted with a wheelchair ramp?	Yes	No	
BBTR 13	access	Is the wheel chair ramp certified as complying with design, construction and fitting requirements stipulated in Passenger Service Vehicle Rule 1999? (refer Accessibility Best Practice Guide)	Yes	No	
BBTR 14	access	Is the surface of ramp slip resistant?	Yes	No	
BBTR 15	access	Is the vertical gap between the platform and the bottom step, and the height of each step when there are more than one, ≤ 220 mm?	Yes	No	
BBTR 16	access	Is the step depth ≥ 300 mm?	Yes	No	
BBTR 17	access	Is an audible signal and a visual signal (flashing light etc.) provided both inside and outside the coach as a warning that the doors are about to close?	Yes	No	
BBTR 18	access	Is there a minimum clear width of 800mm from the designated doorway through the wheelchair parking area?	Yes	No	
BBTR 19	access	Is the floor covered in tactile non-skid material and all joins welded and fully sealed?	Yes	No	
BBTR 20	seat	Is there a minimum seat spacing between forward-facing seats of 670mm (distance from top of back rest to top of back rest of next seat)?	Yes	No	
BBTR 21	seat	Is the height from the floor to the top of the front of the seat cushion between 400mm and 500mm?	Yes	No	
BBTR 22	seat	Is the height to the top of the seat back excluding any grab handle ≥ 900 mm?	Yes	No	
BBTR 23	seat	Are there at least 4 seats for 'Priority Seating' provided for elderly and/or disabled passengers, located near the accessible doors?	Yes	No	

Being on board – train (BBTR) continued

BBTR 25	seat	Is there adequate space under or adjacent to at least one priority seat for a guide dog?	Yes	No	
BBTR 26	seat	Is there permanent signage to indicate the area and request to vacate seats for use by passengers with impairments, (eg 'Priority seating area – Please vacate these seats for elderly or disabled passengers or parents/caregivers with small children')?	Yes	No	
BBTR 27	wheelchair park	Is there a sign on the outside of the carriage to let passengers know that it contains one or more wheelchair spaces?	Yes	No	
BBTR 28	wheelchair park	Is a separate space for at least one wheelchair, forward or rear facing: minimum dimensions of 1200mm by 700mm provided?	Yes	No	
BBTR 29	wheelchair park	Is an international wheelchair symbol for accessibility sign posted on the internal side wall of any wheelchair space?	Yes	No	
BBTR 30	wheelchair park	Are wheelchair and wheelchair occupant restraints certified as complying with Passenger Service Vehicle Rule 1999?	Yes	No	
BBTR 31	holds	Are there hand holds on each side of all doorways, both inside and out?	Yes	No	
BBTR 32	holds	Are hand holds located on aisle side of all seat backs or at regular intervals throughout the carriage?	Yes	No	
BBTR 33	holds	Are hand holds a uniform colour throughout the vehicle, providing a strong contrast with the surrounding surfaces?	Yes	No	
BBTR 34	holds	Do hand holds have a slip-resistant surface?	Yes	No	
BBTR 35	holds	Do hand holds have a clear space of not less than 45mm finger clearance to the handle?	Yes	No	
BBTR 36	holds	Do the cross-section of the handholds on doors and seats have a minimum dimension of 15mm if one other dimension is at least 25mm; and all other handholds must have no dimension smaller than 20mm or greater than 45mm?	Yes	No	
BBTR 37	holds	Do the cross-section of the handholds on doors and seats have a minimum dimension of 15mm if one other dimension is at least 25mm; and all other handholds must have no dimension smaller than 20mm or greater than 45mm?	Yes	No	
BBTR 38	on-board info	Are upcoming train stations and any prominent local features (eg recreation centre; shopping centre) broadcast- either through a public announcement system or by train personnel?	Yes	No	
BBTR 39	ticketing	Are tickets able to be purchased on board the train and get change?	Yes	No	
BBTR 40	staff	Have staff received special instructions about the needs of persons with impairments, particularly emergency procedures?	Yes	No	
BBTR 41	staff	Are train staff friendly and helpful when asked for assistance?			
BBTR 42	staff	Do train staff provide appropriate assistance for passengers entering or leaving the train when	Yes	No	
BBTR 43	staff	Do train staff ensure that all passengers are seated and/or secured before moving off?	Yes	No	
BBTR 44	staff	Do train drivers practice 'smooth operation' (avoiding abrupt starts and stops, driving slowly at curbs) when driving the train?	Yes	No	
BBTR 45	security	How many 'incidents' have been recorded on the service in the past year?	Yes	No	
BBTR 46	security	What rating does most recent customer satisfaction survey show for customers' personal safety and security on-board this service?	Yes	No	

Service coverage (SC)

Route #					
		** This worksheet should be reviewed once the neighbourhood accessibility assessment tool (NAAT) has been developed, tested, and is rolled out across New Zealand.			
				NA = not applicable	
Question #	Category	Factor	Yes = 0	No = -1	
SC 1	service area	The service provides this residential suburb/development with access to a sub-regional centre and its facilities without changing services . Sub-regional facilities include: shopping, banking, primary and secondary education, childcare, and primary health care.	0-1		
SC 2	service area	The service provides this residential suburb/development with access to the regional centre & regional facilities with no more than one change in service . Regional facilities include: employment opportunities; convenience and comparison shopping; banking and other personal services; primary, secondary and tertiary education; primary and secondary health care; leisure and other essential facilities.	0-1		
SC 3	service area	In major suburbs, sub-regional facilities are accessible by public transport within 25 minutes travel time (including walking to stop/station, in-vehicle travel time, and walking from the stop/station. Walking should be no more than 15 minutes of the travel time).	0-1		
SC 4	service area	In minor suburbs, sub-regional facilities are accessible by public transport within 45 minutes travel time (including walking to stop/station, in-vehicle travel time, and walking from the stop/station. Walking should be no more than 15-20 minutes of travel time).	0-1		
SC 5	service area	In major suburbs, regional facilities are accessible by public transport within 30 minutes travel time (including walking to stop/station, in-vehicle travel time, and walking from the stop/station. Walking should be no more than 15 minutes of travel time).	0-1		
SC 6	service area	In minor suburbs, sub-regional facilities are accessible by public transport within 60 minutes travel time (including walking to stop/station, in-vehicle travel time, and walking from the stop/station. Walking should be no more than 15-20 minutes of travel time).	0-1		
SC 7	service area	What proportion of the population in this suburb lives within 500 metres walk distance of a bus or rail service?	_____ %	(NAAT)	
SC 8	reliability	What proportion of customers in the most recent customer satisfaction survey were satisfied with the reliability of this service?	_____ %		
SC 9	service information	Journey planning information is available in at least two different formats (e.g. via telephone; internet; printed timetables) to meet needs of users.	0-1		
SC 10	service information	Website text and non-text content is able to be converted into other forms people need, such as large print, braille, speech, symbols or simpler language.	0-1		
SC 11	service information	All website content can be accessed or manipulated from a keyboard.	0-1		
SC 12	service information	Website text content is in 'plain English' (readable and understandable by someone with primary school education)	0-1		
SC 13	service information	Text can be resized through browser settings up to 200 percent without loss of content or functionality.	0-1		
SC 14	service information	Website text and images of text have a strong contrast, making it easier for users to see content, including separating foreground from background (recommended contrast ratio: 4.5:1 or greater)	0-1		
SC 15	service information	7 or fewer 'clicks' required from from input to detailed information (e.g. home page to bus route by direction and stop)	0-1		
SC 16	service information	Passenger information available on website for people with disabilities	0-1		

Service coverage (SC) continued

SC 17	service information	Fare schedules (to find out how much to pay) are readily available on the internet.	0-1			
SC 18	service availability	Two components: service frequency (per hour) and service span (hours of service during the 24 hour day and/or 7 day week)				
			The service operates:			
			every 20 mins or more frequently	every 21-60 minutes	less than once per hour	Not available
		Service frequency:				
		(1) weekday (Monday - Friday) morning and afternoon peak period				
		(2) weekday daytime off-peak / shoulder				
		(3) weekday evenings				
		(4) weekend (Saturday and Sunday) daytime				
		(5) weekend evenings				
		Is the service known to have to 'pass up' picking up passengers (because the bus/train is already full) on a daily basis?	Yes	No		
		If the service is not available, in the off-peak / evenings / weekends, is an alternative service operating within 500m walking distance?	Yes	No	Route No. _____	
		What specific features are inaccessible? (0 = all features accessible; >0 =there are one or more inaccessible features)				
	website	service information	0			

Workbook 2: Public transport audit summary and report card

Entering data into the summary worksheets

3 Enter the route/corridor audit results into the appropriate worksheet

To facilitate the data entry, the worksheet names and contents (question #s, categories and factor) exactly match the auditor's workbook. A description of each worksheet is found in the PT accessibility audit workbook.

The bus stop number (or name) is entered at the head of the column, and the appropriate response (Yes = 0 and No = -1) is entered into each row. If the 'factor' (question) is 'not applicable', leave the existing coding in place (0-1) or enter NA.

As the data is entered, the Excel workbook has been set up to calculate a summary for the factors in each worksheet as well as to complete most of the cells contained in the 'Barriers to access – report card' worksheet.

4 Complete the 'Service coverage' worksheet

This records accessibility elements related to general spatial access, reliability, service information and support (website, phone and paper-based, including information on paying for the service).

This information will generally be available from the regional council and/or the internet.

In some cases, operator contact may be required.

Some of the information will apply to the whole network.

Once NZTA's neighbourhood accessibility assessment tool (NAAT) is available, it can be used to generate several of the responses to the 'Service coverage' worksheet.

5 Complete the 'Barriers to access – report card' worksheet

After completing the appropriate summaries (eg 'Service information', 'Getting to service on foot', 'Waiting for service – bus'), look at the 'Barriers to access – report card' worksheet. Where a Yes (Y) or No (N) response or choosing A, B, C, or D is required for the 'status' of a given factor, it is manually entered. The effect on the different PT user groups (wheelchair user; users with physical, visual, auditory, or comprehension impairment; 'able' user) is automatically calculated, as are the overall ratings of the service for each user category. Any barriers to access which do not apply will remain at a zero value.

Using the audit findings

Once a report card is completed, the data may be used to prioritise improvements according to:

- the condition of the particular PT element(s) being considered
- the use of the route/corridor by persons with various types of disabilities
- ridership
- the importance of the connections provided by the facility/infrastructure.

The database should be updated to include any improvements.

Service information

Background information		
Route number:		
Route name:		
What is the geographical area serviced by the route? (Be fairly specific: eg South Karori, Karori Mall, into CBD, return same route)		
Does the route complete a 'circuit' (either with the same route number or a different route number covering the route in reverse)?	Yes	No
The audit is to consider the whole circuit in order to look at accessibility of all stops/stations.		
* Attach a map (showing all relevant stops) and schedule of the route.		
Date of audit:		
Auditor information		
Name:		
Company (if appropriate):		
Phone:		
Mobile:		
Email:		

Barriers to access –report card

		Rating scale for severity of 'barrier to access' for users:									
Definition:											
		None = 0	Little or no hindrance to people with this impairment or ability using public transport								
		Slight = 1	All people with this impairment or ability wishing to use public transport will be able to do so, but there will probably be some hindrance or inconvenience in accessing it.								
		Moderate = 2	Some people with this impairment or ability are likely to be dissuaded from making journeys by public transport because it will be more time consuming or less convenient, and they may require assistance.								
		Severe = 3	People with this impairment or ability are likely to be deterred from making public transport journeys. In some cases, the potential user will be totally unable to travel independently by public transport.								
		Route #		User categorisation							
				If the limiting factor is present for this service, then the effect on each category of user is:							
Limiting factor #	Barrier type	Worksheet(s) & Question #	Barrier to access (Limiting factor)	Status (# of incidents where there is a barrier)	Wheelchair	Physical	Visual	Auditory	Comprehension	Able users	
LF 1	journey planning	SC 9	Journey planning information is available in at least two different formats (eg via telephone; internet; printed timetables) to meet needs of users.	Y-N	0	0	0	0	0	0	
LF 2	journey planning	SC 10-15	Website is accessible (it is easy to read and use; has keyboard functionality; and/or can be changed into other formats for people with impairments)	0	0	0	0	0	0	0	
LF 3	service coverage	SC 7	Bus or rail services operate within 500m (walking distance) of residence/place of origin for 90% of the population	Y-N	0	0	0	0	0	0	
LF 4	service coverage	SC 1-6	Bus or rail services provide access to destinations/facilities that people want to go to, with no or one change in service (depending on origin location).	0	0	0	0	0	0	0	
LF 5	service availability	SC w/s	Which statement most closely describes the service: A. buses/trains arrive every 20 minutes or more frequently; B. buses/trains arrive every 21-60 minutes; C. buses/trains are less frequent than 60 minutes	A-B-C	0	0	0	0	0	0	
LF 6	service availability	SC w/s	Which statement most closely describes the service: A. buses/trains operate morning, afternoon & evening, 7 days per week; B. buses/trains operate from morning to early evening, 7 days per week; C. buses/trains operate during the day, 5 days per week (not weekends); D. buses/trains operate in limited periods (eg peak only; or inter-peak only)	A-B-C-D	0	0	0	0	0	0	
LF 7	accessible route	GTSS w/s	Any part of the route (footpath and suitable crossings) from points of interest (residences, businesses/shops/etc) to a stop/station is not wheelchair accessible (eg footpath too narrow or obstructed; no kerb cuts; no crossing; ramp to steep; overgrown plantings).	0	0	0	0	0	0	0	

Barriers to access – report card continued

LF 8	accessible parking	GTSC w/s	Where parking is provided at a station, accessible park-and-ride facilities are available for people with disabilities	0	0	0	0	0	0	0	0
LF 9	bus stop	BS 9	The landing pad is connected to accessible footpath.	0	0	0	0	0	0	0	0
LF 10	bus stop	BS 3	The landing pad is 1500mm by 1500mm to accommodate a wheelchair user.	0	0	0	0	0	0	0	0
LF 11	bus stop	BS 6	The landing pad does extends to kerb, or is near enough to the kerb to make use of an on-board ramp.	0	0	0	0	0	0	0	0
LF 12	bus/train station	STN w/s	Station is wheelchair accessible.	0	0	0	0	0	0	0	0
LF 13	being on board - bus	BBB	On bus: 100% of buses operate on a given route meet 'new bus' (2010) criteria AND bus service reliably has spare capacity on buses, particularly during peak periods, such that a person with impairments can be certain they will get onto a particular bus.	Y-N	0	0	0	0	0	0	0
LF 14	being on board - bus	BBB	On bus: Bus service uses a mixture of 'new bus' (2010) and 'existing bus' (by 2014) vehicles AND customers can access information to find out when an accessible bus will be operating on a given route.	Y-N	0	0	0	0	0	0	0
LF 15	being on board - rail	BBTR 12	On rail: carriages have 'step free access' to allow wheelchairs to board the train.	0	0	0	0	0	0	0	0
LF 16	being on board - rail	BBTR 28	On rail: carriages have wheelchair parking spaces on-board.	0	0	0	0	0	0	0	0
LF 17	information	BS 22; STN 59	Service information at stop/station is provided in easy-to-read English-language text format.	0	0	0	0	0	0	0	0
LF 18	information	BS 20-22	Service information at stop is provided in tactile, audible and/or large print English-language text.	0	0	0	0	0	0	0	0
LF 19	information	STN 57-60	In addition to large print English-language text, service information at station is provided in audible and/or pictorial forms.	0	0	0	0	0	0	0	0
LF 20	information	BBB	In addition to illuminated bus stopping sign, upcoming stops are announced through automated messaging system or by bus driver.	Y-N	0	0	0	0	0	0	0
LF 21	information	BBTR 38	(Audible) on-board announcements are made for upcoming train station stops.	0	0	0	0	0	0	0	0
LF 22	personal security	GTSS; BS; STN w/s	There are no lighting issues (poor lighting en route/at stop/at station; hiding places; 'undesirable' people hanging about; good visibility) that are likely to affect accessibility.	0	0	0	0	0	0	0	0
			Overall rating of service								
			Number of barriers to access rated as ' Severe ' (3) on this service for this type of user		0	0	0	0	0	0	0
			Number of barriers to access rated as ' Moderate ' (2) on this service for this type of user		0	0	0	0	0	0	0
			Number of barriers to access rated as ' Slight ' (1) on this service for this type of user		0	0	0	0	0	0	0
			Number of barriers to access rated as ' Accessible ' (0) on this service for this type of user		22	22	22	22	22	22	22
					Wheelchair	Physical	Visual	Auditory	Comprehension	Able users	

Service coverage (SC)

Route #				
		** This worksheet should be reviewed once the neighbourhood accessibility assessment tool (NAAT) has been developed, tested, and is rolled out across New Zealand.		
				NA = not applicable
Question #	Category	Factor	Yes = 0	No = -1
SC 1	service area	The service provides this residential suburb/development with access to a sub-regional centre and its facilities without changing services . Sub-regional facilities include: shopping, banking, primary and secondary education, childcare, and primary health care.	0-1	
SC 2	service area	The service provides this residential suburb/development with access to the regional centre & regional facilities with no more than one change in service . Regional facilities include: employment opportunities; convenience and comparison shopping; banking and other personal services; primary, secondary and tertiary education; primary and secondary health care; leisure and other essential facilities.	0-1	
SC 3	service area	In major suburbs, sub-regional facilities are accessible by public transport within 25 minutes travel time (including walking to stop/station, in-vehicle travel time, and walking from the stop/station. Walking should be no more than 15 minutes of the travel time).	0-1	
SC 4	service area	In minor suburbs, sub-regional facilities are accessible by public transport within 45 minutes travel time (including walking to stop/station, in-vehicle travel time, and walking from the stop/station. Walking should be no more than 15-20 minutes of travel time).	0-1	
SC 5	service area	In major suburbs, regional facilities are accessible by public transport within 30 minutes travel time (including walking to stop/station, in-vehicle travel time, and walking from the stop/station. Walking should be no more than 15 minutes of travel time).	0-1	
SC 6	service area	In minor suburbs, sub-regional facilities are accessible by public transport within 60 minutes travel time (including walking to stop/station, in-vehicle travel time, and walking from the stop/station. Walking should be no more than 15-20 minutes of travel time).	0-1	
SC 7	service area	What proportion of the population in this suburb lives within 500m walk distance of a bus or rail service?	-----%	(NAAT)
SC 8	reliability	What proportion of customers in the most recent customer satisfaction survey were satisfied with the reliability of this service?	-----%	
SC 9	service information	Journey planning information is available in at least two different formats (eg via telephone; internet; printed timetables) to meet needs of users.	0-1	
SC 10	service information	Website text and non-text content is able to be converted into other forms people need, such as large print, Braille, speech, symbols or simpler language.	0-1	
SC 11	service information	All website content can be accessed or manipulated from a keyboard.	0-1	
SC 12	service information	Website text content is in 'plain English' (readable and understandable by someone with primary school education)	0-1	
SC 13	service information	Text can be resized through browser settings up to 200% without loss of content or functionality.	0-1	
SC 14	service information	Website text and images of text have a strong contrast, making it easier for users to see content, including separating foreground from background (recommended contrast ratio: 4.5:1 or greater)	0-1	

Service coverage (SC) continued

SC 15	service information	7 or fewer 'clicks' required from input to detailed information (eg home page to bus route by direction and stop)	0-1		
SC 16	service information	Passenger information available on website for people with disabilities	0-1		
SC 17	service information	Fare schedules (to find out how much to pay) are readily available on the internet.	0-1		
SC 18	service availability	Two components: service frequency (per hour) and service span (hours of service during the 24 hour day and/or 7 day week)			
			The service operates:		
			every 20 mins or more frequently	every 21-60 minutes	less than once per hour
		Service frequency:			
		(1) weekday (Monday - Friday) morning and afternoon peak period			
		(2) weekday daytime off-peak / shoulder			
		(3) weekday evenings			
		(4) weekend (Saturday and Sunday) daytime			
		(5) weekend evenings			
		Is the service known to have to to 'pass up' picking up passengers (because the bus/train is already full) on a daily basis?	Yes	No	
		If the service is not available, in the off-peak / evenings / weekends, is an alternative service operating within 500 m walking distance?	Yes	No	Route no.
		What specific features are inaccessible? (0 = all features accessible; >0 =there are one or more inaccessible features)			
	website	service information	0		
		service area	0		

Getting to service by self (GTSS) (on foot, by wheelchair, skateboard etc)

			No=-1 na= not applicable										
			Yes=0 highlight = see comments										
Route #			Bus stop #	Bus stop #	Bus stop #	Bus stop #	Bus stop #	Bus stop #	Bus stop #	Bus stop #	Bus stop #	Bus stop #	Bus stop #
Question #	Category	Factor	Bus stop #	Bus stop #	Bus stop #	Bus stop #	Bus stop #	Bus stop #	Bus stop #	Bus stop #	Bus stop #	Bus stop #	Bus stop #
GTSS 1	footpath	Is the accessible route to the bus stop / station obvious to all users?	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1
GTSS 2	footpath	Do accessibility signs indicate the direction of the accessible path at each place that a path becomes impassable?	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1
GTSS 3	footpath	Do footpaths have a minimum clear width of 1200mm (eg fixtures, rubbish or loose furniture, poles, awnings, litter bins, outward opening windows, etc. does not impede the route)?	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1
GTSS 4	footpath	Where a footpath has a minimum clear width of less than 1200mm, does it have regularly placed passing/turning areas (1800mm x 2000mm) located no more than 50m apart? Note: in suburban areas, residential driveways may provide such a passing opportunity. (refer to Best Practice Guide for illustration)	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1
GTSS 5	footpath	Is the route free of any single/isolated steps?	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1
GTSS 6	footpath	Is the transverse or crossfall gradient $\leq 1:50$ (1-2%)? The crossfall is the slope of the footpath at right angles to the direction of travel.	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1
GTSS 7	footpath	Where the footpath is on a slope steeper than 1:20 (5%), is at least one handrail provided?	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1
GTSS 8	footpath	Is the top surface of any handrail mounted between 800mm and 1100mm above the footpath surface?	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1
GTSS 9	footpath	If the footpath is steeply sloping, are there level landing or rest areas provided no more than 18 metres apart?	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1
GTSS 10	footpath	Is the accessible route free of broken concrete or damaged paving etc?	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1
GTSS 11	footpath	Is the accessible route clean (free of litter and dog mess)?	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1
GTSS 12	footpath	Is the street furniture anchored on the accessible route?	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1
GTSS 13	footpath	Is the accessible route stable, firm and relatively slip-resistant under all weather conditions?	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1
GTSS 14	footpath	Is footpath free of bumpy surfaces or undulations greater than 12mm (such as due to tree roots or hollows)? Refer Best Practice Guide	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1
GTSS 15	footpath	On any grates in the accessible route, are all openings more than 10mm wide are perpendicular to the direction of traffic?	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1
GTSS 16	footpath	Where the surface is >25mm above adjacent ground, is protection provided by a 75mm kerb or low barrier rail to prevent falling?	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1
GTSS 17	footpath	Is the height clearance (eg foliage, road signs or toher objects protruding from buildings etc) a minimum of 2100mm throughout a route?	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1
GTSS 18	footpath	Where objects are fixed permanently to the ground or side of an access way (display stands, etc), do they have a feature within 150mm of the ground detectable by person using a cane?	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1
GTSS 19	footpath	Projections: Where there are projections, those above 1600mm from ground project <200mm into access route; those within 800mm-1600mm from the floor project <60mm into access route; those <800mm above the floor/ground project <100mm into access route?	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1
GTSS 20	footpath	Is street furniture painted a colour that provides contrast with background?	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1

Getting to service by self (GTSS) (on foot, by wheelchair, skateboard etc) continued

GTSS 21	driveway	Is there good pedestrian and driver visibility? (eg are there any obstructions, such as fences, foliage, poles etc, that block vision of traffic exiting busy driveways?)	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1
GTSS 22	crossing	If a subway or overpass is provided, is it wheelchair accessible (maximum slope 1:12, minimum 2400mm wide, handrail on both sides where there is a slope)?	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1
GTSS 23	crossing	Does the subway or overpass provide for personal security (is it straight, well lit and clean)?	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1
GTSS 24	crossing	Are crossing facilities near bus stops appropriate for the width of the road and the volume and speed of traffic (traffic signals; median islands; zebras)?	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1
GTSS 25	crossing	Where a pedestrian (zebra) crossing exceeds 14m in width, is it controlled by traffic signals or 'interrupted' by one or more traffic islands?	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1
GTSS 26	crossing	At signalised crossings, do all pedestrians have adequate time to cross the road safely?	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1
GTSS 27	crossing	Can road crossing signals be activated by pedestrians?	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1
GTSS 28	crossing	Do road crossing signals include audible traffic signals (in working order)?	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1
GTSS 29	crossing	Where a traffic island is provided, is the 'path' for users 1500mm by 1800mm (big enough to accommodate a turning wheelchair)?	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1
GTSS 30	crossing	Are traffic islands cut to the road surface level or equipped with curb cuts?	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1
GTSS 31	crossing	Do traffic islands have a slip resistant and stable surface?	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1
GTSS 32	crossing	Are pedestrians (including those in wheelchairs) waiting to cross the road visible to approaching motorists / are approaching motorists visible to pedestrians?	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1
GTSS 33	kerb cut & ramp	Does the crossing opportunity have kerb cuts on both sides? Refer Best Practice Guide.	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1
GTSS 34	kerb cut & ramp	Are kerb ramps a minimum of 1000mm wide, exclusive of flared sides?	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1
GTSS 35	kerb cut & ramp	Do kerb ramps have a maximum slope of 1:12 (8% gradient)? Some variation is permitted - refer Best Practice Guide.	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1
GTSS 36	kerb cut & ramp	If kerb ramp crosses the walking path of pedestrians and does not have a handrail, do the kerb ramps have flared sides with maximum slope of 1:10 (one cm vertical rise to every 10cm of horizontal distance)?	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1
GTSS 37	kerb cut & ramp	If kerb ramp does not have flared sides, does the ramp have either a handrail or guardrail?	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1
GTSS 38	kerb cut & ramp	Do kerb crossings have tactile ground surface indicators to warn visually impaired users of its presence?	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1
GTSS 39	kerb cut & ramp	Do kerb cuts have slip-resistant tactile surfaces, contrasting in colour and texture with footpath and road?	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1
GTSS 40	kerb cut & ramp	Is the top landing of kerb ramp a minimum of 1000mm wide and 1200mm deep?	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1
GTSS 41	kerb cut & ramp	Is the transition between the gutter (at the base of the ramp) and the ramp smooth, with no vertical face?	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1
GTSS 42	lighting	Is the crossing well lit between dusk and dawn? Street lights should provide lighting if the crossing does not have its own.	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1
GTSS 43	lighting	Is the accessible footpath adequately lit between dusk and dawn (eg there are no dark places or hiding places; users are easily seen)?	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1

Getting to service by self (GTSS) (on foot, by wheelchair, skateboard etc) continued

		Is the route to a stop/station completely accessible? (0=Yes; >0= there are one or more inaccessible features)	0	0	0	0	0	0	0	0	0	0	0
		What specific features are inaccessible? (0 = all features accessible; >0 =there are one or more inaccessible features)											
		footpath	0	0	0	0	0	0	0	0	0	0	0
		driveway	0	0	0	0	0	0	0	0	0	0	0
		crossing	0	0	0	0	0	0	0	0	0	0	0
		kerb cut & ramp	0	0	0	0	0	0	0	0	0	0	0
		lighting	0	0	0	0	0	0	0	0	0	0	0

Getting to service by car (GTSC)

Route #			No=-1 Yes=0	na= not applicable highlight = see comments							
Category	Question #	Factor	Station name	Station name	Station name	Station name	Station name	Station name	Station name	Station name	Station name
GTSC 1	parking	Are park-and-ride facilities available at the station for people with impairments who access the bus or train by car?	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1
GTSC 2	parking	Are designated parking spaces provided for people with impairments as follows: 1 space for up to 10 total spaces provided; 2 for up to 100 total spaces provided; plus 1 more space per every additional 50 parking spaces?	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1
GTSC 3	parking	Is parking clearly marked out and signed with the international symbol of access (on ground, wall or post)?	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1
GTSC 4	parking	Are accessible parking spaces a minimum of 3500mm wide?	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1
GTSC 5	parking	Are accessible parking spaces a minimum of 5000mm long (angle park) or 6300mm (parallel park)?	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1
GTSC 6	parking	Is there vertical clearance not less than 2500mm along route and at parking space?	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1
GTSC 7	parking	Is the park level with the footpath or is there a kerb ramp provided, to permit easy access to footpath by wheelchair users?	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1
GTSC 8	parking	Is the surface stable, firm and slip resistant under all environmental conditions?	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1
GTSC 9	parking	Is the international symbol of access painted on the surface of the car park (usually with yellow or white paint)?	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1
GTSC 10	parking	Are the park-and-ride facilities adequately lit between dusk and dawn (eg there are no dark places or hiding places; other people are easily seen)?	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1
GTSC 11	parking	Do accessible parking spaces have a maximum slope of 1:50?	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1
GTSC 12	access	Is the location of the accessible car park visible from a vehicle at the entrance to the park-and-ride facility? If not, is directional signage provided (at the entrance) to indicate the location of the car park?	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1
GTSC 13	access	Are the accessible parking spaces located as close to an accessible building entrance as possible?	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1
GTSC 14	access	Is direct pedestrian access provided between park-and-ride facilities and the station? (Are the parking spaces on the accessible route?)	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1
GTSC 15	access	Do the parking spaces avoid conflict between vehicles and people when approaching an entrance?	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1
GTSC 16	access	Are the car parks and/or drop-off points on the access route covered overhead?	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1
		Is the parking for a station completely accessible? (0=Yes; >0= there are one or more inaccessible features)	0	0	0	0	0	0	0	0	0
		What specific features are inaccessible? (0 = all features accessible; >0 =there are one or more inaccessible features)									
	parking		0	0	0	0	0	0	0	0	0
	access		0	0	0	0	0	0	0	0	0

Waiting for service – bus stop (BS)

			No=-1	na=not applicable								
			Yes=0	highlight = see comments								
Route #			Bus stop #	Bus stop #	Bus stop #	Bus stop #	Bus stop #	Bus stop #	Bus stop #	Bus stop #	Bus stop #	Bus stop #
Question #	Category	Factor										
	location details	Is there a bus shelter?	Y-N	Y-N	Y-N	Y-N	Y-N	Y-N	Y-N	Y-N	Y-N	Y-N
	location details	If NO, is there an exterior alternative shelter nearby (ie awning, overhangs, underpass)?	Y-N	Y-N	Y-N	Y-N	Y-N	Y-N	Y-N	Y-N	Y-N	Y-N
BS 1	landing	Is the kerb height at least 150mm from the road surface?	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1
BS 2	landing	Is the landing pad/ waiting area identified with tactile indicator tiles?	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1
BS 3	landing	Is there an unobstructed, minimum 1500mm x 1500mm, landing pad / footpath at bus stop? (where it is known that buses on the route are wheelchair accessible through the rear door, this dimension should be 1500mm by 8000mm).	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1
BS 4	landing	Does the landing pad have a well-drained, non-slip surface?	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1
BS 5	landing	Is the landing pad surface even?	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1
BS 6	landing	Does the landing pad extend to kerb, or is it near enough to the kerb to make use of an on-board ramp (for all weather and wheelchair access)?	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1
BS 7	landing	Is there a marker (eg location of bus stop sign / painted bus 'park' on the roadway) that facilitates the driver to stop the bus in the correct position for passengers loading from the landing pad?	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1
BS 8	landing	Is landing pad located where front door of bus will be at the bus stop?	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1
BS 9	landing	Does the landing pad connect with the accessible footpath?	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1
BS 10	landing	Does the landing pad have a maximum slope of 1:50, measured perpendicular to the roadway?	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1
BS 11	landing	Is all street furniture (including seating or a bus shelter) set back at least 1000mm from the kerb, to allow a wheelchair user unobstructed access?	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1
BS 12	landing	Is the bus stop zone designated as a no parking and no stopping allowed zone?	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1
BS 13	shelter	Is there enough space (at least 1200mm) for people in wheelchairs to enter from the accessible footpath and rest inside the shelter?	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1
BS 14	shelter	If the shelter has four walls, is the doorway at least 800mm wide?	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1
BS 15	shelter	Does the placement of advertising panels allow visibility of waiting passengers?	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1
BS 16	shelter	In a shelter with glass or transparent walls, is there a contrasting band at least 150mm wide at a height of 1400mm to 1600mm from the ground?	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1
BS 17	shelter	Is the bus shelter or seating positioned near the 'front' of the bus stop, close to where the front door of buses using the stop will open?	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1
BS 18	shelter	Does the location of the shelter or seating provide for good visibility of approaching buses, the waiting passengers and the surrounding environment?	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1
BS 19	seating	Do any seats have backs?	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1

Waiting for service – bus stop (BS) continued

BS 20	seating	Is the height from the floor to the top of the front of the seat between 400mm and 500mm (perch-type seating height is 700mm)?	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1
BS 21	information	Is there an information panel providing up-to-date service information (route, schedule, map) for all services stopping at this stop?	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1
BS 22	information	Is the information sign located no lower than 900mm and no higher than 1700mm from the landing pad?	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1
BS 23	information	Is the information panel in large print and good colour contrast (to accommodate the visually impaired)?	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1
BS 24	information	Is the bus stop signage in accordance with the Land Transport Rule Traffic Control Devices 2004 or subsequent amendment (refer Best Practice Guide)	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1
BS 25	information	Is there a visible large print sign indicating what service numbers use this stop?	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1
BS 26	information	Are fare schedules (to find out how much to pay) easily visible at the stop?	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1
BS 27	information	Where an existing street light pole is in the vicinity of a bus stop, is the bus stop signage attached to the pole to minimise the physical obstacles at the bus stop?	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1
BS 28	information	Is the sign pole firmly fixed into the ground?	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1
BS 29	comfort	Is the bus stop clean?	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1
BS 30	comfort	Is the bus stop graffiti-free?	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1
BS 31	comfort	Is the bus shelter is in good condition (no obvious repairs required)? If no, indicate the problem(s).	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1
BS 32	comfort	Is the seating in good condition (no obvious repairs required)? If no, indicate the problem(s).	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1
BS 33	landing	Is the landscaping around the bus stop tidy and obstruction free? eg no trees/bushes encroaching on the landing area; no trees/bushes encroaching on the footpath; no tree branches that would hit the bus	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1
BS 34	lighting	If there is no bus shelter, is the bus stop adequately lit by a street light or other outside light?	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1
BS 35	lighting	Is the bus shelter adequately lit between dusk and dawn (eg there are no dark places or hiding places; waiting passengers are easily seen)?	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1
		Is the bus stop completely accessible? (0=Yes; >0= there are one or more inaccessible features)	0	0	0	0	0	0	0	0	0	0
		What specific features are inaccessible? (0 = all features accessible; >0 =there are one or more inaccessible features)										
		landing	0	0	0	0	0	0	0	0	0	0
		seating	0	0	0	0	0	0	0	0	0	0
		shelter	0	0	0	0	0	0	0	0	0	0
		comfort	0	0	0	0	0	0	0	0	0	0
		lighting	0	0	0	0	0	0	0	0	0	0
		information	0	0	0	0	0	0	0	0	0	0

Waiting for service – station (STN)

Route #			0 = Yes	"-1"=No	NA = not applicable			highlight = see comments		
Question #	Category	Factor	Station name / #	Station name / #	Station name / #	Station name / #	Station name / #	Station name / #	Station name / #	Station name / #
STN 1	door	Do accessible entrances display a wheelchair accessible sign, as per the Land Transport Rule Traffic Control Devices 2004 (refer Best Practice Guide)?	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1
STN 2	door	Is there a minimum 1200mm by 1200mm level space on both sides of the entrance/doorway?	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1
STN 3	door	Does the primary accessible entrance have a <i>minimum</i> clear opening of 760mm?	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1
STN 4	door	If door closers / mechanisms are fitted do they have delay-action or slow action closure?	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1
STN 5	door	If door closers / mechanisms are fitted do they have minimum closure pressure?	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1
STN 6	door	Is there visibility through the entrance/doorway from both sides (eg so that people can see someone coming from the other direction)?	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1
STN 7	door	Are doormats stationary and flush with floor finish?	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1
STN 8	door	If thresholds are 20mm or more, are they beveled on both sides to a slope of 1:2?	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1
STN 9	door	Is there an accessible door adjacent to any revolving doors and turnstiles or is the route to the accessible door clearly indicated?	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1
STN 10	door	Where there are two (or more) doors in a series, is there enough room between the two doors (1200mm plus width of doors) to allow backing and turning space for a wheelchair or other mobility aid to clear the in-swinging door?	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1
STN 11	door	Are the door handle/pulls/buttons/operating devices located between 900mm and 1200mm?	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1
STN 12	door	Are the door handle/pulls/buttons/operating devices easy to grasp and operate with one hand? (refer Best Practice Guide)	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1
STN 13	door	Can doors at accessible entrances be opened with minimal force?	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1
STN 14	ramp	Is the minimum clear width of the ramp 1200mm?	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1
STN 15	ramp	Is the maximum gradient of the ramp 1:12 (8%)? Over short distances [less than 1500mm], greater gradients may be okay - refer Best Practice Guide.	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1
STN 16	ramp	Where the gradient is 1:12, is there a level landing or rest area (<=1200mm in length every 9m of horizontal run)?	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1
STN 17	ramp	Is the ramp surface continuous and slip-resistant?	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1
STN 18	ramp	Does the ramp have an upstand or a low rail to prevent a wheelchair wheel from running off the edge?	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1
STN 19	ramp	Does the ramp have a landing at the top, extending 1200mm beyond any doorway or door swing?	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1
STN 20	ramp	Does the ramp have a landing at the bottom, extending 1200mm beyond any doorway or door swing?	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1
STN 21	ramp	Is the presence of the ramp clearly indicated (by the use of signs / colour contrast / lighting / tactile markers)?	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1

Waiting for service – station (STN) continued

STN 22	steps	Are the step risers a uniform height (maximum of 180 mm) for the entire flight?	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1
STN 23	steps	Are the risers closed? (Note: open risers are not permitted for 'accessible' stairways in the NZ Building Code).	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1
STN 24	steps	Are the steps at least 900mm wide (between handrails) for the entire flight?	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1
STN 25	steps	Is the step tread at least 310mm deep?	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1
STN 26	steps	Is the surface of each tread covered in a slip-resistant material?	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1
STN 27	steps	Is the leading edge of the tread/nosing rounded (no sharp edges)?	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1
STN 28	steps	Is the leading edge of the tread/nosing colour contrasted with the rest of the tread?	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1
STN 29	steps	Are the top and bottom landings of any stairs clearly indicated by the use of signs / colour contrast / lighting and/or tactile markers?	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1
STN 30	handrails	Are handrails provided along both sides of the ramp or stairs?	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1
STN 31	handrails	Are handrails continuous around landings (except at doorways)?	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1
STN 32	handrails	Do handrails extend no more than 300mm beyond the top and bottom of the ramp or stair segment?	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1
STN 33	handrails	Is the top surface of any handrail mounted between 900mm and 1000mm above the floor?	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1
STN 34	handrails	Are all handrails securely fixed and stable in their fittings (eg able to carry full weight of a person)?	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1
STN 35	handrails	Are handrails smooth?	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1
STN 36	handrails	Do handrails have a clearance from wall of 45mm to 60mm?	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1
STN 37	handrails	Does the handrail have an outside dimension of 32mm to 50mm?	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1
STN 38	handrails	Are the ends of the handrails turned down 100mm or returned fully?	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1
STN 39	handrails	Are the handrails a contrasting colour to the background?	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1
STN 40	handrails	Is the handrail graspable (round is most suitable - horizontal or vertical planks are not acceptable)?	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1
STN 41	lift	Is a lift provided as an alternative to stairs or a ramp?	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1
STN 42	lift	Is the lift located on an accessible route?	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1
STN 43	lift	Is the lift compliance certificate current/valid?	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1
STN 44	platform	Is there a minimum 2000mm wide clear space for wheelchair access along the length of the platform?	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1
STN 45	platform	Are platform edges clearly marked in a contrasting colour?	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1
STN 46	platform	Are tactile warning indicators located 60mm from the edges of train platforms?	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1
STN 47	assistance	Is there a designated area for passengers to wait who require boarding assistance?								
STN 48	seating	Where train services are less frequent than every 5 minutes, are seats provided for waiting passengers?	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1
STN 49	seating	Is the height from the floor to the top of the front of the seat between 400mm and 500mm (perch-type seating height is 700mm)?	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1
STN 50	steps	Are the step risers a uniform height (maximum of 180mm) for the entire flight?	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1
STN 51	ticketing	Is there clear space <i>below</i> the counter so that a wheelchair user can come right up to the counter?	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1

Waiting for service – station (STN) continued

STN 52	ticketing	Does the service counter / ticketing machine / info desk have a clear space in front of at least 1200mm x 1200mm?	0-1	0-1	0-1	0-1	0-1	0-1	0-1
STN 53	ticketing	Does the clear floor space in front of the ticketing machine overlap or adjoin an accessible route?	0-1	0-1	0-1	0-1	0-1	0-1	0-1
STN 54	ticketing	Does the ticketing machine have tactile controls / buttons for the visually impaired?	0-1	0-1	0-1	0-1	0-1	0-1	0-1
STN 55	ticketing	Are all ticketing machine controls operable with one hand?	0-1	0-1	0-1	0-1	0-1	0-1	0-1
STN 56	lighting	Is the station adequately lit between dusk and dawn (eg there are no dark places or hiding places; passengers are easily seen)?	0-1	0-1	0-1	0-1	0-1	0-1	0-1
STN 57	lighting	Are any hazards or possible obstacles well lit?	0-1	0-1	0-1	0-1	0-1	0-1	0-1
STN 58	information	Is up-to-date service information (route, schedule, map) for all services using this station posted in at least one highly visible location?	0-1	0-1	0-1	0-1	0-1	0-1	0-1
STN 59	information	Is any wall-mounted information panel centred around 1400mm from the ground (bottom edge not less than 900mm from the ground and top edge up to 1800mm from the ground) ?	0-1	0-1	0-1	0-1	0-1	0-1	0-1
STN 60	information	Is the information panel in large print and good colour contrast (to accommodate the visually impaired)?	0-1	0-1	0-1	0-1	0-1	0-1	0-1
STN 61	information	Is comprehensive up-to-date service information (route, schedule, map) for all services using this station provided in embossed characters, braille or by audible 'talking signs' transmitter for people with visual or audible impairments?	0-1	0-1	0-1	0-1	0-1	0-1	0-1
STN 62	information	Are changes in services (such as cancellations or replacement information, platform allocations and changes) announced as early as possible and regularly repeated?	0-1	0-1	0-1	0-1	0-1	0-1	0-1
STN 63	information	Where there are display stands containing bus route schedules / maps, are these visible and reachable by people with impairments?	0-1	0-1	0-1	0-1	0-1	0-1	0-1
STN 64	information	Are fare schedules (to find out how much to pay) easily visible at the station?	0-1	0-1	0-1	0-1	0-1	0-1	0-1
STN 65	safety	Is there a visual as well as audible fire alarm system?	0-1	0-1	0-1	0-1	0-1	0-1	0-1
STN 66	safety	Are emergency exit routes accessible to all, including wheelchair users?	0-1	0-1	0-1	0-1	0-1	0-1	0-1
STN 67	safety	Are all emergency exit doors clearly marked, and do they have a minimum opening of 800mm?	0-1	0-1	0-1	0-1	0-1	0-1	0-1
STN 68	safety	If there are times when the station has no staff in attendance, is an emergency telephone or call button available?	0-1	0-1	0-1	0-1	0-1	0-1	0-1
STN 69	safety	Are there monitored security cameras operating in the station when no staff is in attendance?	0-1	0-1	0-1	0-1	0-1	0-1	0-1
STN 70	comfort	Is the station clean?	0-1	0-1	0-1	0-1	0-1	0-1	0-1
STN 71	comfort	Is the station graffiti-free?	0-1	0-1	0-1	0-1	0-1	0-1	0-1
STN 72	comfort	Is the station in good condition (no obvious repairs required)? If no, indicate the problem(s).	0-1	0-1	0-1	0-1	0-1	0-1	0-1
STN 73	comfort	Is the station seating in good condition (no obvious repairs required)? If no, indicate the problem(s).	0-1	0-1	0-1	0-1	0-1	0-1	0-1

Waiting for service – station (STN) continued

	Is the station completely accessible? (0=Yes; >0= there are one or more inaccessible features)	0	0	0	0	0	0	0
	What specific features are inaccessible? (0 = all features accessible; >0 =there are one or more inaccessible features)							
	door	0	0	0	0	0	0	0
	ramp	0	0	0	0	0	0	0
	steps	0	0	0	0	0	0	0
	handrails	0	0	0	0	0	0	0
	lift	0	0	0	0	0	0	0
	platform	0	0	0	0	0	0	0
	seating	0	0	0	0	0	0	0
	ticketing	0	0	0	0	0	0	0
	lighting	0	0	0	0	0	0	0
	information	0	0	0	0	0	0	0
	safety	0	0	0	0	0	0	0
	comfort	0	0	0	0	0	0	0

Being on board – bus (BBB)

			◇ - indicates that requirement applies for given type of vehicle			
Question #	Category	Factor	New buses (2010)	Existing buses (by 2014)		
BBB 1	bus stop request	Bell push or cord within reach of seated and standing passengers in every second row of seats.		◇		
BBB 2	bus stop request	Bell push or cord within reach of seated and standing passengers in every second row of seats on both sides of the aisle.	◇			
BBB 3	bus stop request	Illuminated 'bus stopping' display		◇		
BBB 4	bus stop request	Signalling devices easily reached by any person seated in a priority seating area or wheelchair area without having to stand up, eg on side walls or the underside of folding seats.	◇			
BBB 5	bus stop request	Signalling devices readily operated by elderly and disabled people with poor hand and finger function or dexterity.	◇			
BBB 6	bus stop request	Bus stopping request devices are a high-visibility contrasting colour to the surround and with the surface on which surround is mounted.	◇	◇		
BBB 7	bus stop request	Location of device: Finger/thumb/knuckle push buttons on (1) the vertical stanchions at a height of >1300mm and <1600mm above floor level or (2) the bus side panels at a height of >850mm and <1050mm particularly in the priority seating area or on the undersides of folding seats.	◇			
BBB 8	bus stop request	Operation of any bell push or bell cord will activate an audible and visual warning for the driver and passengers, and will cause a 'Bus Stopping' sign, mounted at the front of the Vehicle, to illuminate and remain activated until the front and/or rear doors are opened.	◇			
BBB 9	bus stop request	Except for the first letter, all letters should be in lower case for greater readability	◇	◇		
BBB 10	bus stop request	Bus drivers announce their service number when they identify a blind or visually impaired person waiting for a ride.	◇	◇		
BBB 11	bus stop request	In the absence of automated on-board announcements, bus drivers announce major stops, stations and intersections.	◇	◇		
BBB 12	bus stop request	Public announcement system capable of broadcasting driver announcements and pre-recorded messages is provided	◇			
BBB 13	comfort	Vehicle exterior is in a clean and tidy state and free from any unsightly damage, including graffiti.	◇	◇		
BBB 14	comfort	The vehicle interior is in a clean and tidy state, and free from any unsightly damage, including graffiti.	◇	◇		
BBB 15	destination display	Destination displays: All destination words and numbers are clearly readable (70% minimum visual contrast and NOT dot matrix), eg to persons with normal vision, from a distance of 50m.		◇		
BBB 16	destination display	Front route no - three characters ≥100mm in height.		◇		
BBB 17	destination display≥	Front and side destination characters ≥60mm in height.		◇		

Being on board – bus (BBB) continued

BBB 18	destination display	Front and rear route number characters shall be ≥ 150 mm.	◇					
BBB 19	destination display	Front destination characters shall be ≥ 125 mm.	◇					
BBB 20	destination display	Side destination characters shall be ≥ 60 mm.	◇					
BBB 21	destination display	Except for the first letter, all letters should be in lower case for greater readability	◇					
BBB 22	destination display	If a passenger service vehicle is fitted with a sign that incorporates raised lettering or symbols to assist visually-impaired passengers, the letters or symbols must be at least 0.8mm above the surface of the sign.	◇	◇				
BBB 23	door	The 'entrance' doorway has a minimum clear width of 700mm		◇				
BBB 24	door	The front door clear width is ≥ 1000 mm double leaf (excluding grab handles on door) on a medium bus or large bus	◇					
BBB 25	door	The designated doorway is fitted with a wheelchair ramp.	◇					
BBB 26	door	Medium buses and large buses have kneeling capability.	◇					
BBB 27	floor	Front door entrance, fare paying and turning area, and unimpeded through to rear of priority seating area – aisle width ≥ 760 mm.	◇					
BBB 28	floor	Medium bus or large bus with two doors must have a flat floor from front entry to rear door.	◇					
BBB 29	floor	Medium bus with one door must have a flat floor from front entry to immediately in front of rear axle.	◇					
BBB 30	floor	Front and rear door entry/exit areas have a colour contrast to the flooring material in the main saloon.	◇					
BBB 31	floor	Priority seating area has a colour contrast to the flooring material in the main saloon.	◇					
BBB 32	floor	All floor surfaces (including any steps) use a non-slip material.	◇	◇				
BBB 33	floor	All joins in flooring are welded and fully sealed.	◇	◇				
BBB 34	holds	Hand/grab rail are located on each side of entrance and exit doorways	◇	◇				
BBB 35	holds	Grab handles are located on aisle side of all seat backs		◇				
BBB 36	holds	Vertical stanchions from either floor to ceiling or seatback to ceiling, as location dictates, are fitted throughout the length of the bus and close to, but not impede movement along, the aisle so that they are spaced at alternate seats left and right of the aisle.	◇					
BBB 37	holds	Stanchions/holds are a high-visibility contrasting colour throughout the vehicle, and provide a strong contrast with the surrounding surfaces	◇	◇				
BBB 38	holds	Stanchions are provided immediately adjacent to doorways and in priority seating or wheelchair areas.	◇					

Being on board – bus (BBB) continued

BBB 38	holds	Stanchions are provided immediately adjacent to doorways and in priority seating or wheelchair areas.	◇					
BBB 39	holds	In areas where seating may have been reduced to provide for more people to stand, priority seating or wheelchair positions, or is of the folding style, then overhead handrails are provided.	◇					
BBB 40	holds	Hand holds have a slip-resistant surface.	◇	◇				
BBB 41	holds	Hand holds have a clear space of not less than 45mm finger clearance to the handle	◇					
BBB 42	destination display	Front and rear route number characters shall be ≥ 150 mm.	◇					
BBB 43	holds	Grab handles have a circular or elliptical cross section of 30-35 mm on the maximum section.	◇					
BBB 44	holds	At least one grab handle is located near or on the corner of each 2- person forward or rearward facing seat.	◇					
BBB 45	holds	A grab handle is provided on the underside of any folding seat located to provide a firm handle to any wheelchair passenger when manoeuvring into, out of or occupying a wheelchair space.	◇					
BBB 46	holds	In areas where seating may have been reduced to provide for more people to stand, priority seating or wheelchair positions, or is of the folding style, then overhead handrails are provided.	◇					
BBB 47	holds	Hand holds have a slip-resistant surface.	◇	◇				
BBB 48	holds	Hand holds have a clear space of not less than 45mm finger clearance to the handle	◇					
BBB 49	destination display	Front and rear route number characters shall be ≥ 150 mm.	◇					
BBB 50	holds	Grab handles have a circular or elliptical cross section of 30-35 mm on the maximum section.	◇					
BBB 51	holds	At least one grab handle is located near or on the corner of each 2- person forward or rearward facing seat.	◇					
BBB 52	holds	A grab handle is provided on the underside of any folding seat located to provide a firm handle to any wheelchair passenger when manoeuvring into, out of or occupying a wheelchair space.	◇					
BBB 53	holds	In areas where seating may have been reduced to provide for more people to stand, priority seating or wheelchair positions, or is of the folding style, then overhead handrails are provided.	◇					
BBB 54	holds	Hand holds have a slip-resistant surface.	◇	◇				
BBB 55	holds	Hand holds have a clear space of not less than 45mm finger clearance to the handle	◇					
BBB 56	destination display	Front and rear route number characters shall be ≥ 150 mm.	◇					
BBB 57	holds	Grab handles have a circular or elliptical cross section of 30-35 mm on the maximum section.	◇					
BBB 58	holds	In areas where seating may have been reduced to provide for more people to stand, priority seating or wheelchair positions, or is of the folding style, then overhead handrails are provided.	◇					
BBB 59	holds	A grab handle is provided on the underside of any folding seat located to provide a firm handle to any wheelchair passenger when manoeuvring into, out of or occupying a wheelchair space.	◇					
BBB 60	holds	In areas where seating may have been reduced to provide for more people to stand, priority seating or wheelchair positions, or is of the folding style, then overhead handrails are provided.	◇					

Being on board – bus (BBB) continued

BBB 61	step	No more than two steps in the aisle along whole internal length of vehicle.		◇				
BBB 62	step	If the bus is not a super low floor bus: Maximum first step height ≤370mm.		◇				
BBB 63	step	First front step ≤ 370mm - Measured from the ground to top of step nosing (without kneeling in operation). With kneeling, first front step < 280mm	◇					
BBB 64	step	Any additional steps (maximum two) are ≤ 220mm high	◇					
BBB 65	step	Step depth is ≥ 300mm	◇					
BBB 66	step	Any additional steps are ≤ 230mm high		◇				
BBB 67	step	All steps at door entry and exits or within the vehicle have full width step edges and faces fitted with a distinctive high-visibility, non-slip/trip style nosing in a solid band, contrasting with the immediately adjacent flooring material.	◇					
BBB 68	step	The nosing dimensions in the horizontal and vertical planes are within the range 45-50mm in width.	◇					
BBB 69	step	Highlighter to top edge of nose is provided.		◇				
BBB 70	w wheelchair park	On large bus, a separate space for at least one wheelchair, forward or rear facing: minimum dimensions of 1200mm by 700mm. (Medium bus: space for one wheelchair, same dimensions)	◇					
BBB 71	w wheelchair park	An international wheelchair symbol for accessibility sign is provided on the bus internal side wall of any wheelchair space.	◇					
BBB 72	w wheelchair park	Wheelchair and wheelchair occupant restraints are certified as complying with Passenger Service Vehicle Rule 1999.	◇					
BBB 73	w wheelchair park	Two international wheelchair symbols for accessibility are provided, one on the front left of the bus and one on the side of the bus by the front door entrance.	◇					
BBB 74	ticketing	Tickets can be purchased on board the bus and the passenger can get change.	◇	◇				
BBB 75	bus drivers	Bus drivers have received special instructions about the needs of persons with impairments, particularly emergency procedures.	◇	◇				
BBB 76	bus drivers	Bus drivers are friendly and helpful when asked for assistance.	◇	◇				
BBB 77	bus drivers	Bus drivers provide appropriate assistance for passengers entering or leaving the bus when necessary.	◇	◇				
BBB 78	bus drivers	Bus drivers ensure that all passengers are seated and/or secured before moving off.	◇	◇				
BBB 79	bus drivers	Bus drivers stop at all designated stops to check for passengers.	◇	◇				
BBB 80	bus drivers	Bus drivers stop immediately adjacent to the kerb when picking up / letting off passengers.	◇	◇				
BBB 81	bus drivers	Bus drivers practice 'smooth operation' (avoiding abrupt starts and stops, driving slowly at curbs) when driving a bus.	◇	◇				
BBB 82	security	Number of security-related 'incidents' (thefts, beatings/violence, etc) recorded on the service in the past year.	◇	◇				
BBB 83	security	Rating in recent customer satisfaction survey for customers' personal safety and security on-board this service.	◇	◇				

Being on board – train (BBTR)

			0 = Yes	"-1" = No	NA = not applicable			highlight = see comments			
		Factor	Train/ carriage #	Train/ carriage #	Train/ carriage #	Train/ carriage #	Train/ carriage #	Train/ carriage #	Train/ carriage #	Train/ carriage #	Train/ carriage #
BBTR 1	comfort	Is the exterior in a clean and tidy state and free from any unsightly damage, including graffiti?	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1
BBTR 2	comfort	Is the vehicle interior clean and tidy, and free from any unsightly damage, including graffiti?	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1
BBTR 3	access	Does signage let patrons know which doorway is accessible for wheelchairs and other disabled users?	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1
BBTR 4	access	Is there a minimum of 1500mm x 1500mm of level space centered in the front of the accessible entrance?	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1
BBTR 5	access	If door operation is not automatic, is there a simple control device (push-buttons, levers etc.) that is operable with one hand and minimal force?	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1
BBTR 6	access	Are the operating devices located between 900mm and 1200mm from the platform floor?	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1
BBTR 7	access	Is a contrasting colour and tone used for easy identification of the doors, door control devices, steps and handrails?	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1
BBTR 8	access	Are the spaces between carriages marked distinctively different from access doors?	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1
BBTR 9	access	Does the designated doorway for people with impairments have a minimum clear width of 800 mm?	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1
BBTR 10	access	Is the vertical gap between the platform and carriage less than 100mm (50mm is preferred)? (refer Best Practice Guide)	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1
BBTR 11	access	Is the horizontal gap between the platform and carriage less than 500 mm? (refer Best Practice Guide)	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1
BBTR 12	access	If the horizontal or vertical gaps cannot be mitigated, or if there are steps into the carriage, is the designated doorway for wheelchairs fitted with a wheelchair ramp?	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1
BBTR 13	access	Is the wheel chair ramp certified as complying with design, construction and fitting requirements stipulated in Passenger Service Vehicle Rule 1999? (refer Best Practice Guide)	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1
BBTR 14	access	Is the surface of ramp slip resistant?	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1
BBTR 15	access	Is the vertical gap between the platform and the bottom step, and the height of each step when there are more than one, \geq 220mm?	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1
BBTR 16	access	Is the step depth \geq 300mm?	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1
BBTR 17	access	Is an audible signal and a visual signal (flashing light etc.) provided both inside and outside the coach as a warning that the doors are about to close?	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1
BBTR 18	access	Is there a minimum clear width of 800mm from the designated doorway through the wheelchair parking area?	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1

Being on board – train (BBTR) continued

BBTR 19	access	Is the floor covered in tactile non-skid material and all joints welded and fully sealed?	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1
BBTR 20	seat	Is there a minimum seat spacing between forward-facing seats of 670mm (distance from top of back rest to top of back rest of next seat)?	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1
BBTR 21	seat	Is the height from the floor to the top of the front of the seat cushion between 400 and 500mm?	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1
BBTR 22	seat	Is the height to the top of the seat back excluding any grab handle ? 900mm?	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1
BBTR 23	seat	Are there at least 4 seats for 'Priority Seating' provided for elderly and/or disabled passengers, located near the accessible doors?	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1
BBTR 25	seat	Is there adequate space under or adjacent to at least one priority seat for a guide dog?									
BBTR 26	seat	Is there permanent signage to indicate the area and request to vacate seats for use by passengers with impairments, (eg 'Priority seating area - Please vacate these seats for elderly or disabled passengers or parents/caregivers with small children)?	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1
BBTR 27	wheelchair park	Is there a sign on the outside of the carriage to let passengers know that it contains one or more wheelchair spaces?	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1
BBTR 28	wheelchair park	Is a separate space for at least one wheelchair, forward or rear facing: minimum dimensions of 1200mm by 700mm provided?	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1
BBTR 29	wheelchair park	Is an international wheelchair symbol for accessibility sign posted on the internal side wall of any wheelchair space?	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1
BBTR 30	wheelchair park	Are wheelchair and wheelchair occupant restraints certified as complying with Passenger Service Vehicle Rule 1999?	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1
BBTR 31	holds	Are there hand holds on each side of all doorways, both inside and out?	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1
BBTR 32	holds	Are hand holds located on aisle side of all seat backs or at regular intervals throughout the carriage?	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1
BBTR 33	holds	Are hand holds a uniform colour throughout the vehicle, providing a strong contrast with the surrounding surfaces?	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1
BBTR 34	holds	Do hand holds have a slip-resistant surface?	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1
BBTR 35	holds	Do hand holds have a clear space of not less than 45mm finger clearance to the handle?	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1
BBTR 36	holds	Do the cross-section of the handholds on doors and seats have a minimum dimension of 15mm if one other dimension is at least 25mm; and all other handholds must have no dimension smaller than 20mm or greater than 45mm?	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1
BBTR 37	holds	Do the grab handles have a circular or elliptical cross section of 30-35mm on the maximum section?	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1
BBTR 38	on-board info	Are upcoming train stations and any prominent local features (eg recreation centre; shopping centre) broadcast- either through a public announcement system or by train personnel?	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1
BBTR 39	ticketing	Are tickets able to be purchased on board the train and get change?	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1

Being on board – train (BBTR) continued

BBTR 40	staff	Has staff received special instructions about the needs of persons with impairments, particularly emergency procedures?	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1
BBTR 41	staff	Is train staff friendly and helpful when asked for assistance?	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1
BBTR 42	staff	Does train staff provide appropriate assistance for passengers entering or leaving the train when necessary?	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1
BBTR 43	staff	Does train staff ensure that all passengers are seated and/or secured before moving off?	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1
BBTR 44	staff	Do train drivers practice 'smooth operation' (avoiding abrupt starts and stops, driving slowly at curbs) when driving the train?	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1
BBTR 45	security	How many 'incidents' have been recorded on the service in the past year?	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1
BBTR 46	security	What rating does most recent customer satisfaction survey show for customers' personal safety and security on-board this service?	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1	0-1
		Is the train completely accessible? (0=Yes; >0= there are one or more inaccessible features)	0	0	0	0	0	0	0	0	0
		What specific features are inaccessible? (0 = all features accessible; >0 =there are one or more inaccessible features)									
		comfort	0	0	0	0	0	0	0	0	0
		access	0	0	0	0	0	0	0	0	0
		steps	0	0	0	0	0	0	0	0	0
		ramp	0	0	0	0	0	0	0	0	0
		aisle	0	0	0	0	0	0	0	0	0
		holds	0	0	0	0	0	0	0	0	0
		seat	0	0	0	0	0	0	0	0	0
		wheelchair park	0	0	0	0	0	0	0	0	0
		on-board info	0	0	0	0	0	0	0	0	0
		staff	0	0	0	0	0	0	0	0	0
		security	0	0	0	0	0	0	0	0	0
