

Collecting intelligence from the community

The Problem

In March 2020, the Victorian Department of Transport collected intelligence from Melbourne's disabled community on the accessibility of the cities' tram network.

What was done

Zirkarta was used to publish public facing maps of the Melbourne Tram network, including routes and stops. Members of the disabled community were able to select specific elements from the tram network and complete a short questionnaire to provide feedback to the Department of Transport about that element.

What was found

The Department of Transport gained insights it was otherwise unaware of including:

- Just 10% of the tram network is readily accessible to people who use wheelchairs and mobility scooters.
- Low accessibility is a significant barrier to the tram network being used by people who use wheelchairs and mobility scooters.
- In addition to the physical characteristics of stops and trams, poor access to accessibility information is also a major barrier.
- Even where accessible stops have been constructed, lack of integration with accessible trams prevents the stops being used by people who use wheelchairs and mobility scooters.
- Even where accessible stops have been constructed, lack of integration with surrounding infrastructure, which requires coordination with entities such as local Government, limits the accessibility of those stops.
- 90% of respondents found it easy to use.

