

An Evaluation of The Intercity Bus Code of Practice



Lisa Raymond

Holly Etchegary

Jennifer Smith

Purpose

- Asses implementation of Code- awareness and accessibility
- Our tasks:
 - Methodology
 - Data analysis
 - Recommendations



Overview

- Voluntary Compliance
- Sets guidelines for intercity bus travel for person with disabilities
- Covers intercity bus services, terminals and bus stops



Methodology

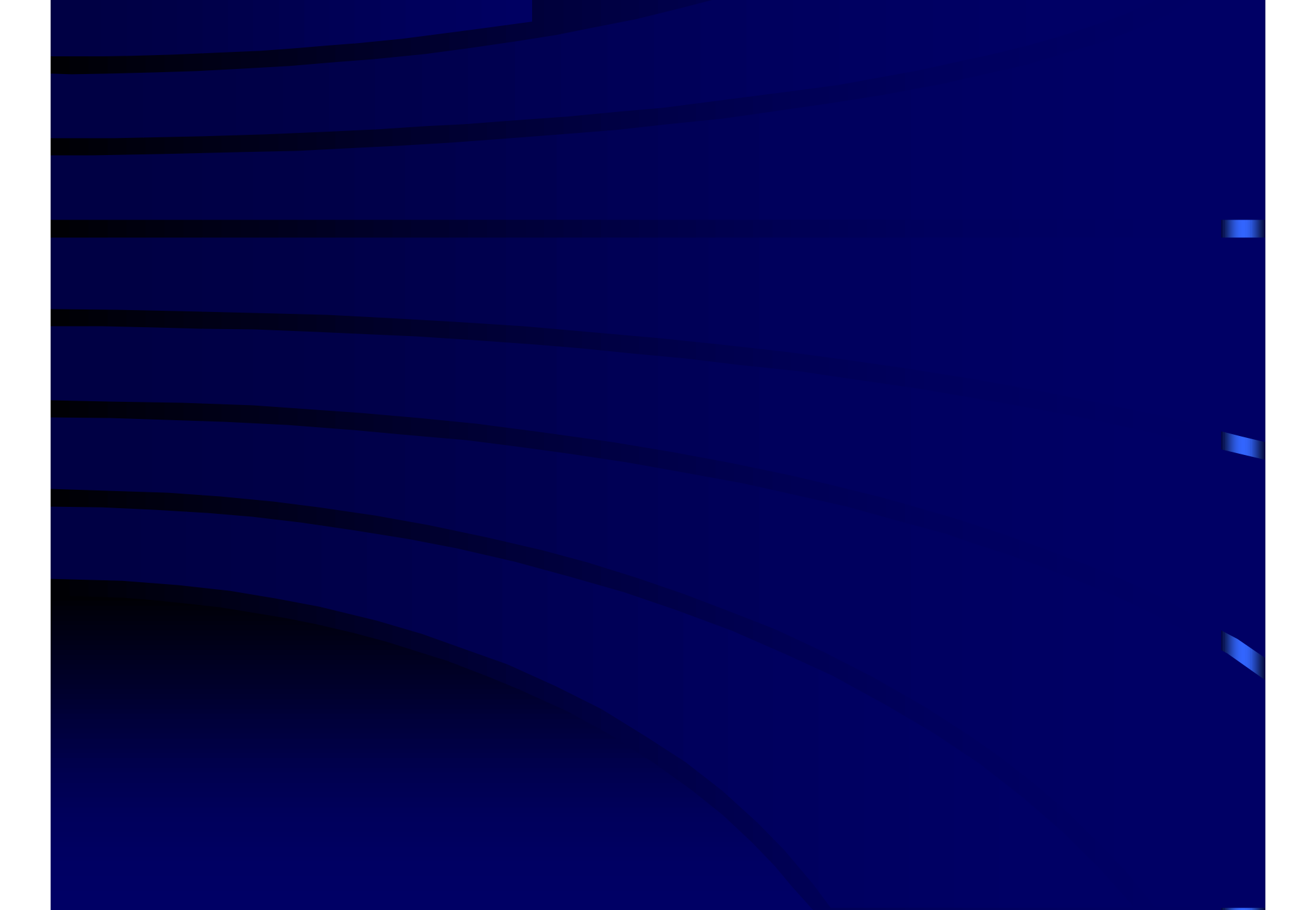
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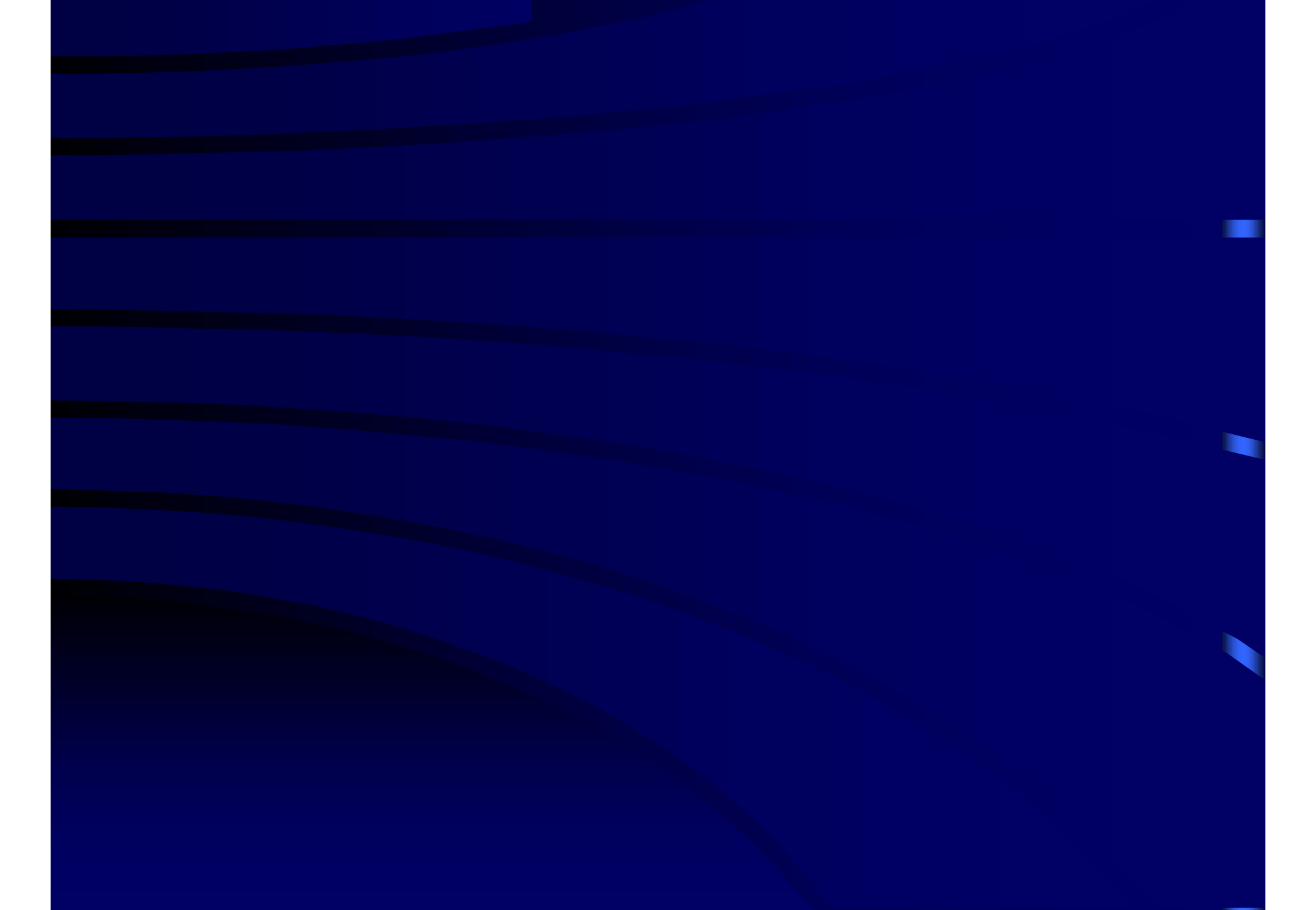
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- Yes, return rate is low
- Are the respondents representative of the population?

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Methodology (cont...)

- Unlikely, for example, only 1 respondent from Yukon and NWT
- Fewer services = greater need
- Web access
- Membership in disability organization



Methodology (cont...)

- Pre-tested various formats
- Collaborated with disability organizations

Methodology (cont...)

- Given national focus, surveys are cost-effective, however
 - Secondary data analysis (records of complaints)
 - Focus groups for descriptive purposes **only**
 - Expert panel to advise on recommendations



Data Analysis

- Chi Square
 - a test of the association between two variables
 - significance denotes dependence
 - found relationship b/t location and accessibility of busses



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Data Analysis (cont...)

- Bus use was unrelated to awareness and knowledge of Code content
- Code awareness is unrelated to disability class (e.g : hearing, wheelchair) and to province or territory



Data Analysis (cont...)

- There was no relation b/t region and non-users (non access)
- There was no relation b/t region and accessibility of bus terminals and stops



Recommendations

- Retain current recommendation, pending future research
 - review of similar programs (process, cost-effective, outcomes?)
 - larger sample
 - expert panel



Recommendations (cont...)

- Retain recommendation
 - need baseline level of accessibility (Cook & Campbell, 1979)
 - benchmarks essential for ongoing evaluation (CHEMS)
 - future research: measure industry's progress



Summary

- Weaknesses in methodology and data analysis arose b/c of sample size
 - recommend larger sample size
 - recommend additional data collection methods (expert panel, focus group...)
- Retain recommendations until future research is conducted



Memorial

University of Newfoundland

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