

Evaluation of the Implementation and Awareness of the Intercity Bus Code of Practice

SMRT Consultants

Daniel Krupp

Karen Parhar

Kama Soles

Shelley Turriff

Nicole Wohlgemuth

Coaches: Dr. Peter Grant & Dr. Karen Lawson



Overview

- ! The Code
- ! Evaluation objectives
- ! Study design: Persons with disabilities
- ! Evaluation findings
- ! Recommendations and issues

The Code

- ! Sets out guidelines regarding the provision of safe and dignified intercity bus travel for persons with disabilities
- ! Outlines which services are to be provided automatically, which require advance notice, & which are provided upon request

Survey Design: Persons with Disabilities

- ! Pretest
 - 14 persons with disabilities consulted
 - 5 Ottawa-based disability associations
- ! Surveys administered via various agencies
- ! Special survey formats
 - Packages mailed (option for internet reply or caregiver assistance included)
 - Visual impairment: Large print version

Representation

- ! Persons with all general types of disabilities represented
- ! Nonusers and users were approximately equally represented
- ! Territories, NB, PEI & SK underrepresented
- ! Majority of disabled persons reside in urban areas (77% of SK persons with disabilities, Statistics Canada, 1991)
- ! Response rate is sufficient for statistics employed

Distribution Challenges

- ! Investigation to determine if there are additional disability groups that could assist with distribution (e.g., local agencies)
- ! Use of snowball sampling
- ! Use of IVR for the visually impaired
- ! Use of links from disability organization websites

Alternative Study Designs

- ! Focus groups
- ! Telephone surveys
- ! Observations & qualitative interviews
- ! Use of survey prenotices and follow-ups

Issues:

- ! Transportation
- ! Cost
- ! Time

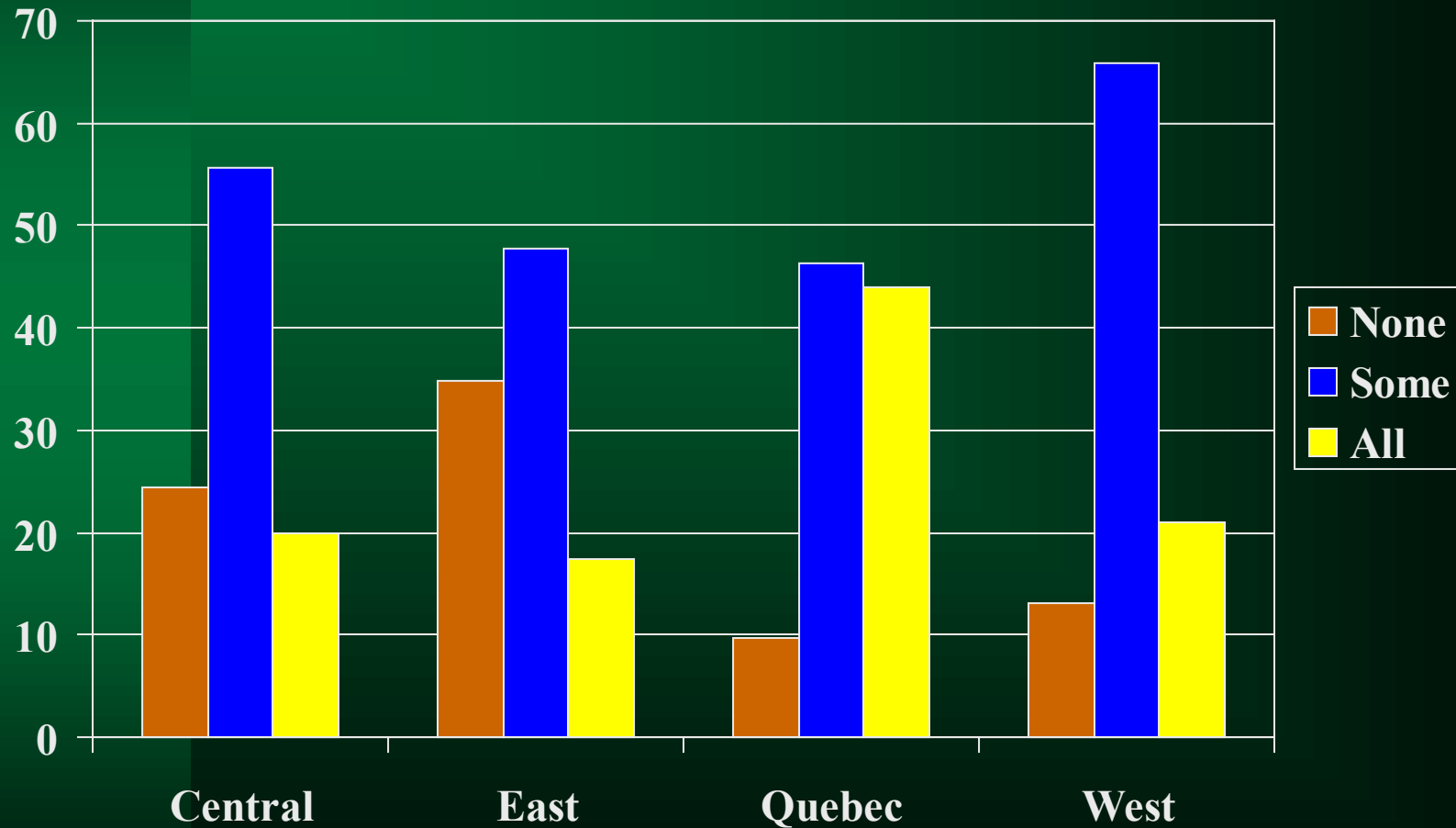
Awareness of the Code

- ! 18.5% are aware of code
- ! The awareness of code is not related to use of the Intercity Bus System
- ! The awareness of content of code is not related to use of the Intercity Bus System
- ! There was no difference in awareness between disability groups
- ! There was no difference in awareness across Canada

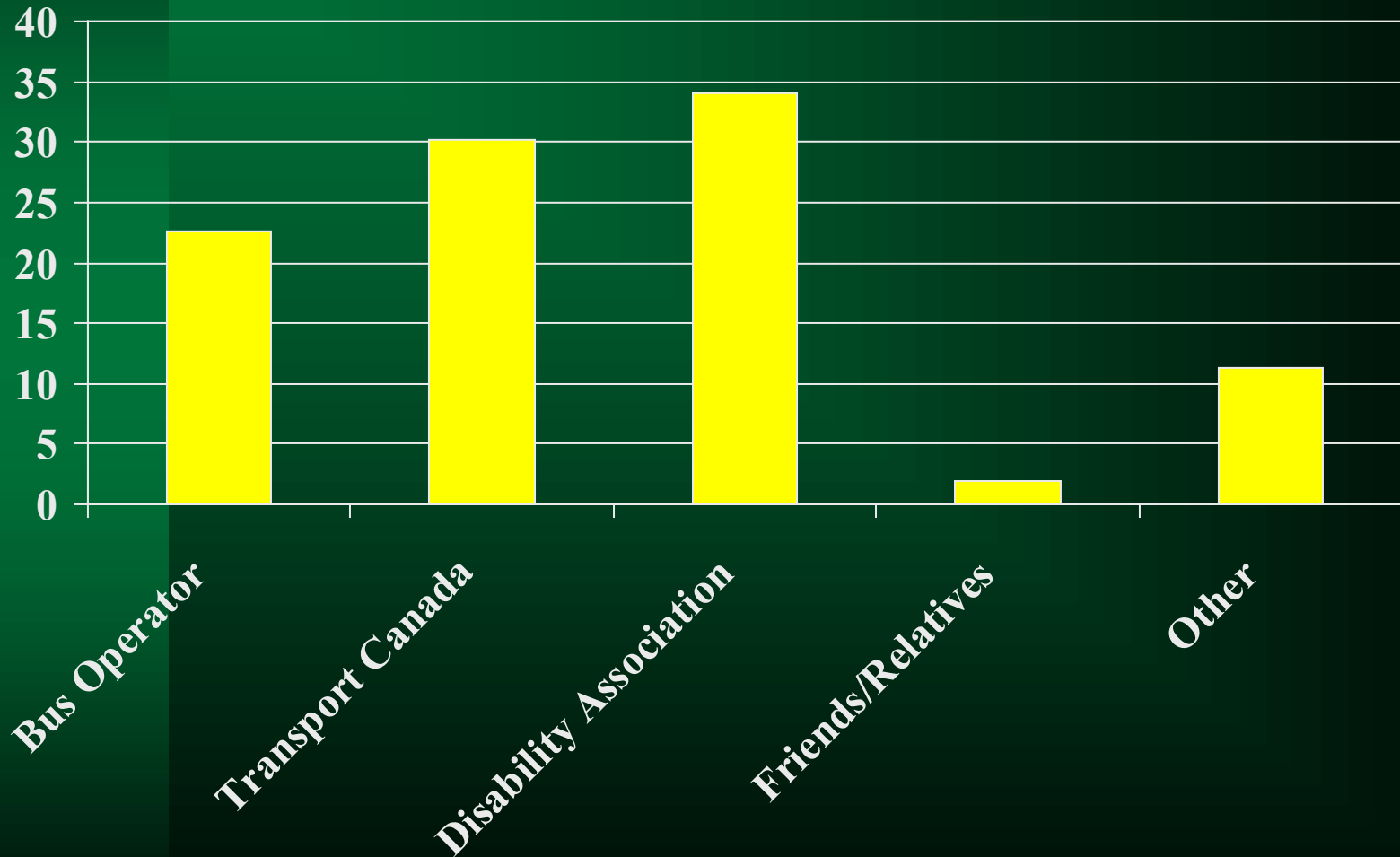
Accessibility

- ! There was no difference in perceptions of non-users regarding accessibility across Canada
- ! There were no differences in perceptions of accessibility of bus terminals and stops across Canada
- ! 19.7% of non-users indicated accessibility issues as a reason for not using the bus

Accessibility of Intercity buses



Source of Awareness



Recommendations

- ! Standardized training package
- ! Promoting awareness of the Code
- ! Voluntary nature of the Code:
 - Time
 - Effectiveness
 - Cost
 - Show of good faith

Benchmarking & Schedule

- ! Importance for evaluation
- ! Confirmation of progress
- ! Industry has final decision
- ! Can employ consultative process as needed

Benchmark 1

Benchmark 2

Benchmark 3







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Daniel Krupp

Karen Parhar

Kama Soles

Shelley Turriff

Nicole Wohlgemuth

University of Saskatchewan

Applied Social Psychology Program