

Wentworth Shire Council

The Magic Seniors Bus Tour

Introduction

Our Library hosts a Seniors Morning Tea and with relevant activities for seniors to participate in. Our Road Safety Officer has loads of materials and topics to cater to seniors but did not want a static display at a tressle table. Through established relationships with the local bus service provider (CDC Buses), the idea to role play a real bus experience (for the uninitiated) was born.

Transport services engagement

Transport for NSW and CDC Buses were in the midst of engaging with community about the public transport services in the area. CDC were happy to provide an engagement officer, a bus, and a bus driver to facilitate the activity. TfNSW provided two engagement staff and our Road Safety Officer for the day.



Project outcomes

- ▶ The project seeks to break down the barriers for seniors to access public transport. All attendees confirmed that they had not used public transport in decades.
- ▶ One gentleman in a wheelchair, had never been on a bus before and therefore never goes on the seniors outings from his residential care home. He really enjoyed accompanying his wife on the tour with the group and the carer had no trouble getting his wheels up the ramp.
- ▶ Most passengers did not know when or where the buses went and none knew that a red seniors ticket was only \$2.60 for the whole day. Many said they planned to take an outing on the bus soon using their printed time tables.
- ▶ There was lots of positive feedback on the abundance of hand rails in the entrance and along the seating and all passengers were happy to wear their seatbelts. Overall the bus was a highlight of the Seniors Morning Tea. The team look forward to checking in with seniors at the next event to see how many have used the bus since.

Summary

Issues

Seniors are hesitant to access public transport due to:

- ▶ Mobility getting on and off the bus.
- ▶ Unsure of the ticket purchasing process.
- ▶ Unaware of timetables and reliability.
- ▶ Not sure of affordability .
- ▶ Fear of bus moving while making it to their seats.
- ▶ Fear of the unknown.

Solutions

The magic seniors bus tour breaks down these barriers by:

- ▶ Practicing getting on and off the bus, with or without, driver assistance and lowering the step.
- ▶ Experiencing the ticket purchasing process.
- ▶ Supply and overview of the timetable.
- ▶ Confirm pricing.
- ▶ Confirm safety procedures.
- ▶ Experiencing the unknown in real life!