

# New Central Melbourne Mobility Map trial

## Feedback summary



Department  
of Transport  
and Planning





# New Central Melbourne Mobility Map trial

## About

The Victorian Government is working to ensure our transport network is inclusive and accessible for all Victorians.

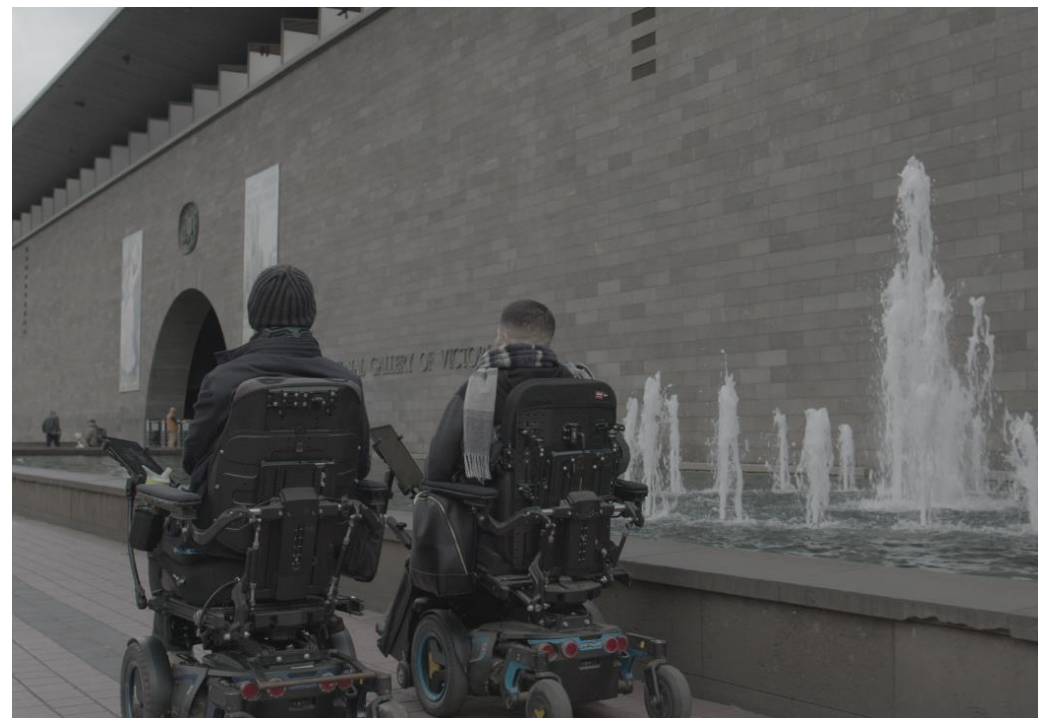
We want everyone to be able to travel safely and easily, no matter what their level of mobility is.

We trialled a new interactive effort-based map to help people who use mobility devices find the easiest way to access Melbourne's sports and arts precincts.

Developed in partnership with mapping and navigation company Briometrix and wheelchair pilots, it's the first effort-based mobility map in Melbourne to integrate public transport information with the footpath network.

The map helps to connect you to key sporting and tourism destinations, accessible toilets and parking, and transport connections within the precincts.

Between August and October 2022, we surveyed the community to capture feedback and better understand if the effort-based mobility map was useful, for people who use mobility devices, to plan and undertake journeys into the precincts included in the map.



## Next steps

The mobility map trial feedback period has ended, and we are evaluating the future of the map. Subject to funding, the continued availability of the map is being evaluated and the feedback received from the trial is being considered carefully.

# Trial summary and participation

## Summary

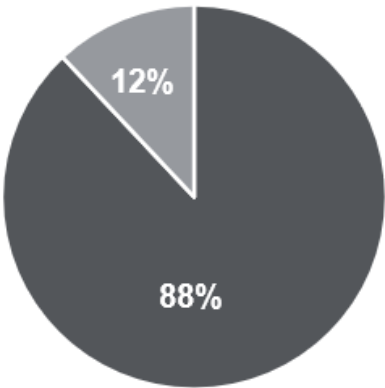
Overall, the project and the map generated positive feedback from survey participants, and we received many suggestions for how the experience could be improved, such as new features and information that could be available in the map.

## Who we asked

We reached out to the community through some of the key organisations that provide mobility support and encouraged participants to try out the map and provide feedback.

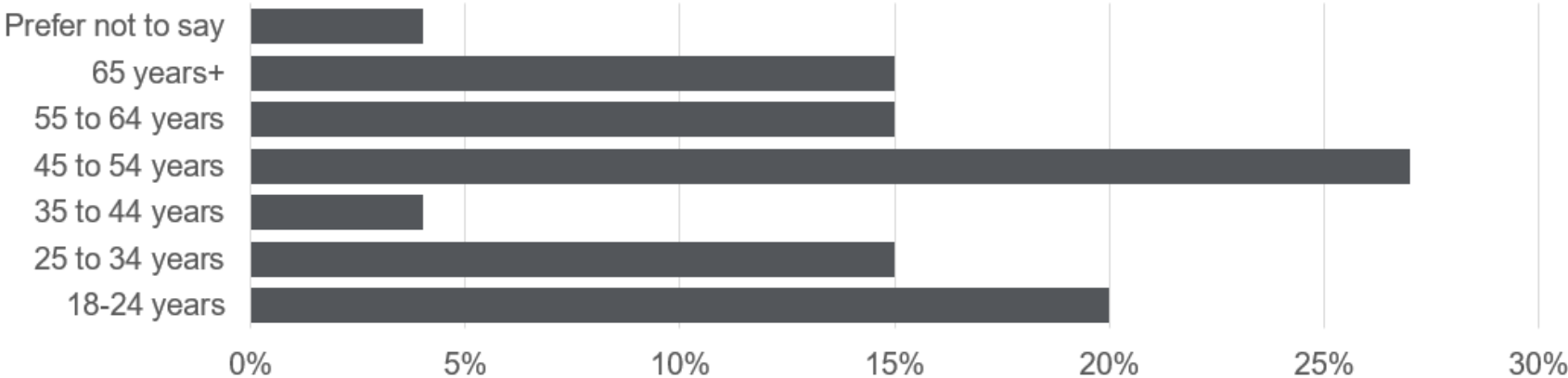
We received **50** submissions in total, with **52%** completing the survey.

## Where participants live



■ Metropolitan Melbourne   ■ Another part of Victoria

## Age groups



# How was the experience using the map?

## What we asked

We focused on how people intended to use the map, what features and information they liked (and what they didn't) and whether they found the map useful.

We also wanted to know if the map increased people's confidence to visit the precincts that were included.

69%

69% found the colour effort ratings helpful.

65%

65% said the map was easy to understand.

54%

54% have increased confidence to visit the precincts that are featured in the maps after using it.

# Feedback and suggestions

## Most requested features

1

The map to include or be expanded to more areas and precincts.

2

The map to include more information on accessible parking options.

3

The map, and it's information, to be integrated with more common journey planning tools.

## What you said

"This map is a wonderful step forward in making Melbourne more accessible for all. A clear, relatively detailed guide that allows us to explore the city more freely."

"It provides information on the quality of paths and walkways. We've never had that before! It's great!"

"Street view style photos when you click on the stop or station or toilet would be good."

"The map needs to be made more user friendly."