

Auckland Transport (AT) has created a programme called “Walking In The Customer’s Shoes”. AT staff will travel with deaf volunteers on their journey using the bus, train or travelling on the street. This will allow us to understand your challenges, so we can make improvements to our services.

You can volunteer to help us understand your challenges! When AT staff registers to our programme, they will contact you to choose a suitable day and time to travel with you. You can choose to either travel on your normal trip or ask us to select a new route for you. After the trip, you will discuss about the experience with the AT staff.

There will be two to three participants a month. To read more, please go to this link:

We would like your feedback on the following questions:

1. On a scale of 1-5 (5 being very helpful) how useful do you think this programme is in helping AT understand your challenges when using the bus, train or travelling on the street (select one)?
 - a. 1
 - b. 2
 - c. 3
 - d. 4
 - e. 5
2. Would you need an interpreter for the whole trip or only for the discussion after the trip (select one)?
 - a. The whole trip
 - b. Discussion only after the trip
 - c. Do not need an interpreter
3. How can we improve your volunteering experience?
4. Is there anything we need to be aware of when travelling with you?
5. We are changing the name of the programme. Could you please suggest a new name you think would be suitable?
6. Do you have any other suggestions for this programme?
7. Would you like to volunteer and have an Auckland Transport staff travel with you on your public transport journey to understanding your challenges?
 - a. Yes
 - b. No
 - c. Maybe (please explain)

If you’re interested to volunteer, please provide the following information to Amanda (amanda.yeung@at.govt.nz or +64274223787):

- Full name
- Email address
- Phone number
- Preferred contact method
- Available day and time (you can be specific e.g. every Monday-Wednesday from 9am-12pm, or put “unsure” if you do not have a fixed schedule)