



Final Report

Cover Page

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1 Acknowledgements

The success of the See Me project is a testament to the power of collaboration, innovation, and shared commitment to inclusive transport. We would like to express our deepest appreciation to the many individuals and organisations who made this journey possible.

First and foremost, we extend our heartfelt thanks to iMOVE Cooperative Research Centre (CRC) and the Australian Government's Cooperative Research Centres Program. Their generous funding through the Impact Extension Program (IEP) and ongoing support have been instrumental in bringing the See Me platform to life. The iMOVE team's belief in the project and their encouragement throughout its development have been invaluable.

We thank the Public Transport Authorities in South Australia, New South Wales, and Queensland for their collaboration and openness to trial new technologies.

We are deeply appreciative of the disability organisations who participated in trials and provided invaluable insights. Their lived experience and feedback have been central to shaping a solution that truly meets the needs of vision impaired transit users.

Together, these contributions have laid the foundation for a more inclusive and accessible public transport system. We look forward to continuing this journey with our partners and stakeholders.

2 Executive Summary

The See Me project aims to improve public transport accessibility for all users through a mobile application and integrated hardware system. The solution enables remote bus hailing, real-time journey updates, and enhanced communication between passengers and drivers. Trials conducted across South Australia, New South Wales, and Queensland demonstrated strong user engagement and highlighted the system's potential to address longstanding accessibility gaps.

Key outcomes include successful deployment of the See Me app on selected bus routes, integration with onboard systems, and positive feedback from disability advocacy groups. Technical challenges such as hardware compatibility, data latency, and driver notification methods were identified and addressed through iterative development.

The project has laid a strong foundation for future growth, with a roadmap focused on broader transport modes, international trials, and long-term partnerships. The See Me platform represents a scalable, user-centred solution that aligns with national goals for inclusive transport innovation.



3 Introduction

The "See Me" application aims to champion accessibility in transportation. Its primary objective is to assist vision impaired individuals, who often face challenges in routine transit activities such as catching a bus. At its core, the project seeks to empower individuals with low vision to independently and confidently navigate public transit systems by leveraging real-time data, mobile technology, and inclusive design principles.

By integrating user feedback, transport authority insights, and rigorous technical evaluation, the See Me project sets a new benchmark for inclusive transport innovation in Australia. This report consolidates the outcomes of these activities, providing a detailed account of the application's development, deployment, and impact. It serves as both a record of progress and a strategic guide for future enhancements and broader implementation.



4 Summary of Prior Reports

This section provides a consolidated overview of the key findings and contributions from the previous milestone deliverables of the iMOVE project. Each report has played a critical role in shaping the development, testing and stakeholder engagement strategies for the See Me application.

4.1 GTFS Readiness Assessment for See Me Deployment

The report evaluated the readiness of General Transit Feed Specification (GTFS) and GTFS-RT (real-time) feeds across Australian jurisdictions to support the deployment of the See Me app, which assists users in navigating public transport.

4.1.1 Methodology

Three key assessment methods were used:

1. **GTFS Validation:** Static and real-time feeds were tested using GTFS validators to assess structural integrity and data quality.
2. **Open Trip Planner (OTP) Testing:** Feeds were loaded into OTP to simulate real-world trip planning and scheduling.
3. **Real-Time Update Rate Analysis:** A custom tool sampled real-time feeds every 5 seconds over 4 hours to measure update frequency and latency.

4.1.2 Key Findings

GTFS Feed Availability

- All states and territories provide static GTFS feeds.
- Real-time GTFS feeds are only available in SA, QLD, NSW, and VIC (with VIC access restricted).
- OTP compatibility was confirmed for all static feeds.

Real-Time Feed Quality

- NSW had the highest successful real-time trip update rates (99.5% in Sydney).
- Other regions especially rural NSW and VIC had low success rates (<10%).
- Update intervals of real-time data varied:
 - NSW and QLD met the <30s standard.
 - SA's trip updates were slower (58.2s) though vehicle positions updated every 11.1s.
 - VIC's update rate could not be measured due to access restrictions.

Hardware Readiness

- NSW has integrated systems capable of supporting See Me without additional hardware.
- SA and QLD require notification hardware to alert drivers.
- WA, ACT, VIC, and NT lack sufficient infrastructure or did not respond.

4.1.3 Recommendations

For GTFS Providers

- Improve update intervals to ≤ 20 s for urban routes.
- Use real-time validators and ensure consistent ID fields.

For Remote Hailing Services

- Avoid relying solely on GTFS-RT, supplement with onboard hardware.
- Notify users one stop in advance to mitigate latency issues.
- Provide fallback mechanisms in areas with poor data quality.

Hardware

- Recommend onboard devices capable of GTFS-RT output and driver notifications.
- See Me Lite hardware (GPS + relay) is proposed as a cost-effective solution.

4.1.4 Conclusion

While GTFS infrastructure is broadly in place, real-time data quality and hardware limitations vary significantly. Addressing these gaps is essential for reliable deployment of See Me, particularly for vision impaired users who depend on accurate timely information.

4.2 App Integration vs Standalone App

This report evaluated whether the See Me app should remain standalone or be integrated into existing public transport apps. It includes a technical audit of current apps, stakeholder preferences and user survey results.

4.2.1 Key Findings

App Landscape

- **Standalone Apps:** Used in Brisbane, Melbourne, Perth, Northern Territory and Tasmania.
- **Third-Party Apps Recommended:** New South Wales, Australian Capital Territory and South Australia.
- **Common Apps:** Google Maps, Moovit, Transit, TripView.

Feature Audit

Apps were assessed on 12 criteria (e.g. real-time tracking, ticketing, accessibility). Most lacked:

- Hailing functionality without line-of-sight.
- Consistent accessibility features.
- Offline support.

User Survey

- **Most Used App:** Google Maps (49.5%).
- **App Type Preference:** 64% use third-party apps; 19% use Public Transport Authority apps.
- **Top Features Liked:** Real-time info, user-friendly interface.
- **Top Issues:** Inaccurate real-time data, poor accessibility, lack of audio support.

PTA Preferences

- **QLD, SA, NSW:** Open to integration or third-party use.
- **WA:** Prefers integration within existing app; no new hardware.
- **TAS, ACT, NT:** Limited or no engagement.

4.2.2 Recommendations

Open Data Specification

- Define secure JSON-based data exchange between See Me and:
 - Public Transport Authorities
 - Bus operators
 - App developers
 - Onboard vendors
- Enable third-party apps to integrate See Me functionality (e.g. hailing, notifications).

Integration Strategy

- Allow users to access See Me features via their preferred apps.
- Reduce hardware footprint by enabling vendor integration.

- Prioritise accessibility (screen reader support, audio alerts, simplified UI).

4.2.3 Conclusion

A hybrid approach, maintaining a standalone app while enabling integration via open data offers the best path forward. This ensures accessibility for vision-impaired users while supporting broader adoption through existing platforms.

4.3 Stakeholder Liaison – Public Transport Authorities

This report documents engagement with Public Transport Authorities (PTAs) across Australia to support the rollout of the See Me app. It captures trial outcomes, lessons learned and future roadmaps for integration.

4.3.1 Key Engagements

South Australia

- **Trial Scope:** 99A/C and 98A/C city loop services.
- **Hardware:** Onboard SAGE Edge devices and bus bell integration.
- **Outcome:** Trial extended to Feb 2025; strong media coverage and user uptake.

New South Wales

- **Trial Scope:** Port Macquarie (13 routes).
- **Integration:** Used existing TCB system; no SAGE Edge hardware.
- **Challenges:** Visual-only alerts and no bus bell integration.
- **Outcome:** Valuable feedback on audio alerts and system latency.

Queensland

- **Trial Scope:** Closed user trial in Brisbane.
- **Hardware:** Onboard SAGE Edge device + lightbox.
- **Outcome:** Positive feedback from disability groups; future testing supported.

4.3.2 Lessons Learned

- **Driver Training:** Essential to prevent hardware misuse or disconnection.
- **Notification Design:** Audio alerts are more effective than visual-only cues.
- **Data Latency:** GTFS-RT delays can cause missed pickups.
- **User Feedback:** Surveys and direct engagement are critical for iterative design.

4.3.3 Roadmaps

Software Enhancements

- Stop countdowns, push notifications, mid-journey destination changes.
- Reduced reliance on GTFS-RT; onboard data prioritised.
- Vendor integration specification developed to support third-party hardware.

Hardware Development

- **See Me Lite:** A compact, low-cost onboard device with GPS and bell integration, designed for broader fleet deployment.

4.3.4 Conclusion

The See Me project has demonstrated strong potential to improve accessibility in public transport. Continued collaboration with PTAs, combined with technical enhancements and scalable hardware will support national rollout and long-term adoption.

4.4 Stakeholder Liaison – Disability User Groups

This report outlines stakeholder engagement with disability organisations to test and refine the See Me app. The goal was to gather feedback from users to inform the app’s development and ensure it meets real-world accessibility needs.

4.4.1 Participating Organisations & Activities

Across several disability organisations, a range of trials and engagement activities were conducted to evaluate the app’s usability and effectiveness in real-world public transport environments. These activities included demonstration days on bus routes, discussion groups, student trials during mobility training camps, and closed operational trials interstate.

Participants consistently highlighted the usefulness of vibration alerts, large icons, and text-to-speech functionality, noting that these features supported independent travel and improved confidence. Younger participants especially valued the simplicity of the interface and its low battery consumption. There was also strong interest in exploring compatibility with additional accessibility tools such as braille displays.

At the same time, several recurring issues were identified. These included challenges with user interface clarity, occasional accidental trip cancellations, difficulties hearing audio alerts in noisy environments, and inconsistent behaviour when using screen reader technology. In some trials, GPS accuracy and delayed notifications impacted the reliability of stop announcements. Technical issues were also reported by users running outdated versions of the app.

Across all groups, participants provided constructive suggestions for future enhancements, such as improved communication features for drivers, verbal destination entry options, more contextual journey information, easier navigation through stop lists, and the possibility of integrating the app with existing journey planning tools. Some organisations expressed interest in participating in future evaluations but were unable to join current trials due to location constraints.

4.4.2 Software Backlog Highlights

Feedback from trials directly informed a prioritised development backlog, including:

- Speech-enabled destination selection
- Improved GPS accuracy and stop navigation
- Braille display compatibility
- Enhanced notification reliability
- Service alerts and onboarding tutorials

4.4.3 Conclusion

The stakeholder engagement process validated the app’s core functionality while identifying critical areas for improvement. The feedback loop between users and developers has been instrumental in shaping a tool that genuinely addresses the needs of vision-impaired transit users. Continued collaboration and refinement are expected to further enhance the app’s impact.

4.5 App Functionality

This report documents the development and enhancement of the See Me app, designed to improve public transport accessibility for vision-impaired users. The app allows users to signal buses, receive journey updates and navigate transit systems more independently.

4.5.1 Key Functional Enhancements

1. User Interface & Accessibility Improvements

- **Stop Selection Optimisation:** Only the five nearest stops are shown by default to reduce screen clutter and improve screen reader usability.
- **Search Functionality:** Users can search for stops and services by name or voice, improving navigation efficiency.
- **Dynamic Text Scaling & Dark Mode:** Text now scales with system settings and dark mode supports visual comfort and accessibility.
- **Favourites:** Users can mark frequently used stops/services for quicker access.

2. Journey Management Features

- **Trip Cancellation Confirmation:** Prevents accidental cancellations by requiring user confirmation.
- **Mid-Journey Destination Changes:** Users can change their destination without restarting the trip.
- **Stop & Distance Countdowns:** Replaces fluctuating time estimates with countdowns based on stops and metres remaining.

3. Real-Time Updates & Notifications

- **Push Notifications:** Users receive journey updates even when the app is closed, improving multitasking.
- **Scheduled vs. Live Services:** Users can now view upcoming scheduled services, not just live ones.
- **Maintenance Notices:** Dynamic server-based messages inform users of outages or updates without requiring app updates.

4. Beta Testing & Quality Assurance

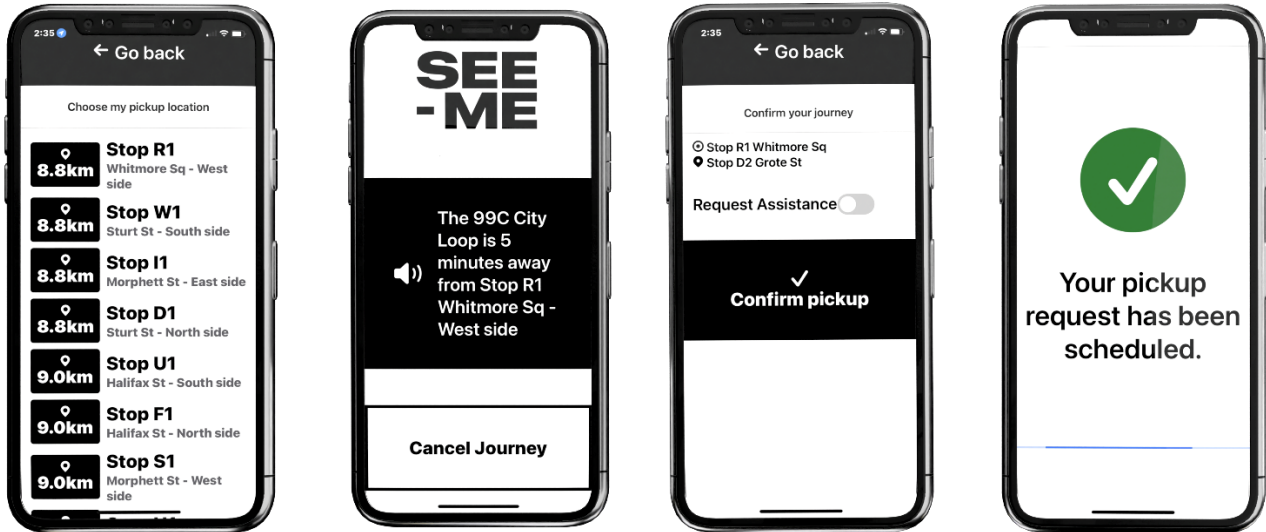
- A comprehensive regression test plan ensures functionality across:
 - Light/Dark modes
 - Screen reader compatibility
 - Text size variations
 - Android and iOS platforms

4.5.2 Future Enhancements

- **Wrong Service Warning:** Alerts users if they board the wrong bus, using periodic GPS checks.
- **Ongoing Feedback Integration:** User suggestions continue to inform the development backlog.

4.5.3 Conclusion

The See Me app has matured into a robust, user-centred tool that significantly enhances the independence of vision-impaired public transport users. Iterative development, guided by real-world feedback, has resulted in a highly accessible and intuitive application.



5 Current State of the Application

This section outlines the See Me App's technical architecture, core functionalities, and user experience design - with a focus on accessibility for all users. The section also includes feedback from real-world trials, highlighting how user insights have shaped the app's evolution. Together, these elements demonstrate the maturity of the system and its readiness for broader deployment.

5.1 Technical Overview

The See Me system focuses on creating more accessible public transport through the combination of on-bus hardware with GPS capabilities, backend aggregators and processors running on cloud hosted machines, and mobile phones with the See Me mobile application installed. These elements work together to enable remote bus hailing functionality, allowing users to request pickups and drop-offs on designated vehicles.

The See Me application, which is compatible with both Android and Apple devices, plays a critical role in improving the commuting experience. It leverages the General Transit Feed Specification (GTFS) feed to access and display scheduled route information. Moreover, it utilises GTFS real-time data to update passengers on any delays, and feeds back real-time location updates produced by a vehicle's onboard GPS hardware. It is important to note that the application displays the bus service information only for those vehicles equipped with the necessary hardware and actively appearing in the GTFS real-time feed. See Me provides the user interface for public transit commuters to request a pickup and drop off for a specific trip, notifying the backend and on bus systems that a request has been made and trigger the necessary alerts to both the user and driver when the bus is arriving at the requested stops.

Communication between the See Me app, backend and on-bus hardware is facilitated via a REST API that the backend serves. The API controls all communication between the See Me app and on-bus hardware ensuring that direct contact is never made.

5.2 Functional Capabilities

See Me focuses on bridging accessibility gaps in public transport by leveraging smart technology that seamlessly integrates with bus hardware and systems. Key features include:

- **Digital Hailing:** Passengers can use the See Me app to digitally hail buses at designated stops, ensuring that drivers are notified of their presence without the need for physical signals.
- **Remote Stop Requests:** Passengers can request a stop from their device, eliminating the need to press a physical button.
- **Real-Time Notifications:** The app sends notifications when a bus is approaching, helping passengers prepare for boarding and ensuring they don't miss their ride.
- **Boarding Assistance Requests:** Passengers can signal their need for additional help, such as wheelchair assistance or verbal guidance if enabled for the region. This feature enhances accessibility, particularly for passengers with mobility issues or vision impairments.
- **Seamless Integration with Bus Systems:** The app communicates directly with onboard bus systems, ensuring drivers are well-informed of passenger needs and allowing for a smooth interaction between drivers and riders.

The system is mode-agnostic, meaning it can be extended beyond buses to other forms of transit such as trains and trams.

5.3 User Feedback

SAGE has conducted demonstration days in collaboration with several disability organisations to gather feedback on app use and raise awareness of the trial.

Participants expressed strong appreciation for the app's accessible design, particularly with its compatibility with screen readers and its focus on supporting users with vision impairments. Many users were enthusiastic about the app's potential to create a more inclusive and reliable public transport experience:

"I used See Me today and it went perfectly! Such an easy process and I loved using it! Would be amazing if we could use it on all public transport"

"This is exciting because it's something that is made for us."

"Works really well with a screen reader"

"This app has the potential to let me finally feel comfortable enough to utilise buses"

Feedback from early trials highlighted that some users experienced mild anxiety related to the type of information displayed in the See Me app during their journey. Specifically, users suggested that a countdown of remaining stops would be more helpful than a time-based estimate, which can fluctuate due to traffic conditions. This change would allow users to better anticipate their stop and if needed press the onboard stop button themselves for added reassurance.

In response, the See Me app was updated to replace the time-based estimate with a stop countdown. As the journey progresses, the app now displays how many stops remain and, as the destination approaches, shows the distance in metres to the user's selected stop. This update provides a more predictable experience for users, particularly those who prefer location-based cues over variable time estimates.

6 Trials and Expansions

6.1 Initial Trials and Pilots

This section outlines the early-stage deployment of the See Me application across selected public transport routes in South Australia, New South Wales, and Queensland. These pilot programs were designed to validate the technical functionality, assess user experience, and gather feedback from both passengers and operators. Each trial involved different configurations of onboard hardware and integration methods, providing valuable insights into the operational challenges and user needs associated with remote bus hailing and accessible transport solutions.

6.1.1 South Australia

Initially the on-bus hardware installed for the trial consisted of two primary components: a SAGE Edge unit and a dashboard-mounted lightbox. Communication between the bus hardware and the See Me backend is facilitated by the SAGE Edge. If there is a request at an approaching stop, the SAGE Edge triggered the dashboard lightbox to illuminate the appropriate light, thereby alerting the bus driver visually.

During the trial we moved away from use of the Lightbox due to driver distraction and annoyance, now focussing on notifying drivers through the onboard bus bell system. Visual alerts can be easily missed and may serve as distractions, requiring additional training and changes in driver behaviour. Integrating the app with the bus bell system offers a more intuitive solution for drivers and lets the passenger onboard know that their request has been received.

6.1.2 New South Wales

For this trial, the See Me app interfaced with the onboard bus system (TCB) to facilitate remote bus hailing. Users make requests via the See Me mobile app and the TCB system receives the request and handles displaying a visual notification on the onboard screen for the driver with a notification to pick up/drop off.

6.1.3 Queensland

Rather than a public release of the See Me app, closed user testing sessions were organised with various disability organisations. These testing days took place over three days in April 2024, during which participants tested the See Me app on a round trip, providing valuable feedback on app functionality and user experience.

The on-bus hardware installed for the trial consisted of two primary components: a SAGE Edge unit and a dashboard-mounted lightbox. Communication between the bus hardware and the See Me backend is facilitated by the SAGE Edge. If there is a request at an approaching stop, the SAGE Edge triggered the dashboard lightbox to illuminate the appropriate light, thereby alerting the bus driver visually. Concurrently, the onboard bus bell system was activated to audibly notify the driver and passengers.

7 Lessons Learnt

This section captures the key insights and challenges encountered throughout the development and deployment of the See Me application. It reflects on technical integration issues, stakeholder engagement complexities, and the importance of adaptable design. These lessons have informed improvements to the system architecture, hardware strategy, and mobile app maintenance, ensuring the solution remains viable across diverse transport environments.

Implementation Strategy across Different Regions

A significant challenge lies in the fact that bus operators, even within the same state, may have different onboard technologies. In discussions with Public Transport Authorities, we have heard that there isn't always a unified approach across the operators and that each one may be trialling and using different technology. Depending on the age of the vehicle, the technology installed onboard may vary. This can complicate the implementation of See Me across a whole region as there can be a variety of onboard systems to integrate with.

To address this, we will need to develop a flexible and adaptable open standard and licencing system for the See Me app. This should be capable of interfacing with a variety of hardware and software configurations.

Initial Hardware Setup and Costs

Costs of fitting busses with dedicated equipment (and finding space for additional equipment) is a difficult sell. Authorities were interested in what other value adds could come from the system if additional hardware is being added. For this reason, third party integration was looked at to provide lower cost implementation and deliver that additional value for the Authority.

A vendor integration plan with third-party public transport hardware vendors is currently under development to enhance the See Me ecosystem's ability to integrate with public transport fleets. This initiative stems from feedback by authorities and providers regarding the price point of rolling out the See Me solution across fleets and the limitations revealed by trials in using GTFS-RT data for remote hailing. The approach is shifting towards both collaborating with existing vendors and establishing a See Me Lite onboard device for buses without any compatible hardware (a lightweight version of the current solution with reduced footprint and cost).

Mobile App Ongoing Maintenance

Providing a native app on mobile devices requires a level of upkeep/maintenance to continue delivering a quality product. This is due to the number of changes that happen yearly as new OS are released on Android and iOS. If planning on releasing additional features, there is typically unaccounted for overhead in making sure that your app is compliant with whatever latest requirements are for the particular OS (e.g. Android/iOS changes that require meeting certain privacy standards or changing the way that system hardware is contacted). Ongoing licence costs for iOS to keep the app available.

Driver Notifications

Driver notifications should prioritise audible alerts, supplemented by visual cues. Integrating these notifications into the onboard stop request notification system ensures that both driver and passenger are informed. This dual notification method also provides reassurance to the passenger that their request has been received and acknowledged by the driver. Additionally, since drivers are focused on the road and may not have the opportunity to view onboard displays in time, audible alerts are crucial for timely and effective communication with minimal distraction from the road.

Varied Route Ids

It was found during trials that there are no guarantees of route ids being static for the duration of the physical routes existence. Checks are needed to ensure that the latest route id is available and updated as new feed data is released. Setting up an automated pipeline to pull in the GTFS id associated with a route from the released datasets based on matching the route name and id proved an effective solution for assuring the See Me and Public Transport Authority systems were referencing the same information.

8 Future Roadmap

The Future Roadmap outlines the strategic vision for the continued development and deployment of the See Me platform. Building on the success of initial trials and stakeholder engagement, this section defines long-term objectives aimed at scaling the solution across transport modes, jurisdictions, and user groups. Key goals include international validation, multi-modal expansion, brand establishment, and the development of sustainable revenue streams. The roadmap also emphasises technical enhancements, strategic partnerships, and scalable deployment models to ensure the platform remains adaptable, inclusive, and impactful in diverse transit environments.

Multi-Modal Expansion

- **Objective:** Extend See Me functionality beyond buses to include other public transport modes such as trains and trams.
- **Purpose:** Increase the platform's utility and reach across diverse transit systems, supporting broader accessibility.

Brand Recognition and Trust

- **Objective:** Establish See Me as a recognised and trusted brand in the public transport accessibility space.
- **Purpose:** Build credibility with users, transport authorities, and technology partners to support long-term adoption.

Revenue Stream Development

- **Objective:** Identify and secure new revenue sources to support ongoing development and deployment.
- **Purpose:** Ensure financial sustainability through licensing, data services, or strategic collaborations.

Strategic Partnerships

- **Objective:** Form long-term partnerships with public transport authorities, hardware vendors, and disability organisations.
- **Purpose:** Facilitate scalable deployments, co-development opportunities, and policy alignment.

Technical Enhancements

- **Objective:** Continue refining the app and hardware, including:
 - Improved GPS accuracy
 - Enhanced notification systems
 - Integration with third-party apps and hardware
- **Purpose:** Maintain technical relevance and improve user experience across platforms and regions.

Scalable Deployment Models

- **Objective:** Finalise and promote the See Me Lite hardware solution for cost-effective fleet-wide implementation.
- **Purpose:** Lower barriers to entry for transport operators and support rapid expansion.

International Validation

- **Objective:** Test the See Me platform overseas to evaluate its adaptability and performance in different transit environments.
- **Purpose:** Gain insights into global applicability and identify potential for international partnerships or licensing.

9 Conclusion

The See Me project has demonstrated the feasibility and value of a technology driven approach to improving public transport accessibility. Through targeted trials, stakeholder collaboration, and responsive development the application has evolved into a robust tool that empowers users to travel with greater confidence and independence.

While technical and operational challenges were encountered, they were met with practical solutions and informed future design decisions. The feedback loop between users, transport authorities and developers has been instrumental in shaping a system that is both functional and inclusive.

SAGE remains committed to advancing inclusive transport solutions and continues to seek future opportunities for funding and collaboration. A continued combination of investment, strategic partnerships, and user engagement will be key to realising the full potential of this initiative and delivering lasting improvements to public transport accessibility in Australia and beyond.