

Hi

Please accept this as my submission for the consultation sent to me by all aboard committee as well in this email and emails below. Please also accept this email as feedback for the entire Victorian public transport system about disability access.

I will send the further notes I made when i get back to my laptop but these can get you started

please ask for seat belts on disability seats for trains and trams too, because if they stop at short notice i often go flying off my seat in the air cos i can't break falls with my legs to stop myself going flying and the seats are very thin for disabled seats on trains and on trams they often stop at fast notice due to traffic and road crashes/accidents are very common in Melbourne. i have been in 4 road crashes whilst being on trams and is part of why i am so severely disabled

also i want to see changed that the older trams have no accessibility and when older or disabled people climb on doors that are not the front door the drivers often close the doors on us which is extremely painful. there is no door sensors on trams or trains and i have gotten jammed in those doors many times and at times i got jammed in bus doors cos drivers were rushing me and i can only go so fast with my disabilities also, the journeys are too long to ends of train lines. there needs to be more express services that go limited stops to ends of train lines to speed up long train journeys especially Werribee, Frankston and Kilydale and Pakenham lines are extremely long but others are as well

for vline, there is no knowledge of where trains leave and having them leave from platform 16 is extremely difficult to reach for disabled people, we cannot get any assistance to reach that platform physically after travellers aid closes, and its too far away. so no lines should leave from that platform after travellers aid closes and they should make them leave from closer platforms for vline

low floor trams never stop at the front of the tram stops in city cos they bank up, they need to train drivers if they see someone with a disability waiting at front who can't be fast enough to get to the tram at the back of the tram bank the drivers need to be trained to stop again at front of tram stop after the other trams banked up have left. because its unfair and means we can't make low floor trams often

Ballarat train station often closes gates for 7 to 12 minutes at times when bringing trains in and out, and you already have to walk all the way around, down some dingy alley way, to the road, then across the gates, to get to the other side of platform. they don't regularly have a city side and a country side, so u never know which side of platform the southern cross train will leave from, and there is no lift access to enable boarding a train and they have recently destroyed their disabled parking outside the station whilst the council and the vline train station have no other parking. i travel from near Horsham with my disability support worker to get that train when i miss the other train so its important to me and other disabled people these issues are fixed. often i miss trains at Ballarat due to the inaccessibility and have to wait 1 hour for next train.

all the vline trains are being shut down way too often., with coaches replacing trains. there need to be better accessibility in the coaches as well as the trains for all vline services

What is PTV doing about educating the general public what people can do when abled-bodied people refuse to give up a disabled seat, and building more disabled seats? 1 in 4 people in Australia have a disability and many have physical disability, chronic illness, or require a seat for other reasons e.g. aging, pregnancy, travelling with a baby etc. Often when I travel I can't get a seat and this leads to me falling over. There needs to be a campaign about invisible disabilities as well and chronic illnesses that people can't see. I have visible and invisible disabilities myself but even having visible disabilities I can't get a seat so what hope do people have who only have invisible disabilities?

What is being done for people with invisible disabilities, to educate the public that you can't see everyone's disabilities and that doesn't mean they don't need a seat even if you cannot see their disabilities.

I want to ask them what is happening with making complaints more visible and transparent to the public? PTV is funded by every Australian peoples taxes and should be more accountable and transparent to the public in what they are doing and what work they are doing to better the system. A lot of complaints in my experience are hidden from the wider community and therefore many accessibility issues remain hidden as a result of this. I want PTV to make complaints and actions they are taking (whilst de-identifying everybody's information) transparent to the public

Many train stations don't have a lift to go between platforms and forced disabled people's to walk long inaccessible slippery and extremely painful transitions often in pouring rain between platforms. This is case for majority of train stations but is particularly even more of a problem at Clifton hill Melton and Ballarat stations most problematic of these being Ballarat because they shut down gates to walk across the road outside the station for 10 mins (when train is coming in all the way until train leaves) so often the lack of lift access and lack of disability parking especially on both sides of station but is worse on the side of station that has toilet access, often this lack of access leads to people who cannot do stairs missing the train or having to arrive 15 or sometimes 20 mins earlier than train leaves just to ensure they can get across book gates. This could be solved by building a lift so we don't have to walk around in pouring rain with no CCTV cameras being sexually harassed and can also in interim be helped by asking boom gate operators to open gates between train coming in and leaving so people who cannot do stairs can still get across the gates in time for train

I travel on Many Many vline trains and when shut down the buses are inaccessible and staff on ground won't help, there needs to be a process to call a line or a phone app chat to contact a line for a team who specialise in disability access who can assist with our access issues and help resolve them on the ground and give immediate approval for taxi reimbursement funding in writing to us via email so that we're not forced to stay homeless when we can't get somewhere because of our broken public transport system

Many trains at southern cross leave from all sorts of platforms that are miles away for vline and they shouldn't be allowed to do this as there is no buggy service after the travellers aid service closes at southern cross so we have to walk over 1km to reach the trains which is extremely painful and aggravating my chronic pain severely. I am not able to use buggy service anyway because I have severe immune disability high risk dying need to socially distance

There is no effort my 99 percent of public transport and vline staff to make people wear masks and this makes me feel very unsafe on train especially wen surrounded by sick people coughing which is very common in vline cos people get tired and sick of computing such long journeys. Making more express train services to and from ends of lines will help move people faster and make people less sick stressed and tired and improve quality of life for those in regional areas some days living in Gippsland I commute 9 hours on public transport if u include my public transport commuting time in Melbourne to get to and from all my commitments . There should also be an express vline to Mornington peninsula and out past Hastings given growing population in pensiola and there should be vline trains buily in south east giplsland to make joutneys faster for people living out that way

The situation with people not wearing masks could be helped by vline staff explaining why it's important. Because many are uneducated and don't understand

It would be helpful if train announcements and staff can say

80 percent of young healthy people have no covid symptoms so if there is an outbreak from anywhere then covid can potentially go to hundreds of healthy young people before it hits someone more vulnerable which is unlikely as majority of vulnerable people are protecting themselves so this can impact the numbers of covid cases being recorded do not necessarily reflect reality

Or they could say

Covid is still going around Melbourne in sewage waste water testing, which may mean there are still active cases out there. So please save lives and wear your mask, it's better for preventing transmission of all viruses flus and colds to older and disabled people's anyway .

Thank u  
Cina

Also I forgot 2 mention, the vline trains all have tinted windows and this make them very dark inside especially when weather is bad.

Many office workers and people who share at computers all day working or studying or just working any job that's indoors e.g. hospitality retail etc with not having natural light sunshine it's very bad for brain health mental health and sleep health and knowing the difference between night and day and regulating a healthy sleep cycle and not getting depressed. Many in Victoria and especially in Melbourne also live in built up apartments and flats with little natural light. For me I have sleep disabikties and immune and psycho social disabikties and lack of natural light and sunshine severely impacts my mental and physical health. If u are not going to back track fix the old vline trains for all accessibility issues I recommend u buy new trains entirely.

For many elderly and or vision impaired people prefer to reduce glare so prefer tinted windows. So would be good for trains to have a mix of carriages e.g. half train tinted half not tinted windows

Also the fumes that the vline trains release is not safe for my asthma and lung disabikties and sets off asthma attacks. Would be good to have a fuel release catchment zone in the train that

can safety release the fumes when out of built up areas in Melbourne, so not making huge levels of pollution in Melbourne and low air quality worse than they already are but this process should be subject to change given in bushfires and assessment from EPA about where air quality is worse

Thank u  
Cina

Also the other thing I wanted 2 mention is many of the train staff and vline staff don't even wear their masks and when wearing don't cover their nose properly and they don't socially distance from disabled peoples some come right up in your face asking if u want any assistance. I'm at extremely high risk dying from covid. They walk fast through carriage so are blowing their air everywhere by not wearing a mask properly. They should be given the n95 air tight masks if covid starts spreading again as they are at higher risk of catching covid compared to average person

hi everyone

here are my final notes for this submission and notes to share with the public transport accessibility committee attached

and one more thing here;  
air filtration systems need to be reformed for all types of virus safety and covid safety and asthma, many filters are clogged and need to be cleaned, releasing mould into air on public transport, and improvement of these systems especially will help asthma safety, allergy safety and virus safety in general

Need to be spraying alcohol mist and spray everywhere in air will help with covid and virus safety, all trains between journeys should be sprayed alcohol mist spray this is what china did at all workplaces and everywhere and was why they got on top of things faster than australia and making everyone wear gloves when covid's spreading also helps

i realised i can't attach the other document in this email now cos its on my old laptop and i haven't transfered documents yet to new laptop so will send this later is there a deadline for the submission / due date?

blesings  
cina