

Main thing is to ensure retraining when standards update, such as changes in bus stop layouts.

Also acknowledgement that if met requirements when constructed is acceptable, if not put time limit on construction date that is accepted and what triggers and funds upgrades.

## 4.5 Consultation questions

### Questions for the disability community

- Which option do you prefer: regulatory, non-regulatory or status quo?
- What experiences do people with disability have when interacting with frontline staff and employees of public transport networks, including when seeking assistance?
- How do public transport staff interact with people with disability?
- How have these interactions affected the ability of people with disability to access public transport?
- How have these interactions affected the sense of safety and confidence of people with disability to use public transport?
- How does disability awareness impact interactions with public transport staff?
- How would mandatory disability awareness training impact interactions with public transport staff and overall experience with using public transport?

### Questions for providers and operators of public transport

- Which option do you prefer: regulatory, non-regulatory or status quo?

This is customer service, so status quo preferred, maybe non regulatory.

- What disability awareness training do you provide to frontline and back of house staff?

Varies usually related to updates / changes in regulations or introduction of new systems

- What processes are in place to ensure staff interacting with the public are aware of the needs of people with disability and transport accessibility?

This included in customer service, service to the customer, not a robot

- What processes are in place to make sure staff involved in design, policy and procurement undergo disability awareness or transport accessibility awareness training?

Access requirements are part of design process, problems arise in converting guidelines for flat, open spaces to hilly or steep, congested urban areas. Attendance at training on accessible design. Community relations staff who bring specific issues to attention. Template designs are checked by access consultants before adapting to specific needs of particular sites.

- Can you provide any details concerning costs incurred and time taken by staff to undergo current disability awareness training you have in place?

Not able to divide this out of general design updates, access issues addressed in particular projects and CPD

- If staff disability awareness training was mandatory:
- Would you be required to implement new training programs?

Yes, to specifically separate out this aspect so can show met the requirements, not sure if this would improve the training or record keeping

- What costs would you incur?

About 1.5 hours for each 1 hour of required training

- Are there examples of improved accessibility or improved customer service interactions as a result of recently implemented training programs or well-trained staff?

No, there are not noticeable large steps, this has been an ongoing process of improvement for many years and is part of training of new staff

- Are there any cases of complaints or other impacts on people with disability that you are aware of relating to staff training?

No, reports are usually about the product, not the service.

Ch 5 29

Design should also consider the stability of the aid, such as centre of gravity, and any restraints should be user applied and increase the stability of the aid, above and below centre of gravity to reduce risk from tipping over or under restraint. P31 Work Health and Safety, not occupational health and safety, to indicate this has been prepared after 2012.

Ch 6 36

Lack of legroom in standard seating diverts passengers to accessible seating. Need to recognise that the population is getting taller and the current spacing of seating means that taller people are using the fold down seats and courtesy seats as standard seating is spaced too close to provide knee room. As well as the older part of the population aging, the tall kids are aging and reaching full height, increasing seating that is more accessible than current standard seating is to be encouraged, both in areas at same level as entry and areas accessed by stairs.

## 6.6 Consultation questions

### Questions for the disability community

- Which option do you prefer: regulatory, non-regulatory or status quo?
  - For the number of priority seats in the regulatory option, do you prefer: option 1, option 2, option 3 or option 4?
- What experiences do people with disability have in identifying, reaching and accessing priority seats on conveyances (buses, trains, trams)?
- Section 31.1 of the Transport Standards currently requires two priority seats for each public transport conveyance. Is this number appropriate? If not, what would be a reasonable number of priority seats to be provided?
 

This depends if the normal seat spacing / shape accommodates the taller population, or if they use these as only available seating.
- How will an increase in the number of priority seats change an individual's experience of public transport?
 

In much the same way as increase in seating changes the experience of PT for people without a disability.
- What are the benefits and challenges of people with disability wearing identification so that public transport staff and other passengers could recognise and allow them access to priority seats?
 

Reminds me of an item in a paper some years ago about 2 passengers arguing over the seat behind the bus driver, the passenger seated was 86 and passenger wanting the seat was 87. If person in seat isn't going to move because someone with a disability gets on, either they feel they have a greater need for the seat or they aren't going to move because of a badge

### Questions for providers and operators of public transport

- Which option do you prefer: regulatory, non-regulatory or status quo?

Status quo, provide more frequent services, so both increase number of priority seats per hour and reduce crush loads. Any changes not retrospective.

○ For the number of priority seats in the regulatory option, do you prefer: option 1, option 2, option 3 or option 4?

Option 3, seats can be counted, hard to count standing capacity compared to standing actual.

• How many priority seats are provided on your conveyances?

At least one at each bus stop

• Considering the current requirements for priority seating, what has been your experience in the use and availability of these seats?

Mostly used by passengers that appear to be using it for space and convenience, who move if needed by prams, hard at walking or with mobility aids

• What is the impact of providing more than the required number of priority seats (more than 2 per conveyance)?

Reduce total seat capacity, if markedly up from current fitted seating

• If you have or were to install additional priority seats, what upfront and ongoing costs associated would you incur?

• How will this impact associated operational issues?

• What challenges would you face if the Transport Standards made it mandatory for upholstery or material (colour/luminance) of priority seats to contrast with regular passenger seating?

• What upfront or ongoing costs would you incur?

• What benefits would be achieved?

• How do you address circumstances where an individual refuses to vacate a priority seat for a person with a disability?

Who determines who is in greater need of the seat?

Ch 7 43

Height of space to be specified, not roof, racks can act as luggage space and also overhead grip / grab rail. If mobility aid and user don't clear the racks in Sydney trains, I suspect their centre of gravity is too high to be safe. Grab rails near doors allow standing passenger to stay standing rather than fall onto other passengers during rapid changes in direction, as mentioned in earlier chapter. Everything becomes blocked during peak times, passengers usually move to allow others in and out. The concentration of work in small parts of cities and lack of transport capacity don't help any passengers.

It would be useful if there was increased guidance on the clearance in front of shops for people shorelining. I only have second hand information on this so it is harder to be able to enforce this in designs or be able to have Compliance enforce it in the field. As well as sandwich boards / A frames and café furniture, electricity networks put low pillars here, which are worse than tables and A frames as they are lower and blend in to the background. These can't all be eliminated from shoreline space, how are they installed so they are less hazard. Min height 2m?

### Questions for the disability community

• Which option do you prefer: regulatory, non-regulatory or status quo?

○ For the regulatory option, which sub-option do you prefer: sub-option 1, sub-option 2, sub-option 3 or sub-option 4?

- What experiences do people with disability have in accessing allocated spaces on conveyances from the entry door?
- What are the challenges people with disability face when accessing the allocated space (for example do objects project or protrude into the access path or is there enough space to permit turning into an allocated space)?
- How will changes to requirements around access paths, manoeuvring areas and allocated spaces in conveyances affect individual's public transport experience?
- What are the experiences of people with disability where allocated spaces are occupied by people who do not vacate?
- How have public transport operators responded to such circumstances?

### **Questions for providers and operators of public transport**

- Which option do you prefer: regulatory, non-regulatory or status quo?

#### **Non Regulatory**

- For the regulatory option, which sub-option do you prefer: option 1, option 2, option 3 or option 4?

#### **Option 4**

- Given the current requirements for allocated spaces what is your experience in the customer use of these facilities?

*I regularly use the seat in the allocated spaces, as do people with prams, trolleys and bikes, rarely need to move for someone in a mobility device. Occasionally move for a pram or shopping trolley.*

- How would operators and providers be impacted if the Transport Standards made it mandatory for access paths that lead to allocated spaces to be free of obstruction by protruding objects, for allocated spaces to be clustered close to door vestibules or passenger areas and to accommodate larger mobility aids?

#### **Allocated spaces are near the door of trains and buses now**

- What upfront and ongoing costs would you incur if these changes became mandatory?

#### **Little up front, most would be in cases of standing passengers falling as no poles**

- How do you address circumstances where an individual refuses to vacate an allocated seat for a person with a disability?

#### **Who determines who is in greater need of the seat?**

Ch 11 76

Transport in city is subject to unplanned disruptions as well as planned maintenance and upgrades. The current announcement systems on Sydney Trains are excellent and with the buses I catch they are good, however the bus driver nor the bus company controls the traffic stuff ups and delays. While there are static timetables at most bus stops, there can't be updated information except on a personal device at these locations. Often the information from traffic management doesn't provide much more than what can be seen from the traffic jam, so there are few options apart from walking, in public or private transport. This is more related to the personal device that fits the need of the passenger being updated, or having access to the data that other real time apps have. Gets back to transport and town planning and lack of it.

### **Questions for the disability community**

- Which option do you prefer: regulatory, non-regulatory option 1, non-regulatory option 2 or status quo?
- What experiences do people with disability have with planned and unplanned disruptions relating to public transport?
- How do planned and unplanned disruptions impact the public transport experience of people with disability?

□ What communication methods relating to planned and unplanned disruptions on public transport currently work for people with disability and why?

- What communication methods during planned and unplanned disruptions do not work and why?
- What could be improved?
- How will improved communication methods for planned and unplanned disruptions affect your sense of safety and security in using public transport?

### **Questions for providers and operators of public transport**

- Which option do you prefer: regulatory, non-regulatory option 1, non-regulatory option 2 or status quo?

Status quo until unplanned interruptions can be standardised across all modes.

- What feedback have you received from people with disability regarding communication methods in planned and unplanned disruptions?
  - What key issues or themes can be identified?
  - What types of communication do you use to communicate with people with disability regarding planned and unplanned transport disruptions?
  - What additional costs have you incurred when applying and trialling additional communication methods as part of planned and unplanned disruptions?
  - How do your communication methods that you use or have trialled impact people with disability?
  - How can communication be improved during planned and unplanned disruptions?
  - What barriers do you face to improving communication during planned and unplanned disruptions?
- Details of what is happening and which work arounds are in place, which constantly changes to take the path of least resistance. Planned are similar to normal timetable, check the printed notices or apps. Unplanned, currently latest information is provided as it becomes available, but this changes during trip, as it should.

Ch 12 82

Similar to steep roads, AS1428 doesn't provide suitable information for outdoor areas that aren't part of a new shopping centre. Providing ramps at no more than 1:14 not achievable, so what is best way to improve access as much as practicable.

## **12.5 Consultation questions**

### **Questions for the disability community**

- Which option do you prefer: regulatory, non-regulatory or status quo?
- What are the experiences of people with disability in utilising gangways to access ferries?
- How can gangways to access ferries be improved?

### **Questions for providers and operators of public transport**

- Which option do you prefer: regulatory, non-regulatory or status quo?

Non regulatory. Further guidance in good practice, a similar approach is needed for bus stops in non flat terrain. Nationally consistent approach has some problems when what will work for east coast tides of 1.5m range and what won't work for north west tides of 9m range, unless services are timetabled for mid tide only. If no low tide service, no access problem, no one gets any service, so no claim that there is a difference in service.

- How successful is the Transport Standards in providing clarity on technical and functional requirements for accessibility of gangways connecting to ferry pontoons?
- How could the Transport Standards be improved to reflect best practice?
- What are the potential upfront or ongoing costs associated with providing clarity on technical requirements to reflect best practice?

As the technical requirements would be part of The Whole Journey Guide, the upfront costs for providing clarity would be solely a Federal government cost. Ongoing costs would vary, depending on difference between current practice and new guidelines developed by Federal government.

- What are the core differences between a fixed ramp and a gangway from a design and use perspective? Gangway harder to design as moving parts and moving connections, but it can end on the surface of a pontoon as the pontoon rises and falls with the tides and can join pontoon to ferry as a range of ferries use the pontoon. It would be better to use the same pontoon for a particular destination, and a range of ferries, than to use a particular pontoon for a class of ferry and range of destinations, therefore the pontoon to ferry gangway will vary in grade, just as it will because there is a crest so the gangway doesn't see saw as the ferry moves relative to the pontoon. Ramp easy to design, fixed start and end, just that parts will be underwater always and other parts depth vary with tide, so there will be wet surface problems as a minimum.

Even on a lake, there will be movement of the ferry relative to the pontoon / wharf, though less if few other boats nearby to create wash.

Ch 14 ? 99

Bus Stops, emergency egress is along the access path, some site have no alternate as the layout to get ramps at grades leaves retaining walls around the bus stop. Provision of bus stops with most or part of the requirements is better than removing the stops.

Not clear if this refers to large interchange bus stops or to local on routes bus stops where bus stop layout on non flat areas hasn't been worked out yet.

For consideration after determination of treatment of sloping and hilly sites, can be included in same updates but needs the bus stop sorted out first.

Please advise soon if 2 egress routes will be applied as this will mean we close rather than upgrade stops that can't meet the 2 egress requirement

## 14.5 Consultation questions

### Questions for the disability community

- Which option do you prefer: regulatory, non-regulatory or status quo?
- If there is an emergency at a public transport site, what is required to ensure that people with disability can safely evacuate?
- What is the experience of people with disability who have been in an emergency situation at a public transport site?
- What is the experience of people with disability who have experienced an emergency situation in other premises?
- What lessons can be learnt from that experience?

### Questions for providers and operators of public transport

- Which option do you prefer: regulatory, non-regulatory or status quo?

Clarification, is this for bus stops or shelters at bus stops? Prefer status quo or non-regulatory

- How can emergency egress be accommodated through the use of the existing provisions of access paths?

Most bus stops are along a path, rather than at end of a path, so have egress both sides. Some locations, in order to make the stop accessible, there is a ramp from footpath to the boarding point, by nature, these stops have one way of entry and egress. At some locations, Federal funding would allow an additional work, such as a kerb ramp onto the road as egress, at other locations, the option would be bus stop with one access ramp or no bus stop.

- How do you currently accommodate and design for emergency situations at public transport sites (trams and bus stops), for example signage with emergency egress options?

As bus stops are open areas with additional concrete paving to the longitudinal path, the only signage is the bus stop flag and timetable. For open shelters, no signage showing which is the open front and which is a closed wall.

- What are your policies and procedures in place for emergency situations?

Same as other footpaths and roads

- How do you manage emergency evacuation incidents at your public transport infrastructure sites?

Same as other roads and footpaths

- What lessons can be learnt from these experiences?

That emergency services are best agency for this.

- What are the complexities and additional costs in being able to provide emergency egress at public transport sites which are not covered by the Premises Standards?

Without clarification of what this is proposed to cover, ie. bus stop, bus shelter, large interchange, indeterminate cost, preferably nil

## Questions for access industry professionals

- How can emergency egress be accommodated through the use of the existing provisions of access paths?

Clarification of what is desired by this claim, bus stops are located along streets, and connected to path along street, path generally both ways from stop. Some locations the only way to get a stop in that vicinity is by a ramp from path to kerbside for stop.

- What considerations are important to achieve successful emergency egress for people with disability at public transport infrastructure such as bus stops and tram stops?

Guidelines on how to construct bus stops in areas where longitudinal and / or cross grades are greater than 2%, these guidelines should cover a range of grades, eg 5% 10% 15% and 20%. The guidelines can include the emergency egress provisions.

- Are there best practice examples in achieving successful emergency egress for people with disability? Can you give examples?

Clarification of types of stops referred to, do you mean something other than the usual bus stop on the side of the road?

- What are the known gaps in achieving successful emergency egress for people with disability?

Mobility and / or vision impairment, after explanation of where this section is aimed at.

- What are foreseeable barriers or difficulties in trying to adopt egress requirements for people with disability at public transport infrastructure sites?

Clarification of the problem, bit difficult to determine solutions if problem is not defined. What sort of transport stops, streetside bus stops, regional coach stops, city centre train terminus and bus stops?



Manoeuvring areas provided at bus stops, queuing is not a disability issue, it is a system capacity issue. If bus stop being used as a picnic area, then in those situations, alternate recreation areas may be investigated. Steps to be avoided as they are a trip hazard and also a barrier to rest of community such as prams and shopping trolleys. Use steps in very steep terrain where no alternate. General footpaths along streets provide default passing places at driveway crossings.

## 15.5 Consultation questions

### Questions for the disability community

- Which option do you prefer: regulatory, non-regulatory or status quo? ○ For the 'access paths to be the principle pedestrian path of travel' regulatory options, do you prefer: option 1, option 2 or option 3?
- For the 'access paths to be kept clear at all times' regulatory options do you prefer: option 1, option 2 or option 3?
- What is the experience of people with disability when entering or exiting public transport infrastructure where both stairs and ramps have been co-located?
- What causes a blocked accessway for people with a disability at public transport sites?
- What is the impact of a blocked accessway at public transport sites for people with disability?
- What makes a public transport site accessway safe and ensures direct navigation for timely egress at all times ('fit for purpose') for people with disability?
- How does a 'fit for purpose' accessway meet the needs of people with disability?
- How will 'fit for purpose' accessways impact the public transport experience of people with disability?

### Questions for providers and operators of public transport

- Which option do you prefer: regulatory, non-regulatory or status quo?

#### Status quo, not regulatory

- For 'access paths to be the principle pedestrian path of travel' do you prefer: option 1, option 2 or option 3?

#### Option for ramps to have min 50% stair capacity

- For 'access paths to be kept clear at all times' do you prefer: option 1, option 2 or option 3?
- Shorelining width to be clear at all times, access routes to infrastructure to be clear, operating 5 or more days a week, always clear unless distinct day and night use difference, less than 5 days a week or distinct night and day difference, only during operation of that infrastructure. If several sites in close proximity, may be able to move obstruction to near site not in operation, but if all in operation, obstructions removed. Clear means on tables, racks, A frames, it does not mean no people standing, such as queuing to enter the site at opening.
- Where stairs and ramps are co-located, what have been the observed customer behaviour or feedback that has been received about their functionality?
- How are accessways at public transport sites designed in to ensure direct / straight navigation that is safe and provides timely egress of passengers at all times ('fit for purpose')?

#### Controlled by the site topography.

- At what point do you decide to provide both stairs and ramps when designing transport infrastructure?
- Stairs only when too steep for ramps, or ramps result in switch backs that markedly add to point to point distance
- How would you improve accessways at public transport sites so that they are 'fit for purpose'?
- Before worrying about accessways, provide guidance on areas that are not flat, see above
- What upfront costs would you incur? 2



Site specific and depends on changes to requirements.

Ch 17 119

Additional guidance to the existing examples in 1428 appreciated, especially for sloping sights and kerb ramps in non flat areas. Installing handrails as an alternate to TGSIs is problematic, especially in relation to others being able to move off route to allow passage of person with reduced mobility or vision or for emergency egress. Handrails are to be discouraged unless required to prevent cross path travel such as for protection of significant level difference beside path, or there is a wall preventing access / egress to that side of the path.

## 17.5 Consultation questions

### Questions for the disability community

- Which option do you prefer: regulatory, non-regulatory or status quo?
- How do people with disability interact with directional TGSIs?
- What are the benefits?
- What are the challenges?
- How should they be applied in public transport networks?
- What are the experiences of people with disability where tactile installations have been done well or poorly at public transport sites? This may include particular product/material types.
- If the proposed regulatory approach is adopted, how will this impact your decision to travel by public transport and the overall transport experience?
- If directional TGSIs are adopted in the absence of other cues, what key facilities or destinations are required to be identified as a minimum?
- In the absence of directional TGSIs, how can guidance to facilities be provided through technology solutions such as smart phone applications?
- Are there any barriers that need to be considered in a technology approach?

### Questions for providers and operators of public transport

- Which option do you prefer: regulatory, non-regulatory or status quo?

Status quo or non-regulatory, still need to meet AS1428 requirements, good level of guidance in AS1428 on location of TGSIs in various situations. More guidance on use in sloping sites would be helpful, AS1428 operates in flat areas with level differences, such as shopping centres. Looking for guidance in outside areas where terrain is not flat.

- What policies or guidelines are in place for the installation of directional TGSIs in and around public transport sites?

AS1428 and then guides such as Human Rights guide on bus stops. These used to develop standard drawings which are checked by access consultant and then used as base for site specific design.

- How do you apply the requirements for directional TGSIs?

As per Human Rights Commission bus stop guide and AS1428, from hazard TGSIs to within 300mm of fence edge of path along the street.

- What are the barriers in applying the requirements?

Slope of land, ( longitudinal grade ), finding TGSi tiles that can be cast in to concrete to provide long term low maintenance marking that also have the bright enough yellow to meet luminance contrast with concrete both new 'light grey colour' and old 'dark black/ brown colour'. Durability is both in physical ability

to remain in place, as well as colour fastness. Construction isn't the problem, maintenance is, if required. Ceramic tiles don't meet colour fastness. In NSW, RMS / TfNSW is a problem, their pedestrian crossings are driveway width and they won't allow TGSIs to be installed, so there is inconsistency between what Council do and what happens if RMS have any say in the layout, such as signalised intersections.

- What data do you collect relating to complaints, the incidents of slips, trips and falls and the extent to which they are attributed to the lack of or placement of TGSIs?

Nothing specific, not aware of many and these are answered on individual basis, still rolling out TGSIs as update kerb ramps and bus stops.

Aware of vision impaired v mobility impaired views on TGSIs and leave space around TGSIs if viable at specific locations.

- What feedback have you received from people with disability regarding the use of TGSIs on the transport network?

Nothing specific, not aware of many and these are answered on individual basis, still rolling out TGSIs as update kerb ramps and bus stops.

- If AS1428.4.1:2009, Standards Australia's most recent requirements for TGSIs are adopted, what are the upfront and ongoing costs associated with meeting these new requirements, especially in relation to the application of directional TGSIs?

? Have been using 2009 version for last 10 yrs. Luminance contrast has ended use of ceramic tiles in concrete and plastic blade shafts are not as durable, 10yr life imposes a future maintenance burden

- What other wayfinding tools and cues do you currently implement for people with vision impairment? Concrete paths, can feel edge, kerb ramps, change at top of ramp square to line of travel, bottom of ramp in line with gutter invert so no flat area for silt to accumulate which would create slip hazard. Footpath design based on 1.8m shelving space. Attempt to have designs at RMS intersections set up so kerb ramps suitable for pedestrian travel, rather than vehicles, currently driveway width guiding users into centre of intersection, rather than across road.

### **Questions for access industry professionals**

- Which option do you prefer: regulatory, non-regulatory or status quo?

Status quo or non-regulatory, AS1428 is the control, some more guidance could be provided for specific situations, however don't see any point in regulations that won't provide additional benefit to users

- How will meeting the requirements of AS1428.4.1:2009 affect the disability community?

Give them greater guidance and hence opportunity to move independently.

- What are the barriers in trying to adopt requirements for TGSIs, including directional TGSIs in transport precincts?

Money to replace existing, functioning assets that haven't reached end of life. Clarity on what is required so there isn't a retrofit program soon after upgrade.

Ch 18 126

As there is no definition of pick or drop off areas apart from formal taxi ranks, it is up to the people at the particular event to determine what is suitable for the passenger and what is practical and legal for the driver.

Kerb to be no more than 150mm above gutter invert ( 110 above adjacent road ) due to low floors of buses and cars. High kerbs prevent the body passing over the kerb that is needed where parallel approach is not possible.

Too broad for useful guidance to local government.

Maintain status quo of 150mm kerbs and site specific treatments if usage shows that a specific location for the area is warranted. This area can be then upgraded and reserved for pick up and drop off.

## 18.5 Consultation questions

### Questions for the disability community

- Which option do you prefer: regulatory, non-regulatory or status quo?
  - For the regulatory option, which sub-option do you prefer: sub-option 1, sub-option 2 or sub-option 3?
  - What experiences do people with disability have with alighting or loading at a taxi rank or passenger loading zone?
- What are the challenges faced and why do they occur?
- How can this be improved?
  - What are the flow-on impacts for a person as a result of not being able to alight or load at a taxi rank or passenger loading zone?
  - How many accessible passenger loading spaces (including taxi-specific) should be provided at public transport premises or infrastructure?
  - If all taxi ranks and passenger loading zones at public transport premises and infrastructure were accessible, how would this affect the public transport experience of people with disability?
  - What features are critical to making passenger loading zones accessible?
  - If passenger loading can only be provided on one side of a public transport premise or infrastructure, what is the impact on passengers?

### Questions for providers and operators of public transport

- Which option do you prefer: regulatory, non-regulatory or status quo?

Status quo, taxi ranks are specific locations and can be built to standards similar to bus stops, other drop off and pick up areas are not determined and are selected by passenger at pick up and by passenger and driver for set down, at a location that is safe for them at that time.

- For the regulatory option, which sub-option do you prefer: sub-option 1, sub-option 2 or sub-option 3?

#### Sub option 2

- What considerations do you currently make when designing passenger loading facilities?

Taxi ranks designed for access, other locations if specifically for pick up or set down, designed for access, normal streetscape designed for drainage, driveways, safe footpath, the topography determines if easy access from kerb to path.

- What feedback have you received regarding the use of passenger loading facilities?

#### None

- If passenger loading can only be provided on one side of a public transport premises or infrastructure, what is the impact on passengers?

#### Not as convenient as both, but better than none

- In the circumstances where passenger loading can only be provided on one side, what are the reasons why?

Apart from taxi ranks, which usually load from one side and rear to allow vehicles to pass stopped vehicles, other loading areas are not defined and not restricted to places that only provided loading on both sides, passenger and driver determine best for the circumstances.

- Bearing in mind the various national, state and local government guidelines on the layout of taxi ranks and passenger loading zones, what is the optimum layout of a taxi rank or passenger loading zone?

Depends on the size, volume of users, topography, but generally flatish, enough grade to drain properly and with kerbside shelter and kerb ramps from path to road. Kerb no more than 150 high so vehicles can approach closely without damage

- How successful are AS2890.6-2009 and AS2890.5-2020 in providing good templates for the design of accessible taxi ranks and passenger loading bays?

Yet to check these for recent projects

- How can this be improved?

Ensure it doesn't have the same problems that 1428 has of treating everything as flat and level differences are between flat planes, cover hills, twist in ramps and other features found on site as well as flat areas

- What costs would you see associated with ensuring that the Transport Standards requires all taxi ranks and passenger loading zones at public transport premises and infrastructure to be accessible?

Depends on if accessible is some of the claims in the whole journey document or if it is providing independent access for people with mobility and / or vision limitations.

Ch19 134

Printed train timetables available in Sydney, at staffed stations, assistance from staff, at all stations, announcements from central control or local provide updates on changes, if information provided to local staff is same as information provided to train crew. Am not aware of anything preventing converting relevant parts of timetable to format that suits user, I have done this in the past to make finding relevant services easier than going through full printed timetable. Apps can text to voice, not sure of printed timetables doing this.

It isn't the trip going to timetable that causes difficulties, it is the unplanned changes such as caused by breakdowns, ill passengers and blockage of routes that cause problems to route options.

## 19.5 Consultation questions

### Questions for the disability community

- Which option do you prefer: regulatory, non-regulatory or status quo?
- What is the critical information needed in a timely manner in order to make a successful public transport journey or trip?
- What are the current ways that information is received in relation to public transport services?
- What is the preferred format for people with disability? Is information available in this format?
- How do the format requirements change depending on the type of information (e.g. accessibility information and facility maps, timetables, service information)?
- What are the barriers in trying to access information on public transport services that is only online?
- How does this impact an individual's ability to access information and affect your overall public transport experience?
- Have you had to ask for information to be supplied to you in another format that was only available online?
- How was your request handled and how did the outcome meet your needs?

- How can communication related to public transport services be improved?

## **Questions for providers and operators of public transport**

- Which option do you prefer: regulatory, non-regulatory or status quo?

### Non regulatory preferred or status quo

- What alternative formats of information, other than online formats, do you utilise?

Printed timetables sometimes or occasionally timetable on bus stop post. Relying on timetables is not good idea unless catching once per day intercity trains, rest use timetable to give duration, allow for stuff ups such as traffic jams, signal faults and so forth and look for earlier service, which will then be the previous service running late and you get to destination earlier than planned allowance.

- What information do you currently produce in alternative formats that is readily available for a customer on request for content that is available only through digital means?
- What type of requests do you receive from people with disability for alternative formats of information that is provided online that are not readily available?

### For accessible stops that are on their preferred connections

- How do you meet these requests?

### Prioritise those stops in accessible upgrade program

- What are the barriers you face in being able to meet these requests?

Available budget and resources to carry out the work, can't programme work to start tomorrow.

- What are the costs associated with providing information in alternative formats when only provided in online content?

Either verbal assistance from staff there anyway or print on demand which is cheaper than mass printing for all.

- How do you receive complaints from customers with a disability relating to the provision of information?

Through customer services via various means, face to face, phone, email, letter, political representation when people hope to get ahead of others, though rarely with funds to do the special project ahead of schedule.

- How can communication methods with people with disability be improved?

Adopting new technology as it becomes available so there is a wider range of options available for more choice by users at reasonable cost to both user and provider. Example online and real time timetabling has reduced the cost of mass printing of timetables and also increased the flexibility of the system to change to suit requirements. How do specials such as Easter shows get included in printed timetables for whole network. There are options for text to speech and braille generators that can work from online information and these allow real time updates, rather than fixed timetables. Keep up the adaptation and development of new technologies to widen availability of information. Also upgrading of services and increasing frequency can reduce the need for time information to just route and destination information.