

General Questions

Where do you operate or provide your public transport service?

Metropolitan area

What type(s) of conveyance do you operate or provide?

Light Rail

How would you rate the overall accessibility of the public transport service you operate?

Very accessible

Do you know approximately how many of the people who use your service have some form of disability?

No

What aspects of your service could be improved to ensure people with disability have better access to the public transport service you provide?

Safety for disable customers while Light Rail in movement

Are you aware of any factors out of your control that make your service less accessible?

No

What are the core challenges or barriers you face in ensuring the service you provide is accessible to people with disability and meets the Transport Standards?

Rolling stock design limitations

Do you have a process to handle complaints from people with disability?

Yes

Can you describe that process?

Same process for all complaints including investigation, interview of staff when required, feedback provided to complainant.

Have you ever received a complain about an accessibility problem?

No

Which areas of reform do you view as most important to improve accessibility on your service?

1 & 4

Which areas of reform do you view as most challenging to improve accessibility on your service?

1

Which area of reform would impose the greatest cost on you?

1

1. Staff Training and communication

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

Very little, mainly about visible disability such as wheelchair.

Are staff involved in design, policy and procurement trained in disability awareness or transport accessibility awareness?

No

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

Training costs, wages while in training and wages to replace staff while in training. All depends on how long is the training for.

If staff disability awareness training was mandatory would you be required to implement new training programs?

Yes

What costs would you incur?

As per Q18 - Training costs, wages while in training and wages to replace staff while in training. All depends on how long is the training for.

Do you have any examples of improved accessibility or improved customer service interactions as a result of recently implemented training programs or well-trained staff?

no

When staff are the subject of a complaint, what processes do you have in place to address the complaint?

Proper investigation with staff interview + feedback to complainant.

2. Mobility Aid Safety

What has been your experience in facilitating travel of mobility devices and carers for people using a device on the network?

Light Rail very easy to use for mobility devices

Are mobility device restraining systems used on your public transport conveyances?

No

What technical barriers or difficulties do you experience in implementing solutions which prevent tipping of mobility devices in both existing and new fleet?

Rolling stock modification limitations.

What are the barriers, operational costs and other considerations that may arise if staff are required to assist customers in utilising an active restraint system?

Currently no staff available for that task, would require staff on board all vehicles or at all stops.

What alternative mitigations have you implemented to address the risks associated with mobility aids tipping or sliding out of allocated spaces while in transit?

Communication campaign and audio / visual messages.

Have mobility device users on your public transport conveyances had accidents where the device has slipped or toppled over?

No

3. Priority seating

How many priority seats are provided on your conveyances?

As per DDA requirements.

What has been your experience in the use and availability of these seats?

No issues.

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

No real impact.

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

Change of seat as specific color for priority seats.

How will this impact associated operational issues?

No real impact.

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

Seat changes on all fleet.

What upfront or ongoing costs would you incur?

As above.

What benefits would be achieved?

Compliance and customer satisfaction.

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

Customer Service Officer dispatch to assist.

4. Allocated spaces in transit

What is your experience in the customer use of allocated spaces?

No real issues.

How would you 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?

Capacity issues on board which could lead to additional vehicle required.

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

CAPEX / OPEX for additional vehicle + staff to operate them.

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

CSO sent to assist.

8. Communication during service disruption

What types of communication do you use to communicate with people with disability regarding planned and unplanned transport disruptions?

Screens, Passenger Announcements, Hearing loops.

What additional costs have you incurred when applying and trialing additional communication methods as part of planned and unplanned disruptions?

Development, devices if required + installation.

How do your communication methods that you use or have trialed impact people with disability?

No complaints received.

How can communication be improved during planned and unplanned disruptions?

Automation of messages..

What barriers do you face to improving communication during planned and unplanned disruptions?

Manpower to address sufficient communication.