

Questions for people with a disability, their representative organisations and the community generally.

1. Has your accessibility to public transport improved since the commencement of the second Transport Standards review in 2012?

It has worsened since 2012.

• How has your accessibility to conveyances changed? (for example, trains, buses and coaches, trams, ferries, wheelchair accessible taxis and aircraft). Can you provide examples?

Trains

Citytrain –

For the past 5 years, the only model of train I can take is the InterCity Express (ICE) services. The rest of Queensland Rail Citytrain fleet (EMU, IMU100, IMU120, IMU160, SMU200, SMU220, SMU260 and NGR) are unsuitable for the following reasons

- Audible push button door control – Good for vision impairments but NOT suitable for people with sensitivity to sounds).
- Passenger Information Screens on trains are distracting and bright. Use a computer screen – NOT LED technology.
- Loud automated voice – NOT good for people with sensitivity to sounds
- Loud intercom system for guard announcements in IMU160 and SMU260 fleet.
- LED lighting on NGR fleet

To make matters worse the ICE trains are to be phased out with the EMU by the NGR fleet.

Traveltrain –

Electric Tilt Train – Daylight tone fluorescent in the passenger compartment in carriage D. LED reading lights are not suitable for light sensitivity. The same automated voice system as the Citytrain fleet was used close to arriving at stations which the guard could announce instead.

Buses

LED lighting used on newer buses is not suitable for light sensitivities.

The following services have LED

- Glasshouse Coaches – most school buses and the 2 wheelchair friendly buses that run routes 890 and 891
- Caboolture Bus Lines – 3 recently added buses with LED onboard (37, 38 and 39)
- Kangaroo Bus Lines – The new wheelchair accessible buses have LED (Buses 06, 43, 44, 45, 46, 88, 91, 92, 105, 106 and 107) – they are used on routes 649 (Caboolture-Nambour railbus) and 660 (Caboolture-Redcliffe).
- Brisbane Transport – majority of fleet have LED. Buses numbered below 1000 and some banana buses are the only suitable buses for me. The rest have LED lighting.
- Hornibrook Bus Lines – A significant number have LED onboard

• How has your accessibility to information (for example, maps, timetables, announcements) changed? Can you provide examples?

LED information boards at train stations and at some bus stops are inappropriate for people with light sensitivity – use computer screens not LED technology.

LED destination signs on trains and buses – use older technology such as those used on the ICE train and older Brisbane Transport buses.

• How has your accessibility to infrastructure immediate to boarding a conveyance changed? (for example, any structure or facility that is used by passengers in conjunction with travelling on a public transport service). Can you provide examples?

Queensland Rail at a number of stations use LED lighting at stations like Caboolture.

• What do you currently see as the greatest areas of need with regard to accessibility of public transport for people with disability? Can you provide specific examples?

2. **As a public transport user, are there areas of the Transport Standards where you consider that a more specific requirement for compliance would improve accessibility?**
3. **To what extent do you feel that the requirements in the Transport Standards address all of the accessibility requirements for people with disability? Are there gaps in the coverage of requirements?**
4. **Have new ways of providing public transport, such as ride sharing or on-demand bus services affected your ability to access services?**

5. Do you find that the current processes with regard to making a complaint or seeking information are sufficient or sufficiently responsive?

I had raised a complaint against Queensland Rail in 2014 to the Australian Human Rights Commission. This did not succeed in my favour because Queensland Rail is complying with the Disability Standards For Accessible Public Transport 2002.

I have raised the problem with the Queensland Minister for Transport and Federal Minister for Infrastructure with no success.

6. As a body representing the views of people with disability, do you have any specific responses or perspectives with regard to the issues raised in the questions above?

n/a

7. What other issues you would like to see addressed?

If Queensland Rail Citytrain was to meet my needs – it would take at least 4 years for compliance (assuming 1 set a week to be modified and this includes NGR and excludes EMU fleet). Buses can run for over 10 years and the majority of the buses that have LED onboard have come within the last 10 years.

I had written the proposal that for people who are eligible for a state's Taxi Subsidy Scheme – the fares should be the same as buses or trains. Why should someone like myself be disadvantaged because of disability not being catered for on buses or trains?

Example 1 – A single taxi trip from Mapleton to Nambour is \$36. Taxi subsidy would mean the trip is \$18. The cost of an adult daily QConnect fare is \$6.40 and an adult weekly QConnect fare is \$25.60. The cost of a concession daily QConnect fare is \$3.20 and a concession weekly QConnect fare is \$12.80.

Example 2 – A single taxi trip from Nambour Railway Station to North West Private Hospital in Everton Park, Brisbane costs \$225. With Queensland Taxi Subsidy Scheme it would be \$200 per trip. The cost of adult single varies from \$10.63 to \$13.29 on a Go Card and concessions are half that.

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