



Dedicated to a better Brisbane

27 November 2018

Road Safety Policy and Transport Standards Section
Land Transport Policy and Safety Branch
Department of Infrastructure, Regional Development and Cities
GPO Box 594
CANBERRA ACT 2601
DisabilitiesTransportAccessSecretariat@infrastructure.gov.au

Dear Secretariat

Thank you for the opportunity to provide feedback on the *Third Review of the Disability Standards for Accessible Public Transport 2002 (Transport Standards) Issues Paper*, released by the Department of Infrastructure, Regional Development and Cities.

Brisbane City Council (Council), as an operator and provider of bus and ferry services, places a priority on achieving equitable access and inclusion for everyone. Please see Council's response attached.

Council would like to reiterate its previous offer to share its experience in implementing the *Transport Standards* and to participate in future consultation opportunities. Council would also like to reiterate that there are significant implications to achieve technical compliance by December 2022.

If you have any further questions about Council's submission, please contact Ms Marie Gales, Manager, Transport Planning and Operations, Brisbane Infrastructure, on (07) 3178 1418.

Yours sincerely

Colin Jensen
CHIEF EXECUTIVE OFFICER

Att.

COUNCIL'S SUBMISSION ON THE AUSTRALIAN GOVERNMENT'S DEPARTMENT OF INFRASTRUCTURE, REGIONAL DEVELOPMENT AND CITIES' *THIRD REVIEW OF THE DISABILITY STANDARDS FOR ACCESSIBLE PUBLIC TRANSPORT 2002 (TRANSPORT STANDARDS) ISSUES PAPER*

Section A: For operators and providers: Compliance against Schedule 1 of the Transport Standards 31 December 2017 targets	
Section in Issues Paper	Status and or comment
1. Have you been able to meet the 2017 Transport Standards legislated targets? If not, can you elaborate on the reasons for not being able to meet these targets?	<p>No. Council is well advanced in making Brisbane's public transport system accessible to all. Council's bus and CityCat fleet is fully accessible. The monohull fleet of ferries are to be made compliant by December 2022. Council is progressing in achieving <i>Disability Discrimination Act 1992 (DDA)</i> compliance for Council's bus stops and ferry terminals utilising innovative designs to adapt to some of the unique topography of Brisbane – hilly with a tidal river.</p> <p>Since July 2014, Council has upgraded 2100 bus stops at a cost of \$29.1 million and, since the 2011 flood, Council has upgraded 16 ferry terminals at a cost of \$143.3 million, to achieve compliance (ferry terminal figure includes \$79.6 million in reimbursement from Council's flood insurance claim and from natural disaster funding, following the 2011 flood).</p>
2. Are there requirements that have proven to be impractical or difficult to implement? If so, please specify these.	<p>Yes. Please refer to the requirements outlined in Council's previous submission on the second review, dated 16 April 2013.</p>
3. Can you provide detail of any initiatives and actions you have undertaken, not currently detailed under the Transport Standards or other legislative requirements, in relation to removing discrimination against people with disability?	<p>Yes. Since 2016, Council has worked with TransLink, a division of the Queensland Government's Department of Transport and Main Roads, to assist with the trial of a small plate containing tactile text and braille stop identification. This plate is attached to the side of existing blade totem style bus stop signs. These are intended to assist customers with vision impairment to identify individual stops where there are many stops in close proximity in the Brisbane CBD. Assessment of the trial is now being considered and approvals are being sought for a wider roll out of this initiative.</p> <p>Additionally, Council Cabs is a shared taxi service for Council residents who experience difficulties accessing their local community services via public transport. The purpose of the Council Cabs service is to provide people who have mobility difficulties with transport to travel from their homes to essential services, such as shops, banks and postal services. This supports residents to remain independent and connected to their local community.</p> <p>For a subsidised fixed fare of between \$1 and \$3, passengers can travel between their home and a local or district shopping centre on a fixed schedule. The service includes assistance with mobility devices and carrying shopping to the front door of passengers' homes.</p> <p>To be eligible for the service a customer must live in Council's Local Government Area and be:</p> <ul style="list-style-type: none"> • over 60 years old • mobility impaired • a Pension Concession Card or a Centrelink Seniors Card holder • a carer or minor accompanying someone who is eligible.

	There are currently 4,800 registered users of Council Cabs, with 177 suburbs serviced and 2,281 services offered per month. In 2017-18, there were approximately 59,000 one-way trips booked via Council Cabs.
2. Are there any other initiatives and actions in relation to removing discrimination from public transport services that do not come under the above, for which you can provide details?	<p>Yes. Council offers Personalised Public Transport (PPT) – a low-cost hail and ride service that helps connect residents to their local transport hubs. This service operates in areas where TransLink services are limited with specially marked wheelchair-accessible and air conditioned maxi-cabs provided by Yellow Cabs.</p> <p>PPT services:</p> <ul style="list-style-type: none"> • carry up to 10 people per trip • can be hailed at any safe point along the fixed route • can pick up and drop off passengers where safe to do so on a fixed route • operate on a loop.
Section B and C	Not applicable.
Appendix C: Previous reviews – Summary of Second Review	
Summary of Second Review	All recommendations and status of these recommendations at March 2018 are noted.
Recommendation 1 – Modernising of the Transport Standards. Two tranches of issues are being considered with consultations in the second half of 2018.	Noted. Please note Council’s previous submission on the second review, dated 16 April 2013.
Recommendation 4 – That the Australian Government, jointly with state, territory and local governments, develop accessibility guidelines for a whole-of-journey approach to public transport planning by 30 June 2016.	<p>Council welcomes this document as it clearly provides valuable guidance and direction regarding considerations relating to planning and providing accessible transport for the whole end-to-end journey. Council made a submission to the draft guide dated 12 June 2017.</p> <p>The content of the guide strongly aligns with concepts identified as part of the development of the <i>Transport Plan for Brisbane – Strategic Directions</i> (transport plan) and the <i>A City for Everyone: Draft Inclusive Brisbane Plan 2019-2029</i> (draft inclusion plan).</p> <p>Council has released the transport plan, which provides a framework to guide decision making over the next 25 years about transport programs and initiatives in Brisbane. The transport plan recognises that the transport system needs to meet the diverse needs of the community including, older residents, people of different cultural backgrounds, people with young children and people with disability. Under the ‘Meeting People’s Needs’ section of the transport plan, the future intent is that “The transport network meets the needs of all users for personal, goods and service movements by providing equitable, affordable and accessible transport options.” In order to achieve that outcome, the transport plan outlines a number of transport directions including to:</p> <ul style="list-style-type: none"> • plan, design and operate public transport infrastructure in accordance with universal accessibility principles and provisions of the <i>Disability Standards for Accessible Public Transport 2002</i> • support the provision of accessible, affordable, personalised and on-demand transport options to connect with and complement public transport to achieve greater coverage and flexibility.