

# Third Review of the Disability Standards for Accessible Public Transport 2002

## Submission

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# Introduction

## Purpose of Submission

The *Third Review of the Disability Standards for Accessible Public Transport 2002 Issues Paper* (the Issues Paper) was released on 31 August 2018 and organisations were invited to make submissions to the review and respond to a number of questions. State and territory governments were requested to provide information on initiatives and actions undertaken within their jurisdiction that aim to eliminate discrimination against people with disability in relation to their use of public transport services.

This submission will respond to the questions for state and territory governments outlined in the Issues Paper. Specifically, the submission will provide Department of Transport and Main Roads' (TMR) input on the achievements undertaken within Queensland over the last five years, present the results of an audit of achievement against the 2017 compliance milestones outlined in the Transport Standards, and submit other relevant information and suggestions for consideration as part of the review process.

## Queensland Passenger Transport System

TMR's vision is 'Creating a single integrated network accessible to everyone' with the key purpose to 'bring Queensland closer together'. Passenger transport services improve the lives of Queenslanders by connecting them with each other, and to opportunities, by removing the barriers to access and mobility.

Queensland's passenger transport network is managed by TMR through TransLink Division. The role of TransLink Division is to lead and shape Queensland's passenger transport system, by providing an integrated transport network, safe and accessible to all. This applies to the facilitation of services provided by private bus, coach, ferry, tram and regional air service operators, local governments, Queensland Rail and operators within the personalised transport industry (taxi, limousine and ride booking services).

There are a number of private operators that offer services outside of the government contracted framework in Queensland. Information about the compliance of these operators with the Transport Standards has not been included in this submission.

Queensland Rail (QR) is a statutory authority and operates in accordance with the *Queensland Rail Transit Authority Act 2013*. It is responsible for the operation of passenger rail services and ensuring that supporting rail infrastructure remains safe, reliable and at a fit for purpose standard. The Rail Transport Service Contract between TMR and QR governs the funding arrangements for new rail infrastructure, maintenance of the existing rail network and the provision of both south east Queensland and regional long distance passenger rail services. Information about the compliance of QR with the Transport Standards has not been included in this submission. It is expected that QR will submit its own submission to the review.

## Queensland's statistics

- Over 1,730,000 square kilometres (km) in size
- 7,400 km of coastline, 13,350 km including islands
- Approximately 4.9 million residents

## Snapshot of Queensland's Passenger Transport System

- 1,640 accredited transport operators
- 73,365 authorised drivers of public transport
- 440 holders of a Booking Entity Authorisation
- 3,257 licensed taxis (641 of which are wheelchair accessible)
- 16,266 licenced Booked Hire vehicles (1 of which is wheelchair accessible)
- Approximately 1,100 school bus contracts (including 89 contracts/funding arrangements for the provision of specialised school transport for students with disability)
- 34 performance-based urban bus contracts
- 7 air service contracts
- 8 long distance coach contracts
- 9 ferry contracts
- Queensland Rail is contracted to provide passenger rail services
- Public Private Partnership contract with the GoldLinQ Consortium to deliver light rail passenger services on the Gold Coast

## Questions for state and territory governments

### Has the accessibility of public transport within your jurisdiction improved since 2012?

**How has accessibility of conveyances (for example, trains, buses and coaches, trams, ferries, wheelchair accessible taxis and aircraft) changed?**

**Have compliance targets been met? Can you provide examples? If compliance targets have not been met, can you elaborate on the reasons for not being able to meet these targets?**

Individual operators are responsible for the compliance of their conveyances with the Transport Standards and as such also hold the risk for non-compliance. TMR however includes in service contracts the requirement for operators to comply with all relevant legislation, including the Transport Standards. In addition, TMR provides various forms of funding to assist operators to comply with the Transport Standards.

To measure the level of compliance of TMR's contracted operators against the 31 December 2017 compliance targets and inform TMR's response to the third review, government contracted operators were requested to complete a self-assessment of conveyances.

TMR wrote to all government contracted urban bus, long distance coach, and regional ferry operators seeking data on their level of compliance for conveyances. Audit tools were provided to assist operators in compiling this information.

Operator self-assessment of their respective levels of compliance with the Transport Standards is inherent with risks. It is assumed that the person completing the self-assessment has the appropriate level of knowledge and understanding of the Transport Standards as well as the associated Australian Standards to enable an accurate assessment of compliance. TMR has no means of verifying the information provided and must accept it as an accurate indication of compliance levels.

The audit excluded the non-mandatory parts of the Transport Standards, for example, if a toilet is installed it must comply, however if no toilet is installed, then this is not a breach of compliance. These discretionary elements of the Transport Standards were excluded from the audit.

The response rate for the audit varied between conveyance and mode however overall – the responses provide a good indication of compliance levels throughout Queensland and is an improvement on the response rate and results for 2012.

A summary of compliance levels against the 2017 Transport Standards milestones for conveyances is outlined in Appendix A. TMR did not request reasons from operators as to why they have not met targets in the Transport Standards and is therefore unable to provide this information.

Based on the results of the self-assessment undertaken by operators in 2012 and the results of the self-assessment from the 2017 audit, in general there has been an improvement in the percentage of the fleet that is compliant with the Transport Standards.

### Results of 2017 Compliance Audit for Conveyances

#### Bus

A very high compliance result is achieved for buses providing Queensland Government contracted services across the majority of elements of the Transport Standards. Nearly all buses either exceeded or met the 2017 milestone target.

In terms of allocated space (Part 9), 98% of the bus fleet exceeded the 80% compliance milestone target (for buses). This is an increase from the audit conducted in 2012, when 86% of the fleet had an allocated space.

The level of non-compliance with elements that require 100% mandatory compliance is extremely low, with compliance levels of 97% to 99% for elements including: handrails and grabrails, surfaces, lighting, controls and priority.

## **Coach**

The 2017 audit results indicate only a slight improvement in compliance with the Transport Standards.

In terms of allocated space (Part 9), 90% of the long distance coach fleet met the 90% compliance milestone target. This is a significant achievement and increase from the audit conducted in 2012, when only 31% of the fleet had an allocated space.

The level of non-compliance with elements that require 100% mandatory compliance ranged between 87% and 92% for elements including: surfaces, handrails and grabrails, symbols, signs, lighting, payment of fares, information, booked services and belongings. These results are a significant improvement from the 2012 audit. The fleet did not meet the compliance milestone target of 90% for controls however achieved a result of 84% compliance.

## **Ferry**

The 2017 audit had a 100% response from all seven operators and covered the entire contracted fleet of 47 vessels.

In terms of allocated space (Part 9), only 79% of the ferry fleet met the 90% compliance milestone target. This was the only mode that did not meet or exceed the compliance milestone target. This is a reduction from the audit conducted in 2012, when 92% of the fleet had an allocated space. This result exceeded the then target of 55% compliance. This result is attributed to the fact that the compliance audit response rate in 2012 was very poor with only 12 vessels included in the audit.

With such a small sample size in 2012, reliability of the data was limited and the results from the 2017 audit are more likely to be an accurate representation of the situation given the larger sample size.

Additionally, Brisbane City Council advised that their fleet included a number of older monohull ferries, which are not compliant with Part 9. Brisbane City Council has an approved replacement program in place which will replace these monohulls with compliant vessels.

Based on the audit results, the ferry fleet did not meet the 2017 level of compliance for nine parts of the Transport Standards (access paths, allocated space, stairs, symbols, signs, lighting, controls, belongings, priority).

## **Tram**

For the first time, trams were included in the 2017 compliance audit. The sole operator commenced services in July 2014 and all 18 trams are 100% compliant with the Transport Standards.

As part of the 2014 Gold Coast Inclusive Community Champions Awards, TMR in conjunction with the City of Gold Coast and GoldLinQ, won the category of Best Government Business Partnership for delivering the light rail system. The awards are handed out by Spinal Life Australia (formerly Spinal Injuries Australia) recognising and acknowledging the innovative venues, services and people who contribute to creating a more inclusive and accessible community.

The Gold Coast Light Rail system Stage 2 commenced in December 2017. The 7.3km extension runs from Helensvale rail station (heavy rail) and connects with Stage 1 at the Gold Coast University Hospital light rail station. The Gold Coast Light Rail system is now 20.3km long with nineteen stations between Broadbeach South and Helensvale.

## Other information

### Bus

All urban buses used in the operation of scheduled passenger services contracted by TMR must comply with the requirements of all applicable Acts, Regulations and Standards, including the Transport Standards. In addition, the operator must provide reasonable details of compliance with the Transport Standards, when directed by TMR.

TMR requires all replacement urban buses to be compliant with the Transport Standards. This ensures continuous improvement in the Transport Standards compliance percentages, with the urban bus fleet in Queensland ahead of compliance targets as specified under the Transport Standards.

Capital funding for compliant replacement vehicles is now included as part of the contract mechanism for government contracted bus operators throughout Queensland. The amount of capital funding identified for inclusion in contract payments is dependent on the age of the operator's fleet and when replacement vehicles will be required to ensure the specified maximum fleet age is adhered to. Funding is only provided for vehicles that are compliant with the Transport Standards.

### Coach

Since 2012, TMR has provided ongoing funding support towards the delivery and continued operation of long distance coaches through its service contracts. In January 2015, with the commencement of new long-distance service contracts, TMR required that all vehicles complied with all applicable Acts, Regulations and Standards, including the Transport Standards. Government-contracted operators have 32 accessible coaches available to provide services. In any given week, 20 accessible buses and coaches are required to deliver long distance services throughout regional and remote Queensland. Given the long distances travelled these coaches require regular maintenance. The remaining accessible fleet of 12 vehicles is used on a rotational basis to cover vehicles while they are undergoing maintenance. These accessible long-distance coaches ensure regional and remote communities have continued access to essential medical, education, business and social services in larger provisional towns.

### Rail

The Queensland Government has committed significant funding over 32 years to fund the Next Generation Rollingstock project which includes (amongst other things) the design, construction and maintenance of 75 new passenger trains for South East Queensland. The Next Generation Rollingstock project is being delivered under a Public Private Partnership, which was awarded to the Bombardier led consortium Qtectic in 2013. The first Next Generation Rollingstock passenger services began running in December 2017 on the Gold Coast and Airport lines, with services being progressively rolled out across the entire south east Queensland passenger rail network.

While a number of issues have been identified with the accessibility of the Next Generation Rollingstock fleet, The Queensland Government has committed funding to rectify the Next Generation Rollingstock trains to address compliance issues and provide improved functionality for all customers. TMR is partnering with the disability sector on the designs of the Next Generation Rollingstock train accessibility upgrades, which will provide improved functionality and compliance with disability standards. This design work is scheduled to be finalised in late 2018.

## **Personalised Transport Services**

TMR is aware that approximately 20% (or 641) of taxi licences are for wheelchair accessible taxis and that one wheelchair accessible limousine operates in south east Queensland.



## How has accessibility of information (for example, maps, timetables, announcements) changed? Can you provide examples?

Easy access to information about transport services is an essential part of public transport travel. TMR continues to work towards improving the ease of access of information on the public transport network for people with disability. Key initiatives that TMR has undertaken are detailed in this section.

TMR constantly strives to ensure that information contained on the **TransLink website** is accessible and compliant with relevant guidelines. In 2018, Vision Australia were engaged to review the website. Recommendations from that review were implemented and a Statement of Accessibility was distributed by Vision Australia on 31 August 2018. The TransLink website attained WCAG2.0 AA rating. The TransLink website undergoes continual improvements and is reviewed annually.

The TransLink website contains information about the accessibility of busway, rail and light rail stations, and CityCat terminals.

During the Commonwealth Games on the Gold Coast in 2018, information about the accessibility of public transport options that could be used as part of a customer's Commonwealth Games travel was included in the Commonwealth Games Journey Planner.

The **MyTransLink app** was released in 2014 and provides easier access to the TransLink Journey Planner via smart phones and tablet devices. Real-time information, was rolled out across south east Queensland in early 2015 and provides travel information in real-time via the MyTransLink app, the TransLink website, third-party apps and the TransLink contact centre.

As of September 2018, the MyTransLink app has been downloaded more than 1.2 million times, with an average of 109,539 weekly active users. The app continues to be useful for customers with disability, with features such as 'stop alarm' and 'trip announcer' to notify customers when their stop is approaching.

Since 2015, over 250 new **Passenger Information Displays** (PIDs) with brighter, white, easier to read text have been upgraded at 44 key bus stations throughout the passenger transport network over the last several years, providing travel information in real-time rather than scheduled time. The new PIDs include audio text-to-voice buttons located on the platforms to assist customers with vision impairment to identify the next bus arriving at a bus stop. The button positioning is based on easy-to-find locations, typically on the bus stop sign at the boarding point, or with the facility help phone on a station platform if a bus stop sign does not exist. These typical locations already include Tactile Ground Surface Indicators to the specific areas for customers to be able to locate the button. The text-to-voice buttons were developed in consultation with Vision Australia and have been well received by vision impaired customers.

Consultation with disability groups has previously assisted in government organisations developing new, more accessible and network consistent **help phones** at passenger transport facilities. Trial prototypes of the new help phones were initially installed at four ferry terminals and one busway station in 2015. Further developments from the trials have seen consistent looking help phones rolled out at ferry terminals and train stations, with further rollouts planned for accessible help phones at specific bus stations.

The **King George Square Busway Station Step Hear System Trial** in 2015 involved audible devices strategically positioned to assist people with vision impairment by providing location, orientation and service information. Customers could use the system's pre-recorded information, accessed via Bluetooth to their smart phones or dedicated wrist activators, to assist in locating facility components and information. Working with Guide Dogs Queensland and their clients, TMR instigated the trials which had positive outcomes and highlighted the benefits for this type of navigational aid at passenger transport facilities. The outcomes have prompted further investigations into other similar emerging navigational and information-based technologies.

In September 2015, TMR updated and reprinted the booklets '**Wheelchairs and Mobility Scooters – A guide for safe travel in Queensland**'. They now include information about the use of wheelchairs and mobility scooters on the light rail system on the Gold Coast. While information is available on the TMR and TransLink websites, brochures continue to be provided to retailers and community groups at their request.

In November 2017, ticketing equipment was replaced on buses to ensure Cairns customers had access to the same level of real-time information provided across the south east Queensland network with data integrated into the Journey Planner and service tracking available using the MyTransLink app and TransLink website – both of which have been tested by Vision Australia and Guide Dogs Australia partners to ensure accessibility. The benefits delivered as part of this implementation include a reliable customer experience, real time data feed, improvements to timetables, and upgraded PIDs to support the real-time rollout.

**Buranda wayfinding pilot** – Insights into improving our customers' experience in navigating through the Buranda bus and train stations was researched using Customer Experience Lab resources. Buranda bus and train stations serve approximately 2,500 transfers, 7,650 busway and 3,500 rail passengers a week, with customers accessing Princess Alexandra Hospital, Greenslopes Private Hospital, Probation and Parole Office and the Department of Housing and Public Works. Based on recommendations from in-field customer research, TMR improved wayfinding through the installation of 13 new signs, three additional maps, as well as landscaping to improve the visibility of existing signage.

## How has accessibility of infrastructure (for example, any structure or facility that is used by passengers in conjunction with travelling on a public transport service) changed? Can you provide examples?

TMR continues to contribute significant resources and funding to upgrade public transport infrastructure throughout Queensland in order to improve accessibility and to assist in meeting the compliance targets in the Transport Standards. TMR's **Passenger Transport Infrastructure Investment Program** focuses on investments to enable a more connected, integrated network that offers value to customers and makes passenger transport an attractive option for everyone. The program delivers infrastructure such as new and upgraded bus stops, stations, facilities, park 'n' rides, bus priority measures, signage and wayfinding, and accessibility upgrades. The annual program value has grown to approximately \$50M invested in improving network efficiency and reliability and improving customer access and integration. All investments comply with the *Disability Discrimination Act 1992*, the Transport Standards and other relevant standards (such as the *Disability (Access to Premises–Building) Standards 2010*, or appropriate Australian Standards).

TMR provides co-contribution funding grants to local governments through the **Passenger Transport Accessible Infrastructure Program**, an ongoing program that commenced in 2012, fully committed to assisting Queensland's local governments to meet their DDA compliance obligations as providers of passenger transport infrastructure. The program has provided the following funding assistance to local governments since inception:

1. Urban Bus Stops – TMR has assisted local governments in upgrading nearly 10,000 urban bus stops with funding in the order of \$30M.
2. Long Distance Coach Stops – Included in the expanded scope of Passenger Transport Accessible Infrastructure Program from 2014, TMR has assisted local governments in upgrading around 30 long distance coach stops with more than \$0.5M in grants.
3. Passenger Ferry Terminals – Included in the expanded scope of Passenger Transport Accessible Infrastructure Program from 2014, TMR has assisted local governments in upgrading two ferry terminal pontoons with funding grants of more than \$1.5M.

While PTAIP is specifically focussed on assisting local governments to fund accessibility upgrades to existing infrastructure, TMR's Passenger Transport Infrastructure Investment Program also delivers significant accessibility enhancements to passenger transport infrastructure in Queensland through other investments for new and upgraded infrastructure.

TMR's ongoing bus facility upgrades have specifically targeted accessibility improvements. Holland Park park 'n' ride and Inala bus station in Brisbane were both fully upgraded in 2016 to improve accessibility, including platform grades, access paths, seating, Tactile Ground Surface Indicators, waiting areas, lighting and accessible car parks.

Following investigations of the installation of Tactile Ground Surface Indicators on busway station platforms, **lead stop Tactile Ground Surface Indicators** were implemented in 2015 to assist people with vision impairment to locate a consistent waiting area at bus boarding points.

Following substantial reviews from stakeholders, an updated version of the **Public Transport Infrastructure Manual** was released in November 2015, including enhanced layouts and accessibility for passenger transport infrastructure. The Public Transport Infrastructure Manual is provided in an accessible format and provides best practice guidance for providing public transport infrastructure, consistent stop and station layouts, and references to key design standards for practitioners who are involved in public transport planning and design.

The inclusion of **braille and tactile text and graphics on existing help phone signage at King George Square Busway Station** ensures the help phones are accessible for people with vision impairment, and for all customers to better understand what the help button can be used for, including for disability assistance (that is, not only for emergencies).

Through consultation with the TMR Accessibility Reference Group, **new bus stop blade sign braille and tactile numbers with QR codes** were recently trialed to assist vision impaired customers to easily identify their stop and locate on-line bus stop information via smart phones. The trial was well received by the vision impaired community and further rollout around Queensland is planned for future years.

## **Have you been able to improve the collection and reporting of reliable, current data on public transport accessibility within your jurisdiction?**

As detailed earlier in this submission, TMR requested contracted operators to complete a self-assessment of conveyances to measure and report on compliance with the 31 December 2017 compliance targets of the Transport Standards.

The audit tool used for self-assessment was developed for the first audit in 2007 and has been used for each review since, ensuring a consistent approach to data collection.

To further assist operators, each version of the audit tool has been tailored to match each respective conveyance type (bus, coach, ferry, tram and taxi).

The 2017 self-reported Transport Standards audit included 2,479 government contracted public transport conveyances. This was a 21% increase in the number of conveyances audited compared to the 2012 audit, which covered 2,041 conveyances.

In addition, the overall operator response rate was improved compared to the 2012 audit (which had also improved compared to the 2007 audit) with a 65% response rate for buses, 77% for coaches and 100% for both ferries and trams.

TMR notes that the final report from the 2012 review of the Transport Standards included a recommendation to establish a national framework for measuring progress against the Transport Standards. TMR also notes that this recommendation has not been implemented and that the Department of Infrastructure, Regional Development and Cities decided to focus on modernising the Transport Standards before a new framework is developed and implemented. TMR can see merit in the development of a national framework but understands that this may be difficult to achieve. As a member of the National Accessible Public Transport Advisory Committee, TMR will continue to be involved in the implementation of review recommendations and the development of national policy relating to disability access.

TMR continues to include specific provisions around reporting requirements in service contracts and hold operators accountable for complying with their contractual obligations as part of standard contract management practices. An overview of relevant contractual requirements is outlined below.

### **Bus**

Current urban bus contracts for regional Queensland contain a clause that requires bus operators to respond to TMR requests for information within 10 days. While this clause is not specific to collecting data on operator compliance with the Transport Standards, it does enable TMR to request data of this nature.

Current south east Queensland bus contracts state that operators must provide details of compliance with the Transport Standards when directed by TMR.

### **Coach**

Current long distance contracts state that operators must comply with all applicable Acts, Regulations and Standards relating to the provision of a passenger transport service and that a Disability Action Plan must be lodged with the Human Rights and Equal Opportunity Commission. Operators are also required to submit information regarding their Disability Actions Plans to TMR as required.

### **Ferry**

New ferry contracts introduced since the previous review include clauses that specifically refer to compliance with the Transport Standards and requirements for a Disability Action Plan.

## **Air**

Since 2012, TMR has included contractual clauses in current air service contracts which stipulate that service providers must provide an annual disability action report detailing a summary of steps taken to comply with the Transport Standards.

## **Personalised Transport Services**

Since mid- 2016, TMR has progressively implemented the personalised transport reform program which has seen a new framework developed incorporating booked hire services and traditional taxi services. In accordance with the *Transport Operations (Passenger Transport) Regulation 2018*, all authorised booking entities are required to report summary information on wait times for the booked hire trips they arrange. This occurs on a quarterly basis and applies to trips provided in wheelchair accessible taxis for passengers using wheelchairs and members of the Taxi Subsidy Scheme. Information is reported on the average wait time, in minutes; and the percentage of trips with a wait time of more than 20 minutes.

## 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.

### **Personalised Transport Services (taxis, limousines and ride booking services)**

Since mid-2016, TMR has progressively implemented the Queensland Government's personalised transport reform program *Queensland's Personalised Transport Horizon — Five Year Strategic Plan for Personalised Transport Services 2016–2021*. The five-year Strategic Plan introduces a new framework for personalised transport services that are safe, accessible, affordable and accountable and provide certainty for the whole industry, strengthen industry standards and choice for customers across Queensland.

The new framework provides protections to ensure customers with disabilities have affordable and accessible personalised transport through maximum fare protections for members of the Taxi Subsidy Scheme and users of wheelchair accessible services.

TMR is in the process of developing outcomes based training standards for drivers of personalised transport services in relation to disability awareness, anti-discrimination (including sexual harassment) and providing wheelchair accessible services. A stakeholder consultation process is currently underway, with full details to be published on the TMR website once finalised. It is expected that there will be a transition period of at least three months before the requirements become mandatory. After this time, drivers will only be able to provide a booked hire service or taxi service if they have completed the required training.

### **Taxi Subsidy Scheme**

TMR continues to administer the Taxi Subsidy Scheme which provides an affordable and accessible transport option for people with disability who experience profound difficulties using other modes of public transport.

As part of the reform of personalised transport services, taxis retain exclusive access to the provision of services to members of the Taxi Subsidy Scheme. However, in the future, the Queensland Government may consider the expansion of other personalised transport operators providing subsidised services to Taxi Subsidy Scheme members, subject to operators being able to meet the transportation needs of the members and comply with the Transport Standards.

A \$20 lift payment was introduced on 12 December 2016 as an incentive for drivers of wheelchair accessible taxis to prioritise services to Taxi Subsidy Scheme members travelling in wheelchairs and mobility devices. Up until 30 June 2018, TMR funded approximately \$8.4M in lift payments and remains committed to the ongoing funding of this initiative.

### **Specialist School Transport**

TMR continues to deliver specialist school transport to eligible students with disability on behalf of the Department of Education via the administration of service contracts and funding arrangements with transport providers. TMR will continue to deliver this scheme as an in-kind arrangement (as negotiated between the Queensland Government and the National Disability Insurance Scheme) until 31 December 2019 to allow sufficient time for policy issues to be resolved ahead of the scheme's full transition to the National Disability Insurance Scheme on 1 January 2020.

## Concessions – Subsidies – Ticketing

TMR continues to provide a suite of concession and ticketing products for people with disability (in accordance with the concessions framework). Some of the changes that have occurred during the period of this review, are detailed below:

- The **go access Travel Trainer** card is issued to registered organisations that facilitate training for people with a physical or intellectual disability and for training service animals. The pass is valid for 12 months and entitles trainers to free travel on any TransLink bus, train (excluding AirTran), ferry or tram service in south east Queensland while undertaking training activities. Originally a flash card, the *go access* Travel Trainer card was introduced as part of the *go* card suite of products on 1 July 2016. There are approximately 81 organisations currently registered to use the *go access* Travel Trainer card.
- In 2014, TMR commenced a trial of the **go access Vision Impairment Travel Pass** ticketing project, involving over 40 participants. The *go access* Vision Impairment Travel Pass was found to be effective in providing independent access through fare gates for people with vision impairment and was introduced on a permanent basis from 16 November 2015.
- In July 2017, a decision was made to reinstate the **Taxi Subsidy Scheme** for National Disability Insurance Scheme participants. This came about when concerns were expressed by some Queenslanders with disabilities that their National Disability Insurance Scheme packages were not providing sufficient support for their transport needs. Arrangements will remain in place until transition to the National Disability Insurance Scheme is completed in June 2019 and transport assistance for participants is clarified.
- In February 2018, a **50 per cent transport concession** was made available to Department of Veterans' Affairs (DVA) white card holders when travelling on the public transport network. This is a significant extension to the concession framework, with all Department of Veterans' Affairs card holders now receiving either 50 per cent transport concession or free travel. This initiative is in recognition of the service and sacrifice of over 19,000 Queensland veterans, who hold a white card for the treatment of a condition or injury resulting from nonoperational or operational service. This includes injuries and conditions as a result of World War II, the Korean, Malaysian, Vietnam and Gulf wars, as well as more recent conflicts in Afghanistan and Iraq. The introduction of the concession for Department of Veterans' Affairs white card holders is an outcome of a commitment made by the Queensland Government to further acknowledge the service of our veterans, to make it more accessible to use our network to access the surrounding community and services.
- The **TransLink Access Pass** is specifically for people with a significant permanent physical or intellectual disability who can travel independently but may have trouble touching on or off with a go card in south east Queensland. From 1 August 2018, the requirement to pay for replacement cards was removed. In addition, card expiry dates were extended from one to five years meaning eligible travellers with a permanent disability are no longer required to pay an annual renewal fee of \$72.00, thereby reducing costs towards passenger transport for people with disability.

TMR is currently undertaking a trial of **Demand Responsive Transport (DRT)** in selected suburbs of the Logan City Council area. TMR has partnered with Yellow Cabs to provide a pre-booked, shared transport service for short trips to destinations such as shops or medical centres and can connect customers to existing public transport hubs. DRT uses different types of vehicles (including accessible vehicles) to suit customer needs. During the first twelve months of the trial, 8% of the over 25,000 passenger trips made on the service have been taken by passengers that have a specific mobility requirement such as a wheelchair, walker or scooter. Providing connections between home and accessible pick up and drop off points at public transport hubs and shopping centres is increasing accessibility and social inclusion in Logan. TMR is currently assessing the trial to inform the potential rollout of similar services in Queensland.



## **New public transport ticketing system**

In June 2018, TMR concluded a highly competitive procurement process for a new payment solution for urban public transport services across Queensland. As a part of this procurement process accessibility requirements were considered, including requirements around devices, the website and app.

As a result of the procurement process, TMR will partner with Cubic Transportation Systems to design, build and implement a new payment solution for urban public transport services across Queensland (including regional urban bus services). This solution will deliver:

- more convenient payment options for customers (who will be able to pay using their contactless credit/ debit card, smartphone and wearable device in addition to existing payment methods)
- a new digital experience for customers (including a new website and app, with integrated journey planning, ticketing and real-time)
- new devices.

TMR is working to ensure the new payment system is designed so that catching public transport is easier for everyone.

## **Customer Insights**

Aligned to TMR's customer driven initiatives, TransLink Division has adopted a customer first approach as part of its strategic direction. Customers are central to TransLink's delivery approach and there is a solid focus on developing a shared understanding of customers, recognising their needs and designing services to best meet them. Some of the customer insight activities that have been undertaken to understand what customers with disability may need include:

- Customer Journey Mapping activities (and the development of Customer Personas) to understand pain points and moments that matter for customers (including those with disability) when considering the use of passenger transport;
- Disability Awareness Training for frontline passenger transport staff (Customer Liaison Officers, Senior Network Officers and Busway Safety Officers) was developed to raise awareness of the needs of customers with disability. Seven training sessions were conducted with approximately 100 staff in attendance.
- The continued engagement with key advocacy groups to improve accessibility on the passenger transport network for persons with a disability, through the TMR Accessibility Reference Group.

Customer Liaison Officers provide a frontline service helping thousands of customers every day at Cultural Centre busway station and across the network, communicating major network or service changes and educating customers on TransLink's products and services. Throughout the year, the team also attend community events across south east Queensland including university open days, the Ekka and regional shows, as well as environmental, multicultural and seniors' expos.

## **Disability Action Plan**

Released in 2014, the *Disability Action Plan – Improving Access to 2017* expired on 31 December 2017. An end of term review found that of the 28 actions contained in the plan, 17 were completed, 10 actions were ongoing and one was partially complete. TMR has developed a new Disability Action Plan to replace the previous plan through to 2022. The new Disability Action Plan is expected to be launched soon.

## **Code of Conduct for Passengers**

In 2018, TMR developed a Code of Conduct for Passengers which outlines appropriate passenger behaviour when traveling on passenger transport. It encourages passengers to be respectful to staff and other passengers including people with disability. It also outlines actions that contribute towards a safe journey.

## **Motorised Mobility Devices**

Many Motorised Mobility Devices (motorised wheelchairs and scooters) currently in use exceed the Queensland Road Rules legislation requirements (weight limit of 150kg - speed limit of 10km/h). This may cause problems for the user on passenger transport as these devices can be too heavy to use ramps/lifts, too wide to access doorways and/or too long, or lack manoeuvrability, to be used on certain modes of passenger transport. The devices may also result in unsafe outcomes for the user and other road users, with certain Motorised Mobility Devices lacking stability to safely use ramps, traverse gaps and uneven surfaces, and the excessive speeds resulting in loss of control.

Austrroads has undertaken a project, led by Queensland, specifically aimed to improve construction and performance requirements of the devices, encourage design of Motorised Mobility Devices to ensure their harmony with infrastructure, address existing inadequacies in the Australian Road Rules relative to Motorised Mobility Devices, make it easier to control importation and sale of non-complying devices and make it easier to identify devices suitable for conveyance on public transport.

As a result, a new Technical Standard has been implemented so that all Motorised Mobility Devices sold to be used on public infrastructure will meet nationally-agreed construction standards that minimise risk of serious injury while using the infrastructure. The Technical Standard includes a labelling system that facilitates identification of suitable devices will also be introduced, with a white label identifying that the device is suitable for general footpath use and the blue label attached to devices suitable for public infrastructure and public transport use.

It is intended that Austrroads will now progress with another project, led by Queensland, to explore the adoption of the Technical Standard in law. National stakeholder engagement is planned to commence in 2019.

## **TMR Accessibility Reference Group**

TMR continues to engage with the TMR Accessibility Reference Group as part of its commitment to improving the accessibility of the passenger transport network for customers with disability. Established following the release of the *Disability Action Plan – Improving Access to 2017*, the group meets quarterly and comprises representatives from the disability sector, industry, local government and TMR.

The group has been involved in key projects, most recently with the development of TMR's third Disability Action Plan, assisting in the transport arrangements for the Gold Coast Commonwealth Games and the development of personalised transport reform initiatives in the form of driver training requirements.

In addition to engagement with the TMR Accessibility Reference Group, TMR undertook targeted consultation with advocacy groups on various infrastructure related projects to ensure the network is inclusive of all users. For 2017–18 these included a braille/tactile bus stop blade sign identification number trial and the design for the new Queen Street Bus Station lift.

## **National Policy**

TMR continues to represent Queensland on the National Accessible Public Transport Advisory Committee and continues to assist the Commonwealth Department of Infrastructure and Regional Development and Cities in the implementation of the recommendations contained in the 2012 review report through representation on the DSAPT Modernisation Committee and participation in the development of the Whole of Journey Guide.

## **Moving forward / future**

The Accessible Transport Network Team, established in April 2018, is a three-year program dedicated to ensuring all of TMR's products and services are integrated, inclusive and accessible to all. The team works across TMR and with other transport stakeholders to focus on creating social, economic and cultural benefits and outcomes for the community.

The emergence of autonomous vehicles and alternative service delivery options offer the opportunity to tailor the passenger transport system to deliver more personalised and customer friendly services. Rapidly changing and developing technology offers a great opportunity to improve the passenger transport experience for customers with disability. TMR will proactively advocate the importance of delivering future passenger transport service models that involve systems and vehicles which are accessible to everyone.

## Other Issues

### Recommendations from 2012 Review of Transport Standards:

Implementation of the (seven) recommendations included in the final report from the 2012 review of the Transport Standards has been the responsibility of the Commonwealth Department of Infrastructure and Regional Development and Cities. Progress has been slow with a number of recommendations yet to be implemented.

The most significant recommendation arising from the previous review is in relation to the modernisation of the Transport Standards. The review report found that “a number of parts of the legislation do not currently provide adequate or sufficient guidance” and “for the Transport Standards to meet the current and future needs of people with disability, amendments to the Transport Standards need to be considered”.

The DSAPT Modernisation Committee was established to implement this recommendation and TMR has been an active member, having attended meetings or participating via teleconference. TMR has been able to review many areas of concern with the Transport Standards in their current state and consider potential solutions that align with the intent of the recommendation.

TMR is concerned with the timeliness of the modernisation process. While the implementation timeframe was June 2017, only Tranche 1 issues have been identified (those issues that have been identified as easier to resolve) and are yet to be subject to a Consultation Regulation Impact Statement process. Approval for the commencement of this consultation is pending. The more significant issues with the Transport Standards as identified by the DSAPT Modernisation Committee are to be addressed in Tranche 2, however this element of the project has not yet commenced. It is also acknowledged that the lack of progress has ongoing financial and resourcing implications for participating state and territory jurisdictions. TMR (as well as other jurisdictions) has raised concerns about the lack of progress with the Commonwealth Department of Infrastructure and Regional Development and Cities through the National Accessible Public Transport Advisory Committee.

TMR has also previously raised concerns about conducting a third review of the Transport Standards in parallel with the work to modernise the Transport Standards as per recommendation of the previous review. It would appear to be counter productive at a time when the outcomes of the modernisation process are not yet known. It is acknowledged however that undertaking a review of the Transport Standards every five years is a legislative requirement.

In line with recommendation 4, TMR was involved in the development of the “The Whole Journey Guide: A guide for thinking beyond compliance to create accessible public transport journeys”, released by the Australian Government on 1 December 2017.

## Conclusion

TMR believes that there have been numerous achievements over the past five years that have helped to enhance the accessibility of public transport for people with disability. These achievements have been identified and described in this submission.

TMR will continue to develop policy and deliver initiatives that promote and support the national approach to removing barriers for people with disability using public transport. Queensland's involvement in the development of national policy is facilitated through its participation on the National Accessible Public Transport Advisory Committee.

TMR will also continue to be an active participant of the DSAPT Modernisation Committee to ensure that the current and future needs of people with disability are captured by the Transport Standards and that they provide the appropriate information to providers and operators so that they are able to meet their obligations relating to disability discrimination. The need to consider the Transport Standards and other related disability anti-discrimination issues in the development of policy for fleet and infrastructure provisions will continue to be promoted within TMR.

Additionally, TMR will continue to take an advocacy role, promoting awareness of the Transport Standards to Queensland providers and operators with the aim of improving the accessibility of the State's public transport network in accordance with the Transport Standards. TMR is working towards a fully integrated accessible public transport network in Queensland.

## Summary of 2017 Compliance Audit Results for Conveyances

Standard		Conveyances				
		Bus	Coach	Ferry	Tram	
	2017 Target	2,309	104	47	18	
Part 2 - Access Paths	80% Bus, 90% Other	98%		81%	100%	
Part 3 - Manoeuvring Areas	80% Bus, 90% Other	98%	NA	100%	100%	
Part 4 - Passing Areas	80% Bus, 90% Other	NA		96%	100%	
Part 6 - Ramps	80% Bus, 90% Other	98%		100%	100%	
Part 8 - Boarding	80% Bus, 90% Other	97%	90%	100%	100%	
Part 9 - Allocated Space	80% Bus, 90% Other	98%	90%	79%	100%	(a)
Part 10 - Surfaces	100%	99%	88%	100%	100%	
Part 11 - Handrails and Grabrails	100%	97%	92%	98%	100%	
Part 12 - Doorways and Doors	80% Bus, 90% Other	100%	95%	100%	100%	
Part 14 - Stairs	80% Bus, 90% Other	97%	90%	89%	100%	
Part 15 - Toilets	80% Bus, 90% Other					(b)
Part 16 - Symbols	100%	100%	87%	79%	100%	
Part 17 - Signs	100%	100%	91%	81%	100%	
Part 19 - Alarms	100%					(c)
Part 20 - Lighting	100%	98%	90%	91%	100%	
Part 21- Controls	80% Bus, 90% Other	97%	84%	79%	100%	
Part 25 - Payment of Fares	100%	100%	87%	100%	100%	
Part 26 - Hearing Augmentation System	100%					(d)
Part 27 - Information	100%	99%	90%	100%	100%	
Part 28 - Booked Services	100%	(f)	88%	(f)	(f)	
Part 29 - Food and Drink Services	100%			100%		(e)
Part 30 - Belongings	100%	NA	87%	89%	NA	
Part 31 - Priority	100%	98%	NA	89%	100%	

	Meets 2017 Milestone or higher
	Does not meet 2017 milestone
	Not required or Installation is Non-Mandatory. If installed must comply with relevant Australian Standard
	Not Applicable

- (a) - Allocated space on Coaches is not mandatory. Coaches do not have to have an allocated space if each passenger uses a fixed seat.
- (b) - Installation of toilets is not mandatory. If installed, they must comply.
- (c) - Installation of emergency warning systems is not mandatory. If installed, they must comply.
- (d) - Installation of a Public Address System is not mandatory.
- (e) - Part 29 Provision of Food and Drink Services is not mandatory and was intentionally omitted for buses and coaches. Tram operator does not provide a service. Included for Ferries.
- (f) - Part 28 Booked Services - No Bus and Tram services require advanced booking. Ferries - most operators advised advanced booking is not required.