

Public Transport Issues:

Trains

1. 3 x disabled passengers in wheelchairs generally only allowed in one train at any one time (at times train drivers allow more, but this is inconsistent).
2. Lifts at train stations very small making it difficult for fitting in wheelchair and carer if required. Lift controls difficult to operate and small for disabled passengers. Lifts are not easy to locate.
3. Train station signs – at times the signs can be confusing in regard to advising directions. At times no signs are present. At times the signs are very small for vision impaired.
4. Obtaining a train ticket – the ticket machine at Fern tree Gully is a 'no change machine', requiring disabled passengers to have to cross the platform to use alternative machines.
5. Boarding the train – inside the train space is limited and narrow, making it very difficult for larger wheelchairs.
6. At times drivers can forget to stop and place the ramp for disabled passengers to disembark at requested stop. This appears to occur quite frequently if drivers change between stops.
7. Some platforms are on different levels, can be very steep, and gaps quite large between train and platform, making it quite difficult for disabled passengers to travel.
8. Lack of security observed in carriages.
9. Station platforms are not level with the train – making it difficult for disabled passengers to board the train.
10. Timetable delays experienced frequently. This can be difficult when passengers reliant on the train system as their only means of transport.
11. Lack of shelters on platforms, thus exposing passengers in wheelchairs in Summer and Winter.
12. Lack of security observed at train stations...eg. Box Hill station – lighting could be improved; station could be manned to help improved passengers safety.

Trams

1. There are limited access stops for disabled clients.
2. The ticket machine in the tram is not easy to access for disabled clients.
3. Space is limited on trams for wheelchairs.

Buses

1. How many wheelchairs can fit in a bus, and are there spaces provided?
2. Is it possible to lower the bus floor on all buses to allow wheelchairs easy access on and off?
3. The bus signs are at times quite small, is it possible to have larger signs for ease in visibility?
4. Are bus stops wheel chair friendly?

Taxi's

1. Taxi's can be unreliable with pick-up times, even though they are pre-booked.
2. At times the drivers can be impatient, and not understanding of wheelchair special requirements.

3. Taxi's are a very expensive mode of transport, what is the process to apply for a discount taxi card?, what does it cost to replace a card?
4. Accessibility for wheelchairs getting on and off taxi's is limited.
5. Is it possible for the same driver to 'drop off, and 'collect?
6. Suggest taxi concession cards have photo identification to improve security.
7. More 'access' taxi's are needed to transport disabled clients in wheelchairs, there appears to be a shortage.
8. Could you please advise what training procedures drivers undertake before transporting passengers in wheelchairs.