

From: Zack Harrison [mailto:zack.harrison@icloud.com]
Sent: Wednesday, 31 May 2017 12:50 PM
To: Whole of Journey Guidelines <dsaptwholejourney@infrastructure.gov.au>
Subject: Submission to Guide Consultation Draft of The Whole Journey

I'd like to provide a submission to the Guide Consultation Draft from the perspective and relevance of a transport planner on selected 'Parts of a journey'.

Public transport stop, station or terminal

While major interchanges or stations generally provide better access to the public transport vehicle than ordinary bus stops, there are still issues with level boarding and gaps between the vehicle and kerb/platform.

With a particular focus on buses and more specifically, high volume bus routes in inner urban areas, many bus stops can be cluttered with street furniture intruding on waiting and vehicle access, provide uneven surfaces or other difficulties with boarding. With a particular focus on people with disabilities, the current standards on buses results in most buses requiring wheelchairs to board using an extendable ramp at the front door. This presents difficulties because the person boarding has to negotiate several sharp turns and curves, reduction in aisle width and a steady incline in aisle gradient. With the wheelchair bays located immediately after the wheel arches on a bus, the person then has to complete further turns to secure themselves in a safe position before the vehicle moves. This adds to the inconvenience and difficulty level of people with disabilities while also impacting on the dwell time of buses at bus stops and thus an impact on reliability or performance of the service.

Much of Europe's city buses has adopted wheelchair access being provided through the door central between the front and rear axle of a bus (i.e. centre door of the bus). This avoids the need for the person boarding to negotiate sharp turns and tight curves and provides more space to manoeuvre into a secured position in order for the bus to depart. Not only does this provide much more convenient access to the person boarding, but also faster, reducing the dwell time associated with boarding wheelchairs and thus overall improvement to the reliability and performance of the service. With the widespread use of smart card ticketing systems, the necessity to interact with the driver is no longer required with many passengers able to use their card to "tap on/off" the system to pay their fare. In some jurisdictions, the users may already have free travel entitlements anyway.

Consideration needs to be given to the public transport stop, station or terminal in terms of length of paved surface, kerb height, tactile tiling and other features that would enable users of wheelchairs in a dense urban environment to be able to access the bus in an easier manner. Ideally, level boarding between the kerb and a bus that negates or reduces the need for ramp deployment should be considered, which means increasing the kerb height of bus stops higher than 150mm to something similar to that of level boarding trams. Also, even vehicular considerations need to be taken into account to ensure barrier free access and the ability for buses to kneel the entire length of the vehicle where passenger ingress/egress takes place.

Much of the above should also be considered under the **Public transport service** part of the journey.

Kind Regards,
Zack Harrison