

## DDA Transport Standard Review – response

### Questions for all Stakeholders

1) **Has the accessibility of public transport improved since the introduction of the Transport Standards?**

- **How has accessibility to conveyances changed? Can you provide examples?**

**Reply** Many Buses now have access, and bus stops are being upgraded. There are also more accessible taxis.

- **How has accessibility of information changed? Can you provide examples?**

**Reply** No, information in the Far North is still poor. The Sunbus website provides a good example of this [http://www.sunbus.com.au/tt\\_index\\_cairns.php](http://www.sunbus.com.au/tt_index_cairns.php)

- **How has accessibility of infrastructure changed? Can you provide examples?**

**Reply** More busses and taxis have access. Earlville taxi rank remains pathetic and catching any taxi is often a case of 'survival of the fittest'. Catching a bus involves serious risk of injury to oneself and others, due to the absence of any wheelchair restraints whatsoever!

2) **Have these changes matched your expectations of the implementation and uptake of the Transport Standards?**

- **Do you consider that the changes have matched**  
**(1) the compliance requirements and**  
**(2) your expectations**

**Reply** (1) More taxis and busses have access  
(2) No, as many taxi drivers avoid priority wheelchair work. Driver training is needed for taxi and bus drivers.

- **If the changes have fallen short of your expectations, can you provide examples?**

**Reply** I would have expected taxi wait times to have come down substantially by now. This has not happened.

3) **Do you consider that the level of compliance require at the end of the first five year period is sufficient to have an impact on accessibility?**

**Reply** No, people require certainty and will hesitate to use a new service. A one in four ration means longer wait times and limited accessible bus stops. People need to do research and planning to go out. Many do not bother!

4) **To what extent do you consider current data on accessibility are reliable? Can you provide problems with data that you are aware of?**

**Reply** Limited information increases the level of uncertainty among users.

5) **How could reporting of accessibility data be improved for future stages of the implementation of the Transport Standards?**

**Reply** His may help to keep providers 'honest' in terms of compliance.

6) **Are you aware of examples where improved accessibility to transport has lead to increased patronage?**

**Reply** Anecdotal evidence would suggest more use of buses.

### Questions for Public Transport Users

<b>7)</b>	<b>Has the introduction of the Transport Standards helped you better understand your rights as a public transport user? If yes, in what ways has it done this?</b>
<b>Reply</b>	Yes, but most consumers are unaware of their rights and not confident to enforce them.
<b>8)</b>	<b>Are the Transport Standards and the accompanying guidelines a sufficient source of information on your rights as a user of public transport, or have you needed to consult other sources? What other sources have you consulted? How did you find out about these sources?</b>
<b>Reply</b>	No. I am fairly highly informed on these issues. Most people are not.
<b>9)</b>	<b>Are you aware of other users of public transport who appear to be unaware of their rights or obligations? How could this lack of awareness be addressed?</b>
<b>Reply</b>	By an advertising campaign.

### Questions for Public Transport Operators and Providers

<b>10)</b>	<b>Has the introduction of the Transport Standards clarified your obligations as a public transport operator or provider? If yes, how have they done this?</b>
<b>Reply</b>	No comment.
<b>11)</b>	<b>Are the Transport Standards sufficient or have you needed to consult with other sources? What other sources have you consulted with? How did you find out about these sources?</b>
<b>Reply</b>	No comment.
<b>12)</b>	<b>Are you aware of other operators and providers of public transport that appear to be unaware of their obligations? Can you provide examples? How could this lack of awareness be addressed?</b>
<b>Reply</b>	No

### Questions for all Stakeholders

<b>13)</b>	<b>Are there areas of the Transport Standards that you consider unclear in terms of the adjustments operators and providers need to make? Please specify.</b>
<b>Reply</b>	Restraints for wheelchairs Busses.
<b>14)</b>	<b>Have the exemptions allowed under the Transport Standards reduced the clarity of obligations under the Transport Standards?</b>
	Yes
<b>15)</b>	<b>To what extent do the Transport Standards allow operators and providers a choice of ways in which they can demonstrate compliance?</b>
<b>Reply</b>	No comment.
<b>16)</b>	<b>Where Australian Standards or other Technical requirements are specified, are these appropriate?</b>
<b>Reply</b>	No comment.
<b>17)</b>	<b>Are there requirements that have proved to be impractical or difficult to implement? If so please specify.</b>
<b>Reply</b>	Not to my knowledge.
<b>18)</b>	<b>As a public Transport user, are there areas of public transports were you consider a more specific requirement for compliance would improve accessibility?</b>

<b>Reply</b>	More taxis must improve pick up times, but drivers must do the work!
<b>19)</b>	<b>Do you consider that the requirements of the Transport Standards have been applied consistently across different modes of public transport?</b>
<b>Reply</b>	No taxis are not improving at the same rate (as many drivers avoid wheelchair work).
<b>20)</b>	<b>Will any current areas of inconsistency be addressed through the future stages of implementation of the Transport Standards?</b>
<b>Reply</b>	Only if more taxis provide wheelchair access.
<b>21)</b>	<b>Do you consider that the current exemptions granted are appropriate? Should these exemptions be reduced over time?</b>
<b>Reply</b>	No and yes.
<b>22)</b>	<b>In implementation of the Transport Standards, have the requirements lead to a relatively consistent standard of compliance across all modes of public transport? If not, where are the major differences of approach?</b>
<b>Reply</b>	No comment.
<b>23)</b>	<b>To what extent do the requirements in the Transport Standards address all of the accessibility requirements for people with disability? Are there gaps in the coverage of requirements?</b>
<b>Reply</b>	Standards do not apply to plane travel. This is a real problem area, especially for wheelchair users!
<b>24)</b>	<b>Does the compliance timetable provide for a gradual improvement of accessibility over the 30 year implementation period? Are there aspects of this timetable that present compatibility problems? How could these requirements be improved?</b>
<b>Reply</b>	Yes, we need faster access, including an upgrade of bus stops. There is no way in the world 25 per cent of bus stops provide for access.
<b>25)</b>	<b>Are providers meeting their obligations across all aspects of accessibility, which ensures compatibility?</b>
<b>Reply</b>	No, most Qantas planes from Cairns do not have access for storing anything but the smallest wheelchairs.
<b>26)</b>	<b>Do the requirements of the Transport Standards need to more explicitly recognise the potential other regulatory constraints that impede the capacity of transport providers to deliver the objects of the Transport Standards?</b>
<b>Reply</b>	No.
<b>27)</b>	<b>How well are the current arrangements for making complaints about accessibility understood by the public?</b>
<b>Reply</b>	Not well at all. Most people just suffer in silence.
<b>28)</b>	<b>Are the current processes sufficiently responsive to complaints, or requests for information or advice on the transport standards?</b>
<b>Reply</b>	No, consumers feel fairly alone out here.