

Good afternoon,

**Re: Stage 2 Reform of the Disability Standards for Accessible Public Transport**

At its meeting on 16 May 2022, Campbelltown City Council's Disability Access and Inclusion Advisory Committee (DAIAC) discussed the Stage 2 Reform of the Disability Standards for Accessible Public Transport and provided the following feedback for Council Staff to submit on their behalf:

- Flexible seating to increase the availability of accessible seating and spaces (for example, more flip seats), for both visible and invisible disabilities.
- More understanding and awareness through education and signage about disability including invisible disabilities so that people understand disability seating is not only for people with visible disabilities (such as wheelchairs) but other types as well (ie chronic pain, mental illness, autism).
- Need for grab rails for people with balance problems and older people and for the positions to be suitable (grab rails on both sides not just one).
- That ramps be made accessible via an automatic system.
- Training for operators of public transport to increase understanding of user's needs (i.e. not taking off until seated) and training for the operators to assist people with all types of access needs (i.e. wheelchair, walker, pram).
- 

Please also see below, feedback provided by DAIAC member Ms Amy Roe on behalf of the Orientation & Mobility team who are part of the Vision Impaired Program based at Charles Campbell College:

For the vision impaired community, access to public transport starts with being able to get to access points (bus stops), ensuring safe, clear and accessible path of travel (related to areas 25, 36 and 37 on the agenda).

This includes:

- Level and maintained footpaths (this includes maintaining overhanging plants and foliage from footpaths).
- Having a clear path of travel with minimal obstacles in the line of travel (posts, signs, street furniture).
- Accessible road crossings and hazard minimisation infrastructure (crossings across car parks and driveways, marked pedestrian refuges) nearby to safely access bus stops
- Clearly marked bus stop locations with TGSI (tactile ground surface indicators) as per Australian Standard 1428.4.1

Access to accurate information at bus stops is often absent or inaccessible. This can be as simple as bus stop numbers or zone letters in bus interchanges being at a suitable height to be seen, where currently they are at the top of a pole or sign, or being able to access information

about which buses stop at a particular zones at a bus interchange (O-Bahn). This relates to areas 10, 12 and 13. Providing bus and bus stop information in an accessible location at bus stops in Braille and tactile lettering would be amazing. This is not something I have ever seen before, but would be beneficial for making access to bus and bus stop information accessible.

Outside of council infrastructure, many of the new buses now have GPS systems in them that allow for real time and on-board communication of bus stops along routes and automated announcements of the bus route number from a speaker on the outside of the bus near the front door (area 7 on the agenda). My experience of these so far has been that the bus route announcement has not been activated or is too quiet to hear accurately, and the on board announcements often have not been activated despite the print display announcements happening in real time or are too quiet to hear accurately.

Obviously many travellers have moved to using mobile apps to track bus routes and arrival times at bus stops. This has been pretty reliable, but this requires the traveller to be competent with their technology and cannot be completely relied upon and is more and more being interrupted by pop up advertising (area 22 on the agenda).

Thanks and regards,

[Redacted]

[Redacted]

[Redacted]

[Redacted]



T [Redacted]  
E [Redacted]  
W [www.campbelltown.sa.gov.au](http://www.campbelltown.sa.gov.au)

**CAMPBELLTOWN CITY COUNCIL** *A safe, sustainable, vibrant Community*

**COVID-19 UPDATE** Find out what we are doing about it and other essential information

**CONNECT 2 CAMPBELLTOWN**

- Lochiel Park Golf Building Master Plan
- Animal Management Plan
- Manresa Court Road Closing Process and Land Swap

[connect2.campbelltown.sa.gov.au](http://connect2.campbelltown.sa.gov.au)