

Review of the Disability Standards for Accessible Public Transport 2002

Have your say submission from Knox Disability Advisory Committee

The Disability Advisory Committee guides Knox City Council on disability awareness and inclusion. It's made up of community members, Council officers and current Councillors.

The Committee's objectives are to:

- advise Council regarding strategic issues that affect Knox residents with disabilities, their families and carers
- help develop policy and action planning around access and inclusion
- assist Council to ensure all Knox policies, programs and protocols reflect the needs and rights of residents with disabilities, their families and carers
- act as a central point to discuss relevant issues to people with disabilities, their families and carers
- promote disability awareness within Council and the wider Knox community.

A sub group of KDAC met on Monday 15 May and compiled the following responses to the request for submission.

Experience accessing and using public transport

Planning your journey – Tell us about your experience accessing information about public transport routes, timetables, any required connections, and information at the destination in a form that suits your needs. How do your circumstances affect planning a public transport journey?

- PTV site isn't very user friendly, clunk and not accessible for people with vision impairment.
- Next There app is easier to use with voice software
- PTV phone service isn't user friendly, too many menus and difficult to get through. Need for real time information.
- Often V-line number can give you better Metropolitan information. V_Line staff better able to support a person with a disability.
- All staff need Access & Inclusion training to enable them to support people with disability
- Better information required on the website regarding any service changes or cancellations
- Need online information regarding bus accessibility – not all buses can be accessed by wheelchairs. At present you need to contact individual carriers themselves.
- When there is a break-downs or cancellations the replacement bus may not be accessible.
- Front carriage of trains is closer to most ramps and can be full of other users.
- PTV website difficult for people with intellectual disability to access

Public transport stops, stations or terminals – Tell us about your experience at public transport stops, stations, terminals, wharfs, airports and other boarding locations, from the time you arrive until you board. Are you able to easily identify suitable and safe boarding points and waiting areas? Is information readily available in your preferred format?

- Stations are not consistent with use of TGIs, there can be big gaps, lack of platform information, don't know what platform you are arriving on for sight impaired,
- Ramps are not all accessible by a manual wheelchair e.g. Richmond station ramps are not meeting DDA safety standards
- Not enough time for people getting off trains with mobility issues, doors close too quickly, could be drivers have been set timelines that don't allow for accommodating people with mobility issues.
- Lifts are not always situated conveniently, can be furthest point away from front carriage,
- Covers and shelters need to include space for wheelchairs
- Many people have low literacy so if there are transport changes they may not be able to read information or directions.
- Airlines have limited staff to direct & assist people with self-serve and where to line up. Not enough staff available to assist and explain processes to people with cognitive difficulties.

- Tram platforms, not every stop is accessible for vision impairment, finding them in the middle of the road is very difficult for vision impairments. They are dangerous to access as well. Signage – height and place of signs is an issue, not everyone can look up. Possibly the auditory with tactile buttons would assist the user know which button to press. Possibly technology solutions with vision or mobility issues so that it could connect to the user's mobile phone.
- Southern Cross station is too noisy to hear the trains and announcements.
- Recommend having staff who could assist people with disabilities to learn any new travel system.
- Buses –difficult/impossible to hail a bus when you are vision impaired. Need to stand and don't know when buses are coming.
- Having a way to notify the driver that they missed a person would be useful.
- Toilet access – this can be an issue for everyone but worse for people with disabilities

On-board the public transport service– Tell us about your experience during your public transport journey on the vehicle. Are you able to board independently, quickly and effectively, have a safe, secure and comfortable experience on board the vehicle? If not, why not?

- Trams aren't accessible for wheelchairs
- Wheelchair users can get on at an accessible stop and then not be able to get off at the destination they wish to.
- The movement is disorientating in trams for vision impaired people. You need to be quick to sit or it will take off and throws people around, this also affects carers ensuring the person with disability is seated.
- Airplane – staff aren't knowledgeable in how to support people with sight impairment, the person with sight impairment doesn't know when they are being spoken to. Training is required.
- All buses need to announce where the next stop is. Some do it but not all. Drivers don't provide that information anymore. Not having conductors on the buses is a huge disadvantage. Drivers don't have time to engage with community due to scheduling requirements.
- Ramps – automated ramp would be very helpful. Direction of seating is important around movement on the vehicles.
- Staff lack training around resources and what is required.
- Public transport hand grips need more in lower position for shorter people.
- Inconsistent performance of airlines – Some are brilliant at supporting people with a disability and some are terrible.
- Sometimes people with disabilities have had to wait for 45 minutes to be able to exit the plane. This can extend the trip and make toileting urgent.
- Airlines disassembling wheelchairs to put in the hold is a big issue as airline staff at the other end may not know how to reconnect batteries etc. New wheelchairs are not supposed to be disassembled by anyone other than wheelchair technician.
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Disruption to your journey – Tell us about your experience with planned and unplanned disruptions to the usual operation of public transport. When disruption occurs, how does this impact you and what do you need to make sure you can continue to travel safely and confidently?

- Difficult to find up to date information – better information required in multiple formats online and at the stations.
- More staff available to assist who are trained in disability at stations, in buses and in trams
- Worded signs required
- Alternatives such as voice updates for sight impairments
- Have heard of instances where people with disabilities with assistance dogs and working dogs being refused transport services
- Education for staff re disability needs is required
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Complaints – If you considered a public transport operator or provider was not meeting their obligations, how do you deal with this situation? Do you know how to make a complaint? If so, tell us about your experience.

- Nil notes