

8 April 2013

Transport Access Section  
Road Safety and Transport Access Branch  
Department of Infrastructure and Transport  
GPO Box 594  
CANBERRA ACT 2601

## **2012 Review of the Disability Standards for Accessible Public Transport 2002 (Transport Standards)**

Thank you for providing the opportunity for Metro Tasmania Pty Ltd to provide a submission on the 2012 Review of the Disability Standards for Accessible Public Transport 2002.

### **Metro Tasmania Pty Ltd**

Metro Tasmania Pty Ltd (Metro) is a State Owned Company and the largest passenger transport operator in Tasmania. Metro provides a broad range of urban passenger transport bus services and bus stop infrastructure within Hobart, Launceston and Burnie under a contract it holds with the Transport Commission located in the Department of Infrastructure, Energy and Resources (on behalf of the Tasmanian State Government). The Company also operates a number of non-urban services delivered under individual route contracts it holds with the Transport Commission.

### **Response to key questions in the issues paper**

Have you been able to meet the 2007 and 2012 Transport Standards legislated targets? If not, can you elaborate on the reasons for not being able to meet these targets?

Metro has been able to meet the 2007 and 2012 targets of 25% and 55% respectively for each type of service. Metro currently has 85 Disability Discrimination Act 1992 (DDA) compliant vehicles in service, which is 39% of its 217 vehicle fleet. Metro currently provides approximately 51% of its total services with DDA compliant vehicles. However, with dedicated school bus services excluded, Metro is providing 65% of its services with DDA compliant vehicles. Based on Metro's current fleet replacement program and Tasmanian State Government funding, it is unlikely that the 2017 and 2022 targets for services will be met as a significant financial investment is required that is not provided for in future budgets.

Metro has been unable to meet the 2007 and 2012 targets of 25% and 55% respectively for bus stops. There are approximately 3,300 bus stops across Hobart, Launceston and Burnie. Currently, 18% of poles, signs and timetables are DDA compliant with 150 bus stops having tactile ground surface indicators installed.

The reason for the failure is the uncertainty on which entity has ultimate responsibility for bus stops. The Tasmanian State Government and Councils will not fund the required works. As a result, it has been left to Metro to take leadership on the issue and to fund the improvements from its operational budget. This has meant that only a minimal number of bus stop improvements can be

made each financial year. Metro is doing the best that it can with the limited resources that it has available.

*Are there requirements that have proven to be impractical or difficult to implement? If so, please specify.*

The main difficulty relates to getting Councils to undertake the civil works required to ensure that a bus stop meets the requirements of the standards. Many of the existing bus stops in the urban areas, and in particular in the non-urban areas, lack basic key components such as access paths, kerbs and guttering, firm and level surfaces for boarding and even a suitable area for waiting. As Councils determine their capital infrastructure budgets based in their priorities, investment in bus stop infrastructure is generally ignored as it is not deemed to be a Council responsibility. Some Councils will however advise Metro if they are undertaking civil works that may assist Metro making bus stops in the area DDA compliant.

*How has accessibility of information (e.g. maps, timetables, announcements, etc.) changed? Can you provide examples?*

Metro has made a substantial investment in upgrading the standard of its customer information at bus stops as well as that available through its website and customer information centre. All timetable information provided at bus stops meets the requirement of using 18 size fonts. However, it is not possible to use this font size when producing pocket timetables as the space constraints make it physically impossible. To alleviate this issue, customers are able to print the timetables from the Metro website onto A3 which increases the font size to the required 18. Metro also provides a journey planner on its website to enable passengers to search for suggested journey options.

Should you wish to discuss any aspect of this submission please do not hesitate to contact Metro Tasmania.

Yours sincerely

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