



Public Transport Authority
Government of Western Australia

Disability Access and Inclusion Plan 2007-2012

The Public Transport Authority of Western Australia



Document No. 9002-000-030 Rev1.00



Table of Contents

Foreword	3
Abbreviations and Definitions	5
Introduction	9
Background	10
Early planning for better access	12
Progress since 1995	12
Transperth and Regional Bus Services	14
School Bus Services	15
Bus stations and interchanges	16
Bus stops and bus shelters	17
Transwa road coaches	19
Train rollingstock	20
Train stations	22
Cash ticket machine	25
Periodic tickets for people with disabilities	25
Ferry	25
Consultation	26
Companion Card	29
Equivalent access program	30
Emergency evacuation	30
Staff training	31
Security	32
Information and communication	31
Progress against DSAPT	32
PTA's Access and Inclusion Policy Statement	33
Development of the DAIP	35
Responsibility for the planning process	35
DAIP consultation	35
Findings of the ongoing consultation	36
Responsibility for implementing the DAIP	37
Promoting the plan to staff	37
Communicating the plan people with disabilities	37
Reviewing and evaluating the DAIP	38
Reporting on the DAIP	39
PTA's DAIP implementation plan	39
Outcome One: Access to Services	40
Outcome Two: Access to Facilities	41
Outcome Three: Access to Information	42
Outcome Four: Quality of Services	43
Outcome Five: Capacity for Feedback and Complaints	44
Outcome Six: Inclusion in Consultation	44
Appendix A: DSAPT compliance timetable	45
Appendix B: Requirement of DSAPT	46
Appendix C: Other requirements to meet the aims of the PTA Accessibility Policy	50

Foreword

Over the last 10 years the Public Transport Authority (PTA), and its predecessor organisations, have implemented a major accessibility program developed in collaboration with the community to provide more accessible public transport for all Western Australians. The implementation of the program will continue as resources are made available to fully implement the program of upgrading bus fleets, rollingstock and facilities to ensure that the requirements outlined in the Disability Standard for Accessible Public Transport (DSAPT) are fully met. Currently many items to improve access for people with disabilities are years ahead of compliance requirements. The PTA will also continue to consult the disabled community to ensure that the best possible services are provided.

The long-term aim of the PTA's Disability Access and Inclusion Plan (DAIP) is to "mainstream" people with disabilities by removing existing access barriers, therefore allowing all passengers independent travel. The PTA has the objective of minimising the need for "equivalent access" to cater for people with disabilities. These measures will also improve the services provided to Western Australia's ageing population. This will be achieved by compliance with the Disability Discrimination Act (1992) and Disability Services Act (1993), and complemented by sound training of staff and implementing customer service programs.

The PTA is confident that the actions described in this DAIP will demonstrate our ongoing commitment to cater for all members of the Western Australian community by providing a high level of independence for its passengers. Highlights of the plan include the continued roll-out of its Building Better Stations program, the purchase of low floor accessible buses supported by facility upgrades and the expansion of the Transperth rail network. These programs will result in the PTA exceeding its statutory requirements in relation to the Disability Discrimination Act. Furthermore the PTA fully expects that more elderly passengers and people with disabilities will be attracted to a truly integrated public transport system due to this work. Meeting this claim will require the support of skilled and competent staff throughout its public transport network, while matching services to customer needs, being willing to deal with complaints in an open manner and consult with the community as required. This is a commitment the PTA is willing to undertake.



Mr Reece Waldock
Chief Executive Officer
Public Transport Authority of WA



Feedback Welcomed

Any suggestions on how the PTA can improve its standard of service to people with disabilities, or feedback on this document is welcomed at any time. All submissions should be forwarded by Emailed to daip@pta.wa.gov.au, faxing to (08) 9326 2949, or in writing to:

Disability Access and Inclusion Plan

Safety and Strategy Directorate

Public Transport Authority

PO Box 8125

Perth Business Centre, WA, 6849



Abbreviations & Definitions

CBD	Central Business District
CCTV	Closed Circuit Television
CSA	Customer Service Assistant
DAIP	Disability Access and Inclusion Plan
DDA	Disability Discrimination Act (1992)
DPI	Department for Planning and Infrastructure
DSAPT	Disability Standard for Accessible Public Transport (2002)
DSA	Disability Services Act (1993) of Western Australian
DSC	Disability Services Commission (Western Australian)
EMU	Electrical Multiple Units (title for a 2 or 3 car train set)
PTA	Public Transport Authority

Conveyance means - a road bus, ferry or railway train involved in the provision of a public passenger transport service by the Public Transport Authority.

Disability means - something:

- (a) which is attributable to an intellectual, psychiatric, cognitive, neurological, sensory, or physical impairment or a combination of those impairments;
- (b) which is permanent or likely to be permanent;
- (c) which may or may not be of a chronic or episodic nature; and
- (d) which results in:
 - (i) a substantially reduced capacity of the person for communication, social interaction, learning or mobility; and
 - (ii) a need for continuing support services.

Discrimination means - the less favourable treatment of someone because of a disability or the disability of a relative or associate.

Facility means - a place (structure or building) associated with the provision of a public passenger transport service provided by the Authority (similar to Premises in the DSAPT).

Executive Summary

Accessible public transport is critical for people with a disability because of their reduced capacity for independent mobility. Therefore, the State Government through the Public Transport Authority (PTA) has an obligation to ensure public transport services are accessible to all members of the community. To achieve the aim of “accessibility for all” the PTA over the last ten years has implemented many initiatives to meet their obligation, the most notable being:

- bus replacement program with accessible low floor “kneeling” buses;
- rollout of accessible buses to PTA contracted operators in regional WA;
- bus interchange accessibility audit and progressive refurbishment program;
- new train procurement and existing rollingstock refurbishment program;
- Building Better (Train) Stations program;
- improved security with CCTV and long-line communication;
- installation of audio loops and hearing augmentation equipment;
- improved lighting;
- 24 hour surveillance to central control;
- transit officers on evening services;
- road coach fleet replaced with kneeling, accessible road coaches;
- front-line staff training to improve services to people with disabilities;
- installed TTY telephone system;
- provided a range of large print and braille timetables;
- installation of visual and audio information centres on all train stations;
- improved access to ferries through collaboration with DPI to install height adjustable boarding platform to cater for tide height and water conditions; and
- implementation of the special school bus program to cater for students with special needs.

The majority of these programs, while implemented and largely budgeted, are still to be fully implemented. Once these programs are completed the PTA will be compliant with the Disability Standard for Accessible Public Transport (DSAPT) and the requirements of the Disabilities Services Act and related legislation. A summary of the main strategies to achieve the DAIP outcomes are outlined below.

Outcome One: People with disabilities have the same opportunities as other people to access the services of, and any events organised by the Public Transport

Authority:

- all conveyances purchased to meet the DSAPT;
- until such times as all conveyances are accessible, roster accessible conveyances on routes with the greatest demand for accessible features; and
- respond to demands by individual passengers for an accessible service as resources allow.

Outcome Two: People with disabilities have the same opportunities as other people to access the buildings and other facilities of the Public Transport Authority:

- all new facilities to meet DSAPT;
- completion of DSAPT audit program of train, bus, ferry and road coach facilities;
- upgrading facilities based on the DSAPT audits to meet compliance requirements; and
- liaising with booking agencies, kiosk management and contractors to increase their awareness of their obligation to meet the access requirements of all passengers.

Outcome Three: People with disabilities receive information from the Public Transport Authority in a format that will enable them to access the information as readily as other people are able to access it:

- ensuring that information on PTA's services is available in clear and concise language;
- publishing information in a range of formats, including large print and Braille;
- advertising the availability of information in alternative formats through PTA publications; and
- continuing the TTY, Internet and Email services for the provision of destination route planning and timetable information.

Outcome Four: People with disabilities receive the same level and quality of service from the staff of the Public Transport Authority:

- endeavouring to be adaptable, responsive and supportive in responding to barriers experienced by all people, including families and carers of people with special needs;
- continuing to provide training for its staff especially in identifying passengers with special needs; and
- seeking advice as required from people with expertise on how to meet the various access needs of its customers.

Outcome Five: People with disabilities have the same opportunities as other people to make complaints to the Public Transport Authority:

- ensuring that information is available in clear and concise language on how all people can make a complaint if needed; and
- making available such information in alternative formats upon reasonable request.

Outcome Six: People with disabilities have the same opportunities as other people to participate in any public consultation by the Public Transport Authority:

- maintaining an ongoing dialogue with people with disabilities and their organisations about the accessibility of the facilities and services, and identify priorities for improvement; and
- before commencing major new projects to directly contact stakeholders that will be impacted by the project.

Introduction

Accessible public transport is critical for people with disabilities because of their reduced capacity for independent mobility. Therefore, the Western Australian State Government through the PTA has an obligation to ensure public transport is accessible to all members of the community. This situation is reflected in the requirement to develop a disability standard for public transport providers, the Disability Standard for Accessible Public Transport (DSAPT) under the DDA (1992). The DSAPT was developed in collaboration between the Human Right and Equal Opportunity Commission, disability agencies, disability groups and public transport organisations and includes applying the Building Code of Australia.

According to the Australian Bureau of Statistics (ABS) Survey of Disability, Ageing and Carers (2003), 20.6% of Australians or more than 1 in 5 people, identify themselves as having some form of disability. The ABS also reported that over 50% of Western Australians over 60 years of age have a disability, and the number of Western Australians with a disability is expected to increase by 115.7 % over the next 20 years (DSC Resources Manual for developing a DAIP). This increase is exacerbated by the baby-boomers move into this age group, the fastest growing demographic group is the over 80's.

The PTA also recognises that there are individual and community benefits to be gained from offering all passengers easy access to its services and offering improved independent mobility. Improved access is achieved by removing the barriers wherever practical that prevent all passengers having equal opportunity to experience and enjoy the benefits of public transport. Our vision includes a plan to provide for an expansion to the existing world class urban and intercity train, bus and ferry system in anticipation of population growth and the ageing population of Australia.

It is a requirement of the Disability Services Act (1993) that all public authorities develop and implement a Disability Access and Inclusion Plan (DAIP) that outlines the ways in which the public authority will ensure that people with disabilities have equal access to its facilities and services¹.

¹ This DAIP may not read like many other DAIPs, this is because the PTA has been very active over the last ten years in ensuring that their services are accessible to all. During this period the PTA has undertaken an exhaustive consultation process and has

This DAIP draws together in a single document the PTA's strategy to reduce or eliminate barriers to accessible public transport. By adopting this DAIP the PTA aims to ensure the community can enjoy the triple bottom line benefits of public transport. This plan is subject to review and may be amended as priorities and needs of its passengers change.

This plan starts by describing the PTA and the services it provides, this is followed by describing the initiatives undertaken over the last 10 years to improve the accessibility to public transport services. This section finishes by comparing PTA's performance with the DSAPT compliance timetable. The DAIP then outlines the process of developing and reporting on the plan. The final section lists the major strategies to be implemented to achieve the six required outcomes.

Background

The Public Transport Authority (PTA) of Western Australia provides a wide range of public transport services to metropolitan and regional Western Australia including bus, train and ferry services. There is a high level of customer contact, and services are provided from the Public Transport Centre, bus and train stations and depots, leased sites and through a network of approved contractors.



Train control centre

many current programs in place. To some extent this DAIP explains the history of PTA activities to improve accessibility, discusses the project that has been put in place and future strategies.

The PTA was formed by the *Public Transport Authority Act 2003* and began operating on 1 July 2003.

Purpose of the PTA

To increase the use of public transport through the provision of customer-focused, safe and cost effective passenger transport service.

Aim

To make public transport an attractive sustainable choice for connecting people and places.

The functions of the PTA include the responsibility for the following transport services in Western Australia:

- rail, bus and ferry services in the metropolitan area under the brand Transperth;
- public transport bus services within regional centres;
- road coach and rail passenger services to regional areas under the brand Transwa; and
- school bus services in rural WA and for special education children in metropolitan areas.

In addition to these transport services, it is responsible for designing and building transport infrastructure, through the Network and Infrastructure Division and its project group New MetroRail, which is extending the Perth metropolitan rail network.

The PTA is also responsible for protecting the long-term functionality of Western Australia's freight rail corridor and infrastructure currently leased to WestNet Rail.

The PTA's head office is located at the Public Transport Centre (PTC) which is located in West Parade Perth, adjacent to the East Perth train station. As well as being the PTA's main administrative centre, all Transwa road coach services and the Prospector and Avon Link services depart Perth from the PTC.

Early planning for better access

The PTA's active involvement in planning for people with disabilities has a history that dates back before the "The International Year of the Disabled Person" in 1982.

These early experiences were consolidated with the development of the electrified passenger railway system in the early 1990's when the needs of people with disabilities were taken into account during the design of the new system. This process also involved the development of an appropriate information and training package for its staff, based on international best practice, thereby assisting many travellers who previously could not readily access public transport.

During the feasibility and design stages of this work, additional ideas for improvements to the existing public passenger transport services were solicited from special interest groups and a wide section of the community. This included parents of children in prams, shoppers, cyclists and a wide range of people with disabilities. The result of this community consultation process was reported to the Government of Western Australia in November 1989, and the benefits of largely accessible, modern and integrated public transport systems have been evident since the early 1990's.

Progress since 1995

Following these early initiatives the PTA has continued to improve access to its facilities and services for people with disabilities. Towards this goal in 1995, the PTA's predecessor in the Department of Transport and Westrail/WAGR adopted its first Disabilities Services Plan (DSP) "Going Out and Getting There - Action Plan for Accessible Public Transport for People with Disabilities in Perth". This action plan addressed the identified barriers for people with disabilities wanting to access public transport services and facilities in Perth. The DSP addressed both its statutory requirements under the WA Disability Services Act (1993) and its obligations under the Commonwealth Disability Discrimination Act (1992).

Since the adoption of the DSP in 1995, the PTA has implemented many initiatives and made significant progress towards better access. In July 2001 the report titled "Evaluation of the

Action Plan for Accessible Public Transport for People with Disabilities in Perth” was released.

The results of this report were used to further refine the public transport system to improve accessibility for people with disabilities. Key initiatives to improve the accessibility of the PTA’s public transport system since 1995 include:

- bus replacement program with accessible buses for the Transperth system, with progressive plans to roll out accessible buses to regional centres;
- bus interchange audit and refurbishment program;
- train procurement and refurbishment program;
- implemented the Building Better (Train) Stations program;
- improved security with CCTV and long-line communication;
- installation of audio loops and hearing augmentation equipment;
- improved lighting;
- 24 hour surveillances to central control;
- transit officers on evening services;
- Transwa coach fleet replacement in 2001 involving the purchase of accessible road coaches;
- front-line staff training to improve services to people with disabilities;
- installed TTY telephone system;
- provided a range of large print and braille timetables;
- installation of visual and audio information centres on stations;
- improving access to ferries through collaboration with DPI to install height adjustable boarding platforms to cater for tide height and water conditions; and
- continuation of the special school bus program to cater for students with special needs.

TRANSPERTH AND REGIONAL BUS SERVICES



Wheelchair patron accessing bus: after bus knelt and ramp extended

delivery schedule, the Transperth bus fleet will have over 80% of its bus fleet accessible. This clearly meets the Disability Standards targets as presented in the DSAPT. Where sufficient accessible buses are available to cover a route at all times, the service is declared and promoted as accessible on timetables and on the



Transperth website with the wheelchair logo and marked

with an "Accessible Service".

In 1999 Transperth implemented a 12 year bus replacement program involving the purchase of 848 accessible buses; since the original contract commenced, variations have been raised to purchase additional buses. All new buses are low floor accessible, refrigerated air conditioning, compressed natural gas buses. The low entry accessible buses have the ability to adopt a "kneeling" position by lowering their suspension and extending electronic ramps to allow wheelchair and electric scooter access. The buses also incorporate driver communication devices to allow passengers in the allocated space to speak directly to the driver. The current program facilitates the replacement of 65 buses per year; the fleet of 1114 buses currently comprises 615 accessible buses at June 2007. By 2011 with the current



Passenger in allocated space complete with diver communication controls

The Central Area Transit (CAT) free transit programs which operate in the Perth, Fremantle and Joondalup CDB are serviced by accessible buses. However, due to the need to manoeuvre these buses over tighter and more congested bus routes they have a shorter wheelbase bus (11.2 metres) than the longer



CAT buses in Perth CDB

route buses (12.3 metres) and therefore there has been reported some minor issues with manoeuvring the larger electric scooters. Options are being considered to address this problem. Rockingham will also have an accessible shuttle service to its CBD and foreshore commencing with the introduction of the Southern Suburbs Railway.

Accessible buses are being introduced into the regional services as demand warrants and the buses become available. Currently there are 22 accessible buses operating in the regional town bus fleets, with a program in place to introduce another 41 accessible buses to the regional town bus fleets over the next 5 years.

Through the PTA's consultation and complaints mechanisms Transperth can be approached to determine if an accessible bus can run on a particular route at an agreed time. Transperth, in collaboration with the contracted service provider, will consider such requests in relation to the availability of an accessible bus and competing demands for these buses. Over time, as the complete fleet is converted to accessible buses, this issue will no longer arise. Special requests can be directed to the Transperth and Regional Bus Services division of the PTA, or queries can be directed to Transperth's Infoline (136213).

SCHOOL BUS SERVICES

In 2007 the PTA's School Bus Services Branch managed 808 "orange" school bus routes, made up of 117 special needs and 691 mainstream school bus services. Of the 117 special needs

school buses, nine operate in regional areas, while 28 are wheelchair accessible. These services are managed by the PTA's Education Support Team and offer transport assistance to eligible students with special needs to Education Support facilities. Transport assistance can be by bus between home and school, conveyance allowance which is a subsidy paid to the parent to drive their child to school, or to a point where they join the school bus route, in special circumstances a taxi is offered. All Education Support buses have a Bus Aide to monitor students in transit.



School bus providing an accessible service

In regional areas if a special needs student is required to travel to their school on the mainstream school bus service, a Bus Aide will be employed to attend the student if necessary. If the need can be demonstrated for a wheelchair accessible bus on a non-accessible route, consideration may be given to modifying the bus to make it wheelchair accessible or other forms of

transport assistance offered.

All requests to use any special needs school bus service should be directed to the School Bus Services Branch of the PTA.

BUS STATIONS

All new bus stations and interchanges are designed and built in compliance with the DSAPT. All existing bus stations and interchanges were audited against the standard in 2003/04, and they are being progressively upgraded based on the results of this audit. This work has resulted in the expenditure of \$434,000 in the 2005/06 financial year, \$908,000 in 2006/07, and a further \$950,000 budgeted for 2007/08.



Improving the accessibility at bus stations and interchanges

Major work has been undertaken at the Esplanade Busport, while the Wellington Street Bus Station, which is directly linked to the City Train Station, is likely to be upgraded following a final decision on the sinking of the City section of the train system.

BUS STOPS AND BUS SHELTERS

Currently there are in excess of 13,000 bus stops serviced by Transperth bus services. Transperth is solely responsible for the selection of safe locations for bus stops and the installation of either an orange bus stop pole or a bus stop information module (sign providing detailed route and timetable information). Bus stops are generally installed on official “road reserve” as provided under Section 55(1) of the *Land Administration Act*, and as a consequence, the PTA has no other rights to build infrastructure or make improvements on that land without approval of the owner; and must be placed in compliance with the Australian Road Traffic Code. In most circumstances the entity responsible for “road reserve” is the relevant Local Government (or Main Roads WA if the road is a designated ‘Main Road’). Any additional infrastructure installed at bus stops and how they integrate with footpaths and other amenities is the responsibility of the relevant Local Government Authority (or Main Roads WA if applicable).

Wherever possible, Transperth works with Local Governments to maintain and improve the level of bus stop accessibility on high priority bus routes where Transperth bus service contractors are

obliged to operate fully accessible buses. To assist Local Governments to understand their obligations in these circumstances, the PTA has developed a Bus Stop Layout Policy. It is also the case that often bus stops are not located in ideal environments resulting in the need for expensive works to be undertaken in order to be compliant. Typical requirements might be the re-routing or widening of foot paths, replacement or removal of power poles or street lights, or roadway modifications.

Being responsible for the management and placement of bus stops but not having control of the surrounding environment makes ensuring accessibility for people with disabilities difficult for the



Examples of the over 13,000 bus stops in the metropolitan area

PTA. Clearly the PTA/Transperth is a key stakeholder in achieving the required outcomes. To facilitate progression of these matters, Transperth (or its representative) currently sits on a Western Australia Local Government Association (WALGA) Stakeholders Group for Disability Standards for Accessible Public Transport. This arrangement facilitates active consultation with participants and has resulted in Transperth identifying the need to update the Bus Stop Layout Policy, the need to develop a formal “advisory process” to relevant Local Councils whenever a bus stop is added or removed, and the need for a formal disability standards “bus stop check list” so that they may review their sites on a consistent and correct basis.

In summary, bus shelters are the responsibility of Local Governments. However, the Network and Infrastructure division of the PTA currently administers a Bus Shelters Grants Scheme which provides “dollar for dollar” funding to Local Councils for the cost of constructing bus shelters at selected bus stop locations. Currently 422 bus shelters have been upgraded under the subsidy

program; the program currently has an annual budget of \$200,000 and is used to upgrade approximately 70-80 bus shelters per annum.

TRANSWA ROAD COACHES

The Transwa road coach fleet consists of 22 accessible coaches. The fleet was largely replaced in 2003 with the purchase of 21 new coaches with one existing coach retained in service.

All road coaches have side lifts which can raise passengers with disabilities into the coach. The

passenger has the choice of either remaining in their wheel chair, which is anchored in position, or they can transfer to an existing seat within the coach.



Check tickets and boarding road coach at the Public Transport Centre



Transwa's modern road coach

Transwa can also arrange for the provision of a wheelchair at its scheduled stopping points to allow passengers to transfer from their mobility aids and utilise the coach's side-lift to gain entry into the coach. The coaches have the ability to transport moderate sized electric scooters in their luggage compartments.

Reservations are essential for all passengers, while a 48 hour booking notice is requested from people with disabilities to allow internal modification to seat layout to be made.



Passengers using the side-lifts on the Transwa coaches

TRAIN ROLLINGSTOCK

Transperth's Electric Suburban Rail Cars

The suburban electric railcars that operate on the Transperth Train system comprises of two different rollingstock designs.



Customer Service Assistant assisting a passenger in an electric scooter using a ramp

The original 'A' Series rollingstock is a two car-set multiple unit, and has been in service approximately 15 years. This rollingstock has been continually upgraded and improved to meet the requirements of the DSAPT, and incorporated many suggestions from individuals and community groups or Associations representing people with special needs.

This work included; installation and relocation of new soft touch door buttons; additional yellow vertical poles, handgrips and grab rails; identified priority seating; identified wheelchair bays; changes to audio announcements;

installation of yellow rubber strips at doors to reduce the gap at platforms; and the creation of wider open space within the railcar entry vestibule area to permit easy access for wheel chairs,

prams and bicycles. Additional trials were conducted with full-length longitudinal seating, which has been implemented to improve access and mobility for all passengers.

In 2007, works commenced on improving the readability of train destination and stopping pattern information on the front and rear of the trains, together with installation of interior electronic notice boards to complement the current audio notification on next stop and exit door indication. These works are scheduled to be completed by 2011.

Through these ongoing upgrade programs, all 'A' Series suburban rollingstock will be compliant with the access for people with disabilities requirements as identified and prescribed in the DSAPT.

The new 'B' Series rollingstock, a three car-set multiple unit design, commissioned into service in 2004 were designed to meet DSAPT requirements.

Transwa's Diesel Rail Cars

Prospector and Avonlink Service

Transwa purchased and commissioned into service in 2005, 4 new rail car sets specifically for the Prospector and Avon services. This fleet of vehicles is designed to meet DSAPT requirements.

Australind Service

The Australind fleet of 5 rail car sets (3 driver and 2 non driver) has been in service for 20 years, operating between Perth and Bunbury.



The Prospector, a modern Transwa trains

This class of rollingstock was designed, manufactured and commissioned in 1987, prior to the introduction of the current Disability Discrimination Act 1992 and prior to the development and implementation of the DSAPT in 2002.

This fleet is currently undergoing a major refit program to upgrade the basic interior fit-out as well as progressively moving towards meeting DSAPT requirements. Currently, these changes are limited to non structural changes and include providing identified wheelchair bays; improved interior signage and decals; yellow trim, handgrips and grab rails; and staged changes to improve the audio announcement systems.

A DSAPT Access Compliance Report is currently being prepared which will identify all non compliance issues on this class of rollingstock, together with recommendations and changes necessary to ensure full compliance with the requirements of the DSAPT. These changes include, the widening of side door entry points; improving access and mobility within the saloon; improving altering and modifying the on-board toilet; improving the handgrips and grabs rails location and design; providing changes to audio announcements; providing interior electronic notice boards to complement the current audio notification.

Commencement of these significant changes is currently scheduled for early 2008, with works to be completed by 2011.

Through these ongoing upgrade programs to the Australind fleet, all existing inter-urban rollingstock will be compliant with the access for people with disabilities requirements as identified and prescribed in the DSAPT.

TRAIN STATIONS

The Building Better (Train) Stations program ensures that all new train stations are built in compliance with the DSAPT. Similar design specifications apply to all stations constructed as part of the New MetroRail project. The PTA is endeavouring to improve the accessibility at its older non accessible train stations by



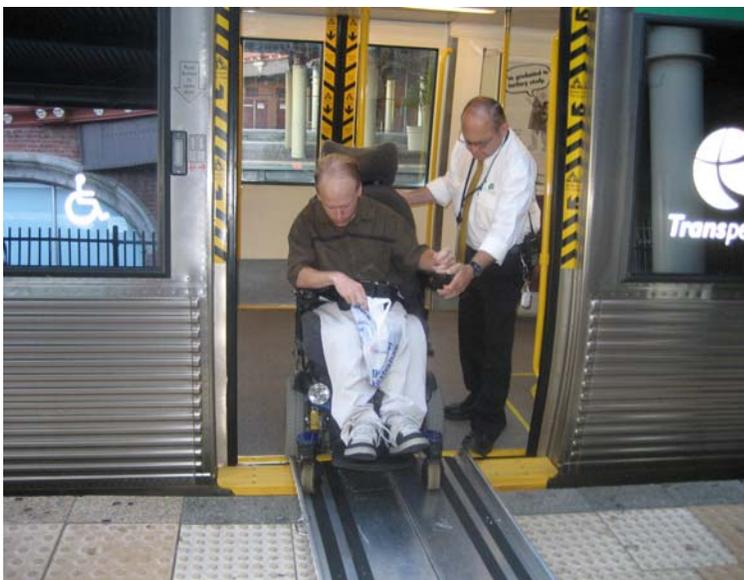
Bassendean train station
New compliant train station with ramps and lifts

progressively upgrading two stations per year to meet the requirements of DSAPT. To keep up to date with the latest improvement in accessibility at metropolitan train stations passengers are advised to visit the Transperth website². The table below outlines the level of wheelchair accessibility for metropolitan train stations at June 2007.

Access	No.	Description
Full	23	Stations fully complying with DSAPT. These stations have ramp gradient 1:14, platform gap 15mm vertical and 40mm horizontal.
Partial	26	Stations with ramp gradient of 1:12 which allow independent access to stations but where the gap between platform and train is such that people in wheelchairs require assistance to board the train.
Limited	10	Stations with steep ramps and large platform to train gaps. People in wheelchairs require assistance to access the platform and train.

Metropolitan Railway Station Accessibility

Information facilities at train stations display information with a button to contact central control for people requiring assistance; therefore providing both visual and audible real-time information including information on time to next train and stopping patterns.



CSA assisting passenger with disability using ramp to bridge platform/train gap

To complement the practical work on the trains and train stations, a one-on-one customer service staff will be available at all stations with ramps if the gap between the train and the platform is considered a barrier for people with disabilities, to help them access the Transperth train system. To be assured of this service customers must contact customer services (1800 800 022) one hour before the service is required.

² <http://www.transperth.wa.gov.au/PassengerInfo/PeoplewithDisabilities/Facilities/tabid/172/Default.aspx> .



SmartRider fare gates accommodate wheelchairs, with SmartRider card processor mounted on side



Automatic accessible lifts at Perth Train Station

Those regional train stations in most demand have been upgraded. This work included installing ramps to raised platforms to minimise the gap between the train and the platform to allow wheelchair access, tactile paving and handrails. By June 2007, 19 of the 27 regional train stations had been made accessible; three were upgraded in the 2005/06 years and 2 in 2006/07. The program of upgrade will continue as resources become available.



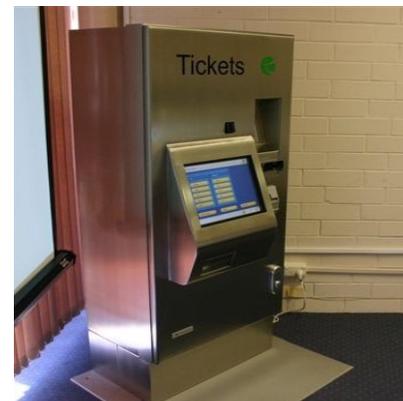
Regional train platform with ramp and tactile paving

PERIODIC TICKETS FOR PEOPLE WITH DISABILITIES

The PTA has introduced monthly and six monthly tickets for passengers that have permanent difficulty using the standard ticketing system. Eligibility criteria for these tickets include working at a recognised sheltered workshop, and can be arranged through the workshops. The PTA will also consider direct application from people with disabilities; in these cases the applications must include a letter from a doctor explaining why the individual has difficulty operating the standard ticketing system. The cost of these tickets is subject to change, and at 1st June 2007 was \$13.95 for a monthly ticket and \$83.80 for a six month ticket. The ticket is a travel pass which is presented to the bus driver or transit officer and must be carried at all times and shown on request.

CASH TICKET MACHINE

New cash ticket machines are being introduced on the urban rail network. These machines have been designed with the requirements of people with disabilities in mind. For example the machines have a lower height profile, with lower coin and ticket slots, improved button design, and allow closer access for people in wheelchairs.



Improved cash ticket machine

FERRY SERVICE

Transperth's main ferry "The Shelly Taylor Smith" is accessible for people with disabilities. Transperth own and operate a second ferry, which is only used during peak periods. This ferry is not fully accessible, however it complies with the majority of the requirements of the DSAPT and can be used by people in wheelchairs with assistance.



The accessible Shelly Taylor Smith



Floating jetty with ramp at Mends St

While the jetties are the responsibility of DPI, PTA work in collaboration with DPI to ensure people with disabilities have good access to the ferries. This requires special attention as alighting can be a barrier to ferry travel because of the constant movement of the ferry due to waves and wakes.

CONSULTATION

From 1995 to 2003 management of the Transperth system was the responsibility of the Department of Transport WA. The Department of Transport coordinated the Community Advisory Committee which had a role to advise on disability issues relating to public transport. Following the establishment of the PTA in 2003, the PTA and its key operating systems (Transperth and Transwa), built on their consultation experience to develop direct mechanisms for consultation and promotion of their services with the community, including people with disabilities. This model focuses more on building direct links with groups affected by specific projects, rather than a permanent non-target group. While still open to receive suggestions and complaints on accessibility issues from the wider community. The PTA therefore established a permanent procedure to allow individuals to make complaints and suggest improvements to its system through their "CommentLine".

PTA's current consultation mechanisms ensure that information is continually being exchanged between people with disabilities, their organisations, their carers and the general community. Examples of these mechanisms include:

- station tours to demonstrate the public transport system:

- meeting with community groups to educate them on the Transperth network to overcome barriers encountered with the existing train, bus and ferry system and Transwa road coach and train services; and
 - SmartRider demonstrations and tours of new and existing infrastructure.
- participating in events for educational institutions and community groups including people with disabilities and seniors, including:
 - “Have a Go Day” during Seniors Week;
 - “Celebrations of Abilities” Expo; and
 - University Open days.
- community education presentations, including:
 - presentation to people with disabilities, seniors groups and community groups organised through Transperth community education program bookings;
 - schools including Special Education Support groups; and
 - corporate organisations.
- direct information dissemination, including:
 - direct contact with the major disability groups in the State as required. These generally follow the introduction of new systems or changes to existing systems including:
 - withdrawal of MultiRider;
 - withdrawal of carer’s permits in favour of the companion card;
 - closure of the Horse Shoe Bridge; and
 - information on the half-yearly tickets for people staying in psychiatric hospitals.
- CommentLine:
 - telephone line (131608) for people to register complaints, make suggestions or praise the services provided by the PTA. Issues identified by passengers are investigated within seven days and a response is provided to the passenger if desired.
- response to identified barriers for example:

- study of the stopping time at stations, with amendment to timetables as required catering for people with disabilities;
- observed passenger movements at stations and on-board the railcars in collaboration with disability groups to identify physical barriers;
- general discussion with staff members who have family members, or have an association with people with special needs; and
- observation and general discussion with staff that come into direct contact with people with special needs.

Examples from the PTA Access Consultation programs

SmartRider

To assist the implementation of the SmartRider electronic ticketing system, people with disabilities were consulted and the specifications of the fare gates and SmartRider card processor designed to ensure they could be used by people with disabilities both with and without mobility aids. This resulted in a system of fare gates with both barrier type gates and wider manual gates with the card processors at a suitable



Passengers in wheelchairs can easily use the SmartRider system

height for people in wheelchairs, or with prams etc. After the fare gates were installed, station tours were offered to the community to further familiarise passengers with the SmartRider system.

Accessibility of Transperth's Electric Trains

A full scale railcar trial was conducted over a two year period after the modification of existing rollingstock following suggestions from individuals, community groups or associations representing people with disabilities. These modifications included the relocation of door

buttons, additional hand and grab rails, priority seating, changes to audio announcements etc. Following the modifications, staff on the trains sought direct passenger feedback to determine the acceptance of these changes. Notices were also placed inside the train to inform passengers of the trial and telephone numbers were provided for feedback. The results of this trial were used in the retrofit of the existing fleet during the major overhaul program which started in July 1999 and will result in all railcars being upgraded over time. These trains are being further modified to better meet the needs of an ageing population and people with disabilities; this work includes hearing loops and visual displays of next stop information.

COMPANION CARD

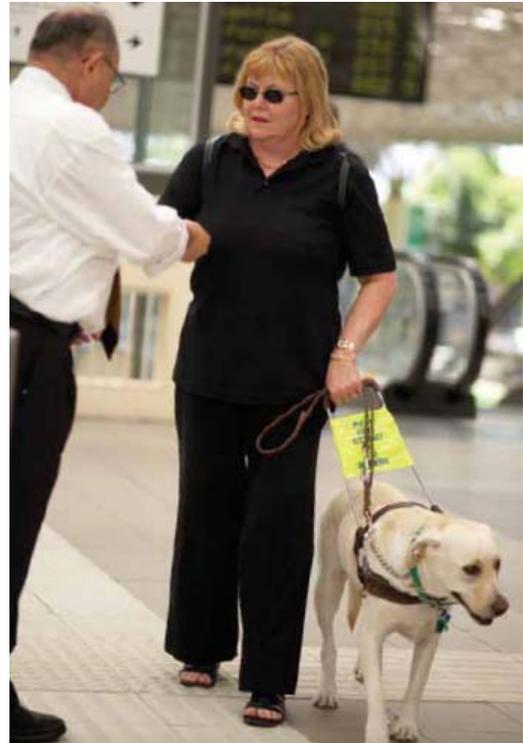
Prior to 2007 the PTA issued a special Carers Permit to allow people with disabilities to travel with a carer at no additional cost. Following the introduction of the Companion Card, (managed by ACROD), into Western Australia in 2006 the PTA became affiliated with this program in 2007 and it has since replaced its own carer card with the Companion Card. By participating in the Companion Card program the PTA provides an improved service, allowing carers of people with disabilities to travel free of charge, in addition, the Companion Card has wider benefits of providing Companions access to a range of affiliated facilities and services. By June 07 over 170 organisations in WA honour the Companion Card including a large number of cinemas, and sport and recreational facilities.



EQUIVALENT ACCESS PROGRAM

Equivalent access refers to providing an alternative method of assisting passengers with disabilities to use public transport where there are unavoidable constraints on creating unassisted access.

Due to the extensive public transport network in Perth and the requirement to make the best use of finite resources, the PTA must rely on the “equivalent access provision” of the DSAPT in some situations; for example the 36 metropolitan train stations with partial or limited accessibility. To assist the PTA deliver this equivalent access program at these train stations a number of mechanisms have been put in place, including a direct phone for assistance and the requirement for one hours notice if direct assistance (such as a ramp) is required. However, the opportunity is available for people with disabilities to make permanent bookings if they expect to regularly use the same service at the same time.



Visually impaired passenger with guide dog receives assistance from a CSA

EMERGENCY EVACUATION

Long line communication linked with CCTV at all train platforms, and CCTV at bus interchanges allows the bus and train transport control centres to identify people in difficulty or distress and to offer assistance or alert security staff to the area of the emergency to provide direct assistance if required. This equipment can also be used to assist in controlled evacuation of stations in emergencies. In the event of an emergency all fare gates are opened including the gates used by people with mobility aids.

STAFF TRAINING

Training and customer procedures to improve services for people with disabilities have been developed and implemented. This training includes a full day's training for transit officers on meeting the requirements of people with disabilities. All new staff members receive induction training on the PTA's commitment to provide accessible public transport to all passengers, and front-line staff receiving additional instruction on meeting the needs of people with disabilities. PTA staff responsible for the planning and design of facilities are fully aware of the DSAPT. To support these initiatives to improve services Transit Officer and Driver's Disability Awareness manuals have been developed and distributed.

INFORMATION AND COMMUNICATION



Modules for information, communication and emergency response with large buttons have been installed on all metropolitan railway platforms

To improve the PTA's ability to communicate with people with disabilities the PTA has introduced the ability to select large print on all Transperth and Transwa websites, order large print and braille timetables and installed TTY facilities (TTY 9428 1999; 5 am to 5 pm Mon-Fri & 5am to 12pm Sat/Sun). The PTA has also introduced visual and audio information centres on trains and train stations, on selected conveyances, and selected bus stations and stops (i.e. CAT) with the PTA investigating rolling out these initiatives to the complete network. These information centres are fitted with large buttons for easy activation.

SECURITY

Activities to improve security have resulted in improvements in accessibility because they have led to a greater presence of transit officers on the network; this presence leads to improved 'piece of mind' for all passengers and the ability to provide prompt direct assistance. This work included a program to install CCTV and a long-line communication system with 24 hour surveillance on bus interchanges and railway stations. Transit officers on all evening and night trains and greater presence on buses, improves security and makes it easier to provide assistance to anyone requiring help.

Progress against DSAPT

The level of overall compliance of PTA conveyances and facilities with the DSAPT is outlined in the table below.

Overview of PTA's DSAPT Compliance		Accessibility - % June 2007				DSAPT³ %Target	
Operational area	Number	Non	Limited	Partial	Full	2007	2012
Metro Buses	1,114	45			55	25	55
Regional Buses	138	83			17	25	55
Regional Coaches	22	0			100	25	55
Metro Bus Stations	12	0		25	75	25	55
Metro Trains (sets)	79	0			100	25	55
Regional Trains (sets)	5	0		20	80	25	55
Metro Train Stations	59	0	17	44	39	25	55
Regional Train Stations	27	20			80	25	55
Ferry	2	0		50	50	25	55

³ The DSAPT list 30 items required to ensure accessible public transport (see Appendix B for a description of these items). Appendix A shows that some items for different conveyances and facilities have different timetables for implementation; the targets shown in this table refer to a general acceptance of accessibility in relation to the ability to use wheelchairs, or to cater for people with hearing or visual impairment on the services. Furthermore, the DSAPT contain a number of "if" clauses, which indicates that only if the item exists compliance with the standard is a requirement, in general this relates to items such as toilets, lifts and street furniture.

PTA's Access and Inclusion Policy Statement

POLICY

The PTA shall provide public passenger transport services that so far as is reasonably practicable, are accessible to all people.

BACKGROUND

- The Public Transport Authority (PTA) of Western Australia provides a wide range of public transport services to metropolitan and regional Western Australia including bus, train and ferry services.
- The PTA will continue to work towards the requirements of the Disability Services Act and the Disability Standards for Accessible Public Transport 2002. Where there are outstanding issues / gaps in the Act or Standard identified by the PTA, they are covered by this policy statement and the guidelines listed below.
- The PTA is also required to develop, implement and report on its Disability Access and Inclusion Plan (DAIP) that outlines the ways in which the PTA will ensure that people with disabilities have equal access to its facilities and services.

RELEVANT LEGISLATION, STANDARDS AND GUIDELINES

- Disability Discrimination Act 1992; (Commonwealth)
- Disability Services Act 1993; (Western Australian)
- Disability Standards for Accessible Public Transport 2002;
- Public Transport Authority Act 2003; (Western Australian)
- Equal Opportunity Act 1984; (Western Australian)
- AS 1428: Design for Access and Mobility (various standards & numbers);
- Building Code of Australia 2005 Volumes 1 & 2;
- Buildings, A Guide to Access Requirements;
- PTA Documents (i.e. Guidelines, Manuals, procedures etc;

- PTA's Architectural Design Guide for Urban Stations;
 - PTA's Public Address Systems for Urban Railway Stations;
 - PTA's Pay and Display Ticketing Machines;
 - PTA's Transperth's Accessible Services and Ticketing;
 - PTA's Design & Planning Guidelines for Public Transport Infrastructure - Maintenance & Constructability;
 - PTA's Passenger Information Module;
 - PTA's Station CCTV Equipment for Urban Passenger Railway Stations & Car Parks;
 - PTA's Universal Access Manual for Stations in Perth Urban Network (EX Tactile Paving); and
 - PTA's Signage Guidelines Transperth.
- PTA's Public Transport Bus Stop Site Layout Policy;
- PTA's Transit Guard Disability Awareness Manual;
- PTA's Disability Conveyance Procedure for Rail and Road Coach Services;
- PTA's Emergency Management Manual

Development of the DAIP

Responsibility for the planning process

This DAIP is the result of three internal reviews and external feedback on various Disability Action Plans. The earlier plans focused on Westrail's activities⁴. The Metropolitan and Regional Bus Services and the School Bus Services are additional services included in this plan.

Members of the PTA's DAIP development team:

- Sue McCarrey;
- Mark Burgess;
- Kim Stone;
- Tim Woolerson;
- Mike Leach;
- John Robertson;
- Pat Italiano;
- Rod Vermeulen;
- Glen Burnett;
- Colin Langlely;
- Sonia Brennan;
- Charlotte Hayes;
- Alison Mahoney; and
- Jim Altham.

DAIP Consultation

PTA's consultation for this DAIP was designed to ensure that information was obtained from all active stakeholders, including passengers with disabilities, their carers and disability organisations. The development of the PTA's DAIP was publicised in the West Australian

⁴ This covered the urban train now operated by Transperth, and the country train and coach services now operated by Transwa.

newspaper. The draft DAIP was made available on the PTA's website. A copy was also directly sent to over 120 individuals and organisations for their feedback, including:

- Disability Services Commission;
- National Disability Services (formally ACROD);
- Activ Foundation;
- People with Disabilities (WA);
- Paraplegic - Quadriplegic Association of WA (Inc);
- Association for the Blind (WA);
- Blind Citizens WA (Inc);
- Senses Foundation (formally Royal Institute for the Blind);
- Better Hearing Australia (Inc) WA Branch;
- Independent Living Centre; and
- Deaf Society of WA (Inc).

Findings of the ongoing consultation

Through consultation, current feedback mechanism and review of past Disability Service Plans, the PTA found that most of the initial objectives had been achieved. However, some remaining barriers were identified that need to be addressed in this DAIP; these are covered in the strategy table included in the last section of this plan.

The major finding of the ongoing consultation and review process was that:

Routine and familiarity is very important to people with disabilities. Our experience has shown that any changes to how services are provided can create anxiety and to minimise this anxiety we must work directly with disabled groups to demonstrate the changes in the way services are provided.

Implementing the DAIP

The PTA will take all practical measures to ensure that the DAIP is implemented by its staff and contractors. Some strategies listed in the Implementation Plan will apply to all areas of the PTA while others will apply to a specific section of its operations. The overall responsibility for the implementation of the DAIP rest with general executive, while the day-to-day work is spread throughout the operational divisions from senior management to operators, train and bus drivers, customer service assistances, training providers, design staff etc.

Organisations that provide services to the public under contract for the PTA will progressively have clauses in their contract related to PTA's requirement to comply with the Commonwealth's Disability Discrimination Act 1992 and the Western Australia's Disability Services Act 1993. The requirements that relate to the construction of facilities and conveyances are included in the contract specification, to ensure that facilities and conveyances meet the DSAPT. A copy of the DAIP will be sent to all major service providers involved in the supply of PTA services to the public. Contractors are encouraged to provide feedback on the DAIP to further assist in identifying and overcoming barriers for people with disabilities.

Promoting the DAIP to staff

The PTA promotes it responsibility to provide accessible public transport for all Western Australians. To assist in this aim all new staff members receive information on the PTA responsibilities under the DDA and the DSC. The PTA's commitment to provide accessible public transport to all members of society as outlined in its DAIP is presented at the Induction Day provided by the Safety and Strategy Directorate each month. Existing staff are informed of the DAIP through its internal communication mechanisms including Transnet and Transnews, the Internet and its websites. PTA will ensure that all staff directly dealing with people with disabilities are provided with the required skills, this includes customer liaison, community service officers, customer service officers, and CommentLine and TTY operators.

Communicating the DAIP people with disabilities

A copy of the DAIP will be electronically sent to all organisations on the PTA's database of organisations that are involved with people with disabilities, including the Disability Services

Commission and Human Rights and Equal Opportunity Commission. Any organisation that wants to be added to this database should contact the PTA using the contact details listed at the beginning of this DAIP. A copy of this DAIP will also be linked from the HREOC website. Furthermore the PTA shall publish its DAIP through the following means:

- making it available on request at the offices of the PTA;
 - in an electronic format;
 - in hard copy format in both standard and large print; and
 - in an audio format on cassette or compact disc upon reasonable request.
- on request, by email;
- on its website; and
- notice in a newspaper circulated throughout the State

Reviewing and evaluating the DAIP

The PTA's DAIP will be reviewed at least every five years, in accordance with the Act. The DAIP may also be amended within the five year period to reflect progress and any access and inclusion issues which may arise. Whenever the DAIP is amended, an amended copy will be lodged with the Disability Services Commission, HREOC and publicised using the same methods as the original DAIP.

The review of the DAIP will be supervised by the Executive Director Safety and Strategic Development on behalf of the CEO.

The need to review the DAIP may be triggered by measurable complaints from people with disabilities regarding their ability to use the PTA's public transport system.

The evaluation process will consider:

- the PTA level of compliance with DSAPT;
- complaints and commendations from CommentLine and other sources;
- complaints and commendations from disability groups within the state;
- compliance with PTA's accessibility policy and procedures; and
- number and use of companion cards.

Reporting on the DAIP

The PTA will report on the implementation of its DAIP through its Annual Report and the prescribed form to the Disability Services Commission by 31 July each year including:

- progress towards the desired outcomes of its DAIP;
- the progress of its contractors towards meeting the six desired outcomes; and
- the strategies used to inform its contractors of its DAIP.

PTA's DAIP implementation plan

The vast majority of programs outlined in the earlier section "Progress Since 1995" to improve accessibility are largely budgeted for, but are still in their implementation phase. Therefore, the PTA through Transperth, Transwa, its Network and Infrastructure Division and New MetroRail will increase the accessibility to public transport by completing the current program, while continuing to work with the disabled community to ensure that people with disabilities have the opportunity to fully utilise its services. The long-term aim of the PTA's DAIP is to remove the barriers so as to allow all customers full access and therefore remove the need for "equivalent access" measures to cater for people with disabilities as far as is reasonably practicable.

As a result of the PTA ongoing consultation program, the DSAPT and current conveyance and facility improvement programs, the PTA will adopt the following strategies for 2007-2012.

Outcome One: Access to Services

People with disabilities have the same opportunities as other people to access the services of, and any events organised by the Public Transport Authority;

Mode	Strategy/Task	Timeline
All	<ol style="list-style-type: none"> 1. remove barriers so all people can access our services through standard operating procedures and processes, use of Infoline, CommentLine and timetable direct assistance: <ol style="list-style-type: none"> a. encourage participation from people with disabilities; and b. identify further barriers through the consultation process in place; 2. recognition of Companion Cards to allow a companion to travel with a person with a permanent disability at no additional cost; and 3. develop and publish a mobility aids brochure. 	Ongoing
Bus	<ol style="list-style-type: none"> 4. only purchase accessible buses; <ol style="list-style-type: none"> a. ensure design specifications comply with the DSAPT; and 5. place accessible buses on major routes and where they achieve greatest benefit. 	Purchase of 65 per year, and as per DSAPT
Road Coaches	<ol style="list-style-type: none"> 6. only purchase accessible road coaches; <ol style="list-style-type: none"> a. ensure design specifications comply with the DSAPT. 	As per DSAPT
Train	<ol style="list-style-type: none"> 7. maintain a system to notify PTA's Customer Service Assistants if a passenger requires direct assistance including ramps on train stations with larger gaps and guidance for the visually impaired; 8. only purchase accessible railcars; <ol style="list-style-type: none"> a. ensure design specifications comply with the DSAPT. 9. ensure existing railcars comply with the DSAPT; and 10. when train replacement services are required endeavour to ensure accessible buses are used for at least the majority of the train replacement services as far as practical. 	As per DSAPT
Ferry	<ol style="list-style-type: none"> 11. ensure ferries comply with the DSAPT. <ol style="list-style-type: none"> a. ensure design specifications comply with the DSAPT 	As per DSAPT

Outcome Two: Access to Facilities

People with disabilities have the same opportunities as other people to access the buildings and other facilities of the Public Transport Authority.

Mode	Strategy/Task	Timeline
All	<ol style="list-style-type: none"> 1. develop and publish User and Suppliers Guide for Motorised Wheelchairs and support the development of mobility aid specifications; 2. ensure people with disabilities can be evacuated in emergencies; 3. investigate mobility aid parking at PTA facilities; and 4. ensure accessible toilets are available at all major bus and train stations and bus/train interchanges as facilities are upgraded. 	Ongoing
Bus	<ol style="list-style-type: none"> 5. ensure all bus interchanges and facilities are accessible to people with disabilities; <ol style="list-style-type: none"> a. ensure design specifications comply with the DSAPT; b. identify access barriers to buildings and facilities; c. develop audit checklist for PTA facilities; and d. audit against the above checklist. 6. ensure all bus stops are accessible to people with disabilities; <ol style="list-style-type: none"> a. ensure upgraded bus stops comply with the DSAPT; b. publish "Bus Stop Layout Policy"; and c. work with local authorities to ensure that the guidelines within the Bus Stop Layout Policy are adopted. 	As per DSAPT
Train	<ol style="list-style-type: none"> 7. ensure all train stations and facilities are accessible to people with disabilities; <ol style="list-style-type: none"> a. ensure design specifications comply with the DSAPT; b. audit and identify access barriers to buildings and facilities; c. ensure fully accessible lifts installed where appropriate; and d. continue Building Better Stations Program as resources are made available. 8. upgrade regional train stations to meet DSAPT as demand warrants and resources allow. 	As per DSAPT
Public Transport Centre	<ol style="list-style-type: none"> 9. ensure the Public Transport Centre is accessible to people with disabilities; <ol style="list-style-type: none"> a. ensure design specifications comply with the DSAPT. 	As per DSAPT

Outcome Three: Access to Information

People with disabilities receive information from the Public Transport Authority in a format that will enable them to access the information as readily as other people are able to access it.

Mode	Strategy/Task	Timeline
All	<ol style="list-style-type: none"> 1. ensure that all electronic and printed information conforms to disability guidelines and is available in alternative formats. This includes: <ol style="list-style-type: none"> a. timetables in Braille - contact the Association for the Blind on (08) 9311 8286; b. communication cards to alert drivers of a passenger with a disability; c. TTY for the hearing impaired - (08) 9428 1999; d. large format timetables available on request; and 2. websites to comply with the Guidelines for State Government Websites developed by the Office of e-Government. 	Current and ongoing
Bus	<ol style="list-style-type: none"> 3. list of accessible bus routes listed on website and available in print if requested; and 4. information panels/displays system on all bus interchanges. 	Current and ongoing
Road Coach	<ol style="list-style-type: none"> 5. public announcement and signs indicating coach departure and arrival points. 	Current and ongoing
Train	<ol style="list-style-type: none"> 6. audio announcements via the long line public address system at train stations provides timely arrival and departure information; <ol style="list-style-type: none"> a. Ticketing Information and Communication (TIC) Boxes installed at train stations to provide audio and visual information about train arrivals and departures; 7. all metropolitan trains being upgraded to include electronic screen displaying additional information on stopping pattern and future services; and 8. information stations and intercom system on all train stations. 	Current and ongoing

Outcome Four: Quality of Services

People with disabilities receive the same level and quality of service from the staff of the Public Transport Authority.

Mode	Strategy/Task	Timeline
All	<ol style="list-style-type: none"> 1. provide personal assistance if requested; 2. publish a Customer Service Charter and monitor staff performance against the charter; 3. promote rights of the disabled to staff; <ol style="list-style-type: none"> a. ongoing customer service training of all frontline staff; 4. install CCTV for 24 hour video monitoring of bus and train stations to improve safety and enable Transperth staff to provide assistance if required for all PTA passengers, including people with disabilities; <ol style="list-style-type: none"> a. emergency 24 hour help telephones are provided in all Ticketing Information and Communication (TIC) Boxes at all train stations; 5. develop policies and procedures for people with disabilities; <ol style="list-style-type: none"> a. Transwa "Disability conveyance procedure for rail & road coach services"; b. NMR Guidelines for disability standards and compliance requirements for accessible public transport; <ol style="list-style-type: none"> i. develop a set of audit check sheets for facilities. 	Current and ongoing
Bus	<ol style="list-style-type: none"> 6. instruct bus drivers to understand that the elderly and people with disabilities/using mobility aids will take a bit longer to get seated and will be less stable on their feet. 	Current and ongoing
Train	<ol style="list-style-type: none"> 7. conduct full day Transit Officers training; and 8. ensure Transit Officers are on all night trains. 	Current and ongoing

Outcome Five: Capacity for Feedback and Complaints

People with disabilities have the same opportunities as other people to make complaints to the Public Transport Authority.

Mode	Strategy	Timeline
All	<ol style="list-style-type: none">1. promote the CommentLine<ol style="list-style-type: none">a. ensure number is published widely, including on timetables, and posters on buses and trains;2. encourage feedback from people with disabilities; and3. promote that the DAIP is continually open for feedback with dedicated email address (daip@pta.wa.gov.au).	Current and ongoing

Outcome Six: Inclusion in Consultation

People with disabilities have the same opportunities as other people to participate in any public consultation by the Public Transport Authority.

Mode	Strategy	Timeline
All	<ol style="list-style-type: none">1. maintain a database of individuals and organisations actively involved with the disabled community;2. seek project specific participation;3. continue communication and marketing divisions direct contact with groups with disabilities;4. PTA's Customer Service Charter;5. encourage participation from the disabled community; and6. with the distribution of material on altered or new services, distribution channels actively include people with disabilities and encourage feedback.	Current and ongoing

Appendix A: DDA and DSAPT compliance timetable (see Appendix B for brief description of Part No.)

DDA Compliance Timetable																																			
	Part No:	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31				
	If Cause						Y								Y				Y				Y		Y	Y		Y	Y						
Equipment / Infrastructure	Date (Dec 31)	Access Paths	Maneuvering Areas	Passing Areas	Resting Points	Ramps	Waiting Areas	Boarding	Allocated Space	Surfaces	Handrails & Grab rails	Doorways & Doors	Lifts (if installed)	Stairs	Toilets (if installed)	Symbols	Signs	Tactile Ground Indicators	Alarms	Lighting	Controls	Furniture & Fixtures	Street Furniture	Gateways	Payment of Fares	Hearing Augmentation	Information	Booked Services (notice)	Food & Drink Services	Belongings	Priority Seating				
Buses	2007		25			25		25	25			25				100	100		100													100			
	2012		55			55		55	55	100	100	55									55														
	2017	N/A	80	N/A	N/A	80	N/A	80	80			80	N/A	N/A	N/A			N/A		N/A	80						07		N/A	N/A	N/A				
	2022		100			100		100	100			100									100						100	?							
	2032																																		
Coachers	2007		25			25		25	25			25				100	100		100													100			
	2012		55			55		55	55	100	100	55									55														
	2017	N/A	80	N/A		80	N/A	80	80			80	N/A	N/A	N/A			N/A		N/A	80														
	2022		100			100		100	100			100									100														
	2032																																		
Trains	2007		25			25		25	25			25				100	100		100													100	100	100	100
	2012		55			55		55	55	100	100	55									55														
	2017	N/A	90	N/A	N/A	90	N/A	90	90			90	N/A	N/A	N/A			N/A		N/A	90														
	2022																																		
	2032		100			100		100	100			100									100														
Ferries	2007		25			25		25	25			25				100	100		100														100		
	2012		55			55		55	55	100	100	55																							
	2017	N/A	90	N/A	N/A	90	N/A	90	90			90	N/A	N/A	N/A			N/A		N/A	90														
	2022		100			100		100	100			100																							
	2032																																		
Train Stations	2007	25	25	25	25	25	100	25	25	25		25	25	25	25	100	100	25	100	100															
	2012	55	55	55	55	55		55	55	100	100	55	55	55	55						55														
	2017	90	90	90	90	90		90	90			90	90	90	90																				
	2022	100	100	100	100	100		100	100			100	100	100	100																				
	2032																																		
Bus Stations	2007	25	25	25		25	25	25	25	25	25	25			25	25			25	25															
	2012	55	55	55		55	55	55	55	55	55	55			55	55	55			55															
	2017	90	90	90		90	90	90	90	90	90	90			90	90	90			90															
	2022	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100															
	2032																																		

Append

Appendix B: Brief explanation of the requirement of DSAPT to meet the aims of the PTA Accessibility Policy

(Please note that there is no number 1 in this list to align the numbering with the DSAPT)

2. Access Paths: in accordance with the DSAPT

Access paths shall be provided to allow unhindered and independent passage from the entrance of a conveyance to the facilities or designated spaces provided for passengers with disabilities.

3. Manoeuvring Areas: in accordance with the DSAPT

Passengers in wheelchairs or mobility aids shall be able to manoeuvre their mobility aids to allow them to enter and exit a conveyance and position their mobility aids in the allocated space.

4. Passing Areas: in accordance with the DSAPT

Passing areas shall be available for mobility aids to pass each other safely at least every 6 metres on access paths.

5. Resting Points: in accordance with the DSAPT

Resting points shall be provided for passengers along an access path if the walking distance between facilities or services exceeds 60 metres.

6. Ramps: in accordance with the DSAPT

The design and slope of ramps shall enable people with disabilities or using mobility aids to enter and exit facilities, infrastructure and conveyances safely and unaided.

7. Waiting Areas: in accordance with the DSAPT

Operators and providers of public transport shall make seats and space available to passengers with disabilities. If waiting areas are provided, a minimum of 2 seats or 5% of the seats and 2 allocated spaces or 5% of the area must be identified as available for passengers with disabilities if required.

8. Boarding: in accordance with the DSAPT

Operators and providers shall assume that passengers will board at a point that has a firm and level surface to which a boarding device can be deployed. If a kerb is installed, it must be at least 150 mm higher than the road surface. If a gap is present between the conveyance and the boarding point a boarding device must be provided (i.e. ramp, lift etc).

9. Allocated Space: in accordance with the DSAPT

Specific space shall be allocated on conveyances to accommodate passengers using wheelchairs or similar mobility aids.

10. Surfaces: in accordance with the DSAPT

Surfaces shall be well fixed, stable and level across their width and slip resistant.

11. Handrails & Grab Rails: in accordance with the DSAPT

Handrails shall be placed along an access path wherever passengers are likely to require additional support or passive guidance. A grab rail or handrail must be provided at fixed locations where passengers are required to pay fares. Grab rails and handrails will be colour contrasted with their background.

12. Doorways & Doors: in accordance with the DSAPT

Doors along an access path must not present a barrier to independent passenger travel.

13. Lifts: in accordance with the DSAPT

Lifts, if fitted, must not present a barrier to independent passenger travel.

14. Stairs: in accordance with the DSAPT

Stairs must not be the sole means of access nor should they prevent passengers accessing essential on-board services such as food service or toilets.

15. Toilets: in accordance with the DSAPT

When toilets are provided, there shall be at least one unisex accessible toilet without airlock and in the same location as other toilets.

16. Symbols: in accordance with the DSAPT

The international symbols for accessibility and deafness shall be used to identify access paths, facilities and boarding points as accessible. To incorporate directional arrows and words or, if possible, pictograms, to show passengers the way to accessible facilities such as toilets.

17. Signs: in accordance with the DSAPT

Signs shall be designed so they can be read by people with limited visual skill, including lettering size, sited to aid reading and be suitably illuminated. Any braille signs shall be 0.8 mm above the surface and to the left of the raised characters.

18. Tactile Indicators: in accordance with the DSAPT

Tactile ground surface indicators shall define key areas on an access path for people with vision impairment. They indicate stairways, ramps, change of direction, overhead obstruction below a height of 2000mm, and hazards within a circulation space or adjacent to a path of travel.

19. Alarms: in accordance with the DSAPT

Provision shall be made for people with vision impairment to locate the exit path in the event of an emergency.

20. Lighting: in accordance with the DSAPT

Adequate lighting shall be provided at the entrance to conveyances and at the point where a passenger pays their fare.

21. Controls: in accordance with the DSAPT

Controls for the operation of doors, ticket machines, communications equipment and other public transport equipment shall be located where they are accessible for passengers using mobility aids, and shall be designed to allow use by passengers with limited strength or control (i.e. pads, large and/or raised buttons, higher leverage handles etc).

22. Furniture & Fitments: in accordance with the DSAPT

Furniture and fitments shall be designed to cater for passengers using mobility aids. If conveyances provide sleeping berths they shall be connected by an access path to essential facilities, and designed to allow independent accommodation.

23. Street Furniture: in accordance with the DSAPT

Street furniture shall not protrude within 500mm of access paths, and be in a colour that provides contrast with their background.

24. Gateways: in accordance with the DSAPT

Gateways and checkouts (i.e. ticket barriers etc) shall be designed to cater for people with disabilities and their mobility aids.

25. Payment of Fares: in accordance with the DSAPT

Fare payment and ticket validation systems shall be designed to cater for people with disabilities, including controls that are easy to use and ensure adequate circulation space for people using mobility aids to approach and depart fare payment and ticket validation equipment.

26. Hearing Augmentation: in accordance with the DSAPT

Where public address systems are installed a system to communicate the same message to people who are deaf or have a hearing impairment shall be installed.

27. Information: in accordance with the DSAPT

Essential travel and safety information shall be made available to people with disabilities and they shall have the same level of access to this information, including providing timetables in a range of formats (braille, large print etc) and media (visual, audio etc) or direct communication.

28. Booked Services: in accordance with the DSAPT

Operators of booked services may require advanced notice to cater for people with disabilities. These requirements shall be published in advance.

To ensure the ability to travel on a booked service, people with disabilities are required to give 48 hours notice.

29. Food and Drink Services: in accordance with the DSAPT

Operators and providers shall ensure that any food or drink service that is provided as part of a public transport service is equally available to all passengers.

30. Belongings: in accordance with the DSAPT

Passengers with mobility aids shall be allowed to carry their mobility aid in addition to any luggage allowance and be stored as close as practical to the passenger. The conveyance operator shall assist the passenger to store their mobility aid.

31. Priority Seating: in accordance with the DSAPT

Operators shall designate at least 2 of the seats provided on their unbooked conveyances as priority seating for passengers with disabilities and other groups in need of special assistance (for example, the aging), and these seats shall be located near the entrance if practicable.

Appendix C: Brief explanation of the other requirements to meet the aims of the PTA Accessibility Policy

1. Equivalent access

Where the PTA is unable to meet the requirements of the DSAPT it shall provide equivalent access which often involves the provision of direct assistance, so long as an equivalent standard of amenity, availability, comfort, convenience, dignity, price and safety is maintained.

To determine if direct assistance is required on the Transperth Train Network (electric train system) people with disabilities must contact Transperth's Customer Service line on 1800 800 022 (6:30 am to 10 pm Mon-Fri & 7am to 10 pm Sat/Sun) at least 1 hour before travel time; regular bookings can also be made on this number.

To determine if direct assistance is required on the Transperth Bus and Ferry Network people with disabilities must contact Transperth's InfoLine on 13 62 13 or TTY 9428 1999 (5 am to 5 pm Mon-Fri & 5am to 12pm Sat/Sun) to obtain information on accessible conveyances or visit the website at <http://www.transperth.wa.gov.au/>

2. Parking

Where a car park is provided, provision shall be made for cars displaying the international symbol for the disabled. Parking bays or set-down points for people with special needs shall be located as close as is reasonably practicable to the booking office or the station entry point.

Mobility Aid Parking will be provided at dual use parking facilities (mobility aid, bike, scooter etc). These facilities will comprise U rails in undercover area co-located with the bike parking facilities. Mobility aids are parked at the owner's responsibility and risk.

3. Mobility Aids

Mobility aids need to:

- Fit within an allocated space of 1300mm by 800mm;
 - Be no more than 750mm wide at a height 300mm above the ground;
 - Weigh less than 300kg including the aid, occupant and assistant (if applicable) when using a ramp or other boarding devices;
 - Be able to move in the direction determined by the transport operator;
 - Have effective braking systems to maintain stability;
 - Turn 180 degrees within an area 2070mm by 1540mm;
 - Cross a horizontal gap up to 50mm wide;
 - Mount a vertical rise (bump) up to 15mm;
 - Cross grating gaps up to 13mm wide and 150mm long;
 - Negotiate a 1:14 grade ramp unassisted;
 - Negotiate up to a 1:8 grade where the ramp is less than 1520mm; and
 - Negotiate a 1:4 grade ramp with assistance.
-
- Cross a gap up to 75mm wide when using pedestrian level crossing