



Government of **Western Australia**
Public Transport Authority

Temporary Exemptions Report

Reporting Period: 1 October 2015 to 30 September 2016



Public Transport
Authority



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Introduction

The Public Transport Authority (PTA) is committed to ensuring that Western Australia's public transport services are accessible for every member of the community. To achieve this, Transperth and Transwa services, information, infrastructure and ticketing systems are designed or are being progressively upgraded to meet the needs of all community members including people with a disability, seniors and parents with prams and young children.

The PTA Accessibility Policy has been developed as the overarching document for access. Refer to the PTA website <http://www.pta.wa.gov.au/our-system/accessible-travel> to access a copy of the Accessibility Policy.

The PTA also maintains a publicly available Disability Access and Inclusion Plan that aims to provide people with disability with access to PTA train services and infrastructure; information and customer service assistance; and participation in public consultation.

The actions described in our *Disability Access and Inclusion Plan 2012-2017* (DAIP) demonstrates our commitment to providing a high-level of independence for all passengers.

Highlights of the DAIP includes the continued roll-out of the station upgrade program, the purchase of low-floor accessible buses and the expansion of the Transperth rail network.

Both the Accessibility Policy and DAIP have been developed in consultation with the Disability Services Commission and key stakeholders.

On 1 October 2015, the Australian Human Rights Commission granted temporary exemptions to members of the ARA in relation to various provisions of the *Disability Standards for Accessible Public Transport 2002* and the *Disability (Access to Premises – Buildings) Standards 2010*.

The PTA provides this report in relation to its rail network and the temporary exemptions which contain reporting requirements.

This report is for the period 1 October 2015 to 30 September 2016.

Feedback Welcomed

The PTA welcomes comments and feedback in relation to this report as follows:

- Dedicated email address at www.daip@pta.wa.gov.au for people with disability to provide feedback or submit comments.
- Post your comments and feedback to:
 - Disability Access and Inclusion Plan
 - Safety and Strategy Directorate
 - Public Transport Authority
 - PO Box 8125
 - Perth Business Centre WA 6849
- Hearing impaired people who have access to a TTY machine may call 94281999 (Transperth) or 13 36 77 and quote the 1300 662 205 (Transwa) to access a Telephone typewriter answering service (TTY);
- PTA feedback line 13 62 13 allows passengers to provide suggestions or feedback regarding Transperth and Transwa services;
- Complete the online feedback form at www.transperth.wa.gov.au; and
- Submit an online customer service enquiry (relating to Transwa) to info@transwa.wa.gov.au.

PART A – EXEMPTIONS FROM THE TRANSPORT STANDARDS

2.1 Access paths – Unhindered passage - rail premises and rail infrastructure

For a period of five years, flange gaps of up to 75mm are permitted where a level crossing forms part of an access path on rail premises or rail infrastructure.

Reporting Requirements:

- a. Action taken to improve safe use of level crossings where they form part of an access path**

Right Track and Stay off The Tracks

Right Track is a Public Transport Authority (PTA) award-winning education program that's all about safer travel and encourages passengers to become more responsible for their own safety and to make positive choices.

The goal is to help mentor and educate people on the positive roles they can play in their community. To do this we offer transit officers, train drivers, and motivational speaker Jonathan Beninca to speak to students about the consequences of anti-social behaviour on the public transport system. Since 2006, more than 100,000 students across the metropolitan area have participated in a Right Track presentation, which has helped to reduce the levels of unsafe and anti social behaviour on the public transport network.

Stay off the Tracks is an offshoot of the PTA Right Track program, which teaches safer travel and encourages passengers to make positive choices, and to be more responsible for their own safety.

Signage from the latest Stay off the Tracks campaign is also on display around the Transperth network. It aims to educate passengers and pedestrians about alternatives to risky behaviour and make them think about the physical and emotional consequences of being hit by a train.

During Rail Safety Week in August 2016, the PTA focused on these key safety messages:

- A shortcut across the railway line isn't worth it. Stay off the tracks.
- Pay attention to your surroundings when around the train tracks.

For more information on Right Track and Stay off The Tracks, please visit:

<http://righttrack.wa.gov.au/>

Lighting Upgrades

Lighting has been upgraded at 19 locations at pedestrian crossings on the Armadale line as part of a \$2.4 million State Government project. The project improved passenger safety by improving lighting levels and visibility along the pedestrian access ways. In addition, the lighting upgrades will make pedestrians feel safer as well as provide passive security and reduce the likelihood of vandalism.

While the existing lighting at these crossings already met Australian standards, this upgrade has made them even safer.

Level crossings upgrades completed on the Armadale Line included Albany Highway, Armadale Road, Austin Avenue, Beckenham Street, Crawford Street, Dalziell Street, Deernees Way, Denny Avenue,

Dorothy Street, Forrest Road, Fremantle Road, Mint Street, Oats Street, Ottaway Street, Solent Road, Verna Street, Welshpool Road, Westfield Road and Wharf Street.

b. Progress made in the removal of level crossings; and

During 2015, a program manager was appointed to establish and run the Crossing the Network Program to develop a business case for managing pedestrian level crossings and road level crossings. The Crossing Improvement Project will deliver improved safety, efficiency and accessibility around the PTA's railway level crossings by renewing obsolete and ageing equipment, upgrading and improving functionality of protection equipment and installing additional equipment. The PTA has 39 pedestrian level crossings which provide access to railway stations. A holistic improvement strategy has been developed which includes both short and long term measures including removal and grade separation or DDA upgrades to improve safety and efficiency.

c. Any developments in research into possible technical solutions for bridging flange gaps.

The PTA maintains the flange gap to 45mm, which is well within the 75mm allowed in the exemption. The PTA's priority is the 'Crossing the Network Program' with the aim to grade separate our crossings.

In addition, the PTA carries out patrol inspections on every railway line on a weekly basis. This is a visual check for obvious unsafe conditions, changed conditions, or evidence of high rates of deterioration of the infrastructure, in particular flange gaps. In addition, the PTA carries out a detailed level crossing inspection every year. Detailed assessments are also carried out on all level crossings and pedestrian maze.

2.1 Access paths – Unhindered passage - existing rail premises and existing rail infrastructure

For a period of five years, an access path is required to provide entrance and exit only at a single boundary point for existing rail stations where providing access at each entrance would require significant structural building work or not be feasible due to space, topographical or heritage reasons.

Reporting Requirement:

a. Provide information in relation to rail stations which have inaccessible entrances.

Due to site constraints, topographical or engineering constraints, there are a selected number of stations where an access path has been provided to a single entry/exit point for existing rail stations. The list of accessible train stations is publically available to passengers via the Transperth and Transwa website; as well as info centre and call centres.

Transwa website information for each station/destination point is available at:
<http://www.transwa.wa.gov.au/Travelling-with-Transwa/Destinations>

Transwa have also developed a Passenger Stopping Place Manual which provides Staff with more comprehensive information on each station/destination point, to assist passengers.

Transperth website information on accessible stations is available at.
<http://www.transperth.wa.gov.au/using-transperth/disability-assistance/train-accessibility>

The information is also available through the Infoline and Info Centres.

In the event, the station the passenger intends to use is not listed as accessible on the website/s, it means it has partial or limited access on the platform and from the platform onto the train. Information is provided that passengers may contact Transperth staff for assistance while planning their journey. It should be noted that the special assistance is provided at any station, not just stations which are not listed as accessible. The 1800 special assistance phone number is displayed on all signage in prominent locations.

2.4 Access paths – Minimum unobstructed width - existing rail premises and existing rail infrastructure

For a period of five years, for existing rail premises and existing rail infrastructure:

- where the 1,200mm minimum unobstructed width for access paths cannot be met due to structural and technical constraints, an access path with a minimum unobstructed width of 1,000mm may be provided;
- the 850mm minimum unobstructed width (applicable to doorways and gateways) is also permitted on access paths for the purposes of passing an obstruction limited to less than 800mm in length; and
- platform edge warning TGSIs are permitted to intrude into access paths.

Reporting Requirement:

a. Provide information in relation to rail stations which have restricted paths of travel

Please refer to PTA's response to Part A: 2.1 Access paths – unhindered passage.

2.6 Access paths – conveyances - existing rail conveyances

For a period of five years for existing rail conveyance external doors, and for a period of five years for existing rail conveyance internal doors, the width of an access path may be reduced to a minimum of 760mm where it is not possible to provide a width of 850 mm due to unavoidable design constraints and/or safety issues.

Reporting Requirement:

a. Measures taken to ensure that staff and passengers are adequately informed of both the access paths available at the doors of existing rail conveyances and the equivalent access measures available.

The Transperth and Transwa railcars provide a minimum access path width of 850mm, with the exception of the Australind Rail Car which runs rail services between Perth and Bunbury.

Transwa provides the information to passengers in advance of travel for all of its services to determine if direct assistance is required. Hence the information and direct assistance service is available for all passengers not just those travelling on the Australind.

This information is available on the Transwa website, Information centres and Call Centres.

4.2 Passing areas – Two-way access paths and aerobridges - existing rail platforms

For a period of five years, for existing rail platforms, a passing area every nine metres along any two-way access path that is less than 1,800mm wide is permitted where it is not possible to provide one every six metres due to structural or heritage constraints.

Reporting Requirement:

- a. Rail station platforms which do not provide passing spaces every six metres where any two-way access path is less than 1,800mm wide**

This exemption is not applicable to Western Australia.

5.1 Resting points – When resting points must be provided - existing rail premises and existing rail infrastructure

For a period of five years, compliance with clause 5.1 is not required for existing rail premises and existing rail infrastructure to the extent that site constraints prevent compliance (rather than only add expense or difficulty).

Reporting Requirements:

- a. Outcome of consultation**

In accordance with the PTA's Accessibility Policy, the PTA undertook consultation with the following accessibility related projects with key stakeholders. For key projects such as the East Perth Train Station upgrade, the new Perth Stadium and Perth Bus Port, the PTA established Accessibility and Inclusion Reference Groups who meet throughout all stages of the project. Resting places is one of many disability related issues addressed by the Groups.

In addition, there are 23,282 customers registered with Transperth Accessible Services to advise of system changes, upgrades and other Transperth news relating to accessibility issues. In total, there were 10 accessibility bulletins emailed to customers during the year.

- b. Locations of any non-compliance**

This exemption is not applicable to Western Australia, except for footbridges. Resting places and seats are not provided on footbridges due to safety concerns.

6.4 Slope of external boarding ramps - rail conveyance

For a period of five years, where the relationship between the platform and rail carriage means that an external board ramp can only be provided at a gradient greater than 1 in 8 and less than 1 in 4, ARA members are not required to provide staff assistance in ascending or descending the ramp.

Reporting Requirements:

- a. Number of locations where boarding ramp slopes of one in eight or better cannot currently be achieved**

Bonnievale railway station.

- b. Measures to be taken to increase the number of locations where external boarding ramp slopes of one in eight or better will be achieved**

As part of the regional booked service, passengers book their departure and disembarking point where direct assistance and a ramp is made available for all passengers.

- c. Results of examination of alternative methods of achieving accessible boarding**

The PTA is currently assessing options for achieving accessible boarding at Bonnievale railway station including a raised platform.

8.2 Boarding – When boarding devices must be provided - rail conveyances

For a period of five years, a manual or power assisted boarding device is only required at a single door rather than all doors of a rail conveyance.

Reporting Requirement:

- a. Measures taken to ensure that staff and passengers are adequately informed of both the doors of rail conveyances at which boarding devices are available and the equivalent access measures available.**

Transwa provides the information to passengers in advance of travel for all of its services to determine if direct assistance is required. Hence the information and direct assistance service is available for all passengers not just those travelling on the Australind.

This information is available on the Transwa website, Information centres and Call Centres.

Transwa have also developed a Passenger Stopping Place Manual which provides Staff with more comprehensive information on each station/destination point, to assist passengers.

Transperth Train Operations provides agreed assistance to people with disability provided that passengers give one hour's notice by contacting Transperth Customer Service on 1800 800 022. This assistance includes:

- Provision of ramps to cross platform-train gaps; and
- Helping passengers to embark and disembark from the train.

Information is provided that passengers may contact Transperth staff for assistance while planning their journey. It should be noted that the special assistance is provided at any station, not just stations which are not listed as accessible. The 1800 special assistance phone number is displayed on all signage in prominent locations.

11.2 Handrails and grabrails – Handrails to be provided on access paths - rail platforms

For a period of five years, rail platforms are exempt from clause 11.2.

Reporting requirement:

- a. Where a request is made but the installation of a handrail does not proceed, report on the request and the reasons for not taking action**

No requests received during the reporting period.

15.3 Toilets – Unisex accessible toilets – ferries and accessible rail cars

Temporary exemption: accessible rail cars

For a period of five years, if toilets are provided, a unisex accessible toilet without airlock is not required in every accessible rail car.

Reporting requirement:

- a. Provides a written report on which services are affected**

This exemption is not applicable to Western Australia.

15.4 Toilets – Requirements for accessible toilets – ferries and accessible rail cars - narrow gauge and standard gauge accessible rail cars

For a period of five years, rail cars are exempt from clause 15.4 in relation to accessible toilets onboard its railcars.

Reporting requirement:

a. Provide a written report on the outcome of consultations

There are no toilets provided on Transperth (metropolitan) services and only on regional services. This exemption only applies to the narrow gauge Australind Rail Car which has engineering constraints which limited the level of compliance for the toilets onboard.

Transwa provides the information to passengers in advance of travel for all of its services to determine if direct assistance is required. Hence the information and direct assistance service is available for all passengers not just those travelling on the Australind.

There is information available on the Transwa website and through travel centres and customer contact centres about facilities available onboard for passengers with a disability including accessible toilets.

17.5 – Signs – Electronic notices - rail premises and rail infrastructure

For a period of five years, electronic notices may be displayed at rail premises and rail infrastructure for less than 10 seconds where more frequent updating is necessary because of the frequency of services or the volume of information to be displayed.

Reporting requirement:

a. Provide a written report on the development and availability of alternative passenger information display systems;

Transperth and Transwa have developed alternative passenger information display systems including:

- Posters provided eg- service disruptions with advanced notice
- Loud speaker announcements are also provided
- Accessibility bulletin and travel easy notifications
Transperth Assist app for bus port
- Travel Easy subscription service
- Customer Service Assistance
- Braille and large print (upon request)
- Call centres and Information centres

PART B – EXEMPTIONS FROM THE PREMISES STANDARDS

H2.2 Accessways - rail premises and rail infrastructure

Reporting Requirements:

- a. **Action taken to improve safe use of level crossings where they form part of an access path**
- b. **Progress made in the removal of level crossings; and**
- c. **Any developments in research into possible technical solutions for bridging flange gaps.**

Please refer to PTA's response to Part A: 2.1 Access paths – unhindered passage.

H2.2 Accessways – existing rail premises and rail infrastructure

Reporting requirement:

- a. **Provides a written report on which rail stations in relation to inaccessibility.**

Please refer to PTA's response to Part A: 2.4 Access paths – Minimum Unobstructed width.

H2.2 Accessways - existing rail premises and existing rail infrastructure

Reporting requirement:

- a. **Provides a written report rail stations in relation to restricted paths of travel.**

Please refer to PTA's response to Part A: 2.6 Access paths – conveyance.

H2.2 Accessways - existing rail platforms

Reporting requirement:

- a. **Provides a written report rail station platforms in relation to passing spaces every 6 metres where any two-way access path is less than 1800mm wide.**

Please refer to PTA's response to Part A: 4.2 Passing Areas.

H2.4 Handrails and grabrails - rail platforms

Reporting requirement:

- a. **Report on any requests received for handrail that did not proceed.**

Please refer to PTA's response to Part A: 11.2 Handrails and Grabrails.