



# **TEMPORARY EXEMPTIONS REPORT**

**OCTOBER 2017 – SEPTEMBER 2018**

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# Introduction

## Queensland Rail

Queensland Rail is a statutory authority established under the *Queensland Rail Transit Authority Act 2013 (Qld) (QRTA Act)* and is a statutory body for the purposes of the *Financial Accountability Act 2009 (Qld)* and the *Statutory Bodies Financial Arrangements Act 1982 (Qld)*. Queensland Rail discharges its statutory functions through its wholly-owned subsidiary Queensland Rail Limited (QRL). QRL does not employ any personnel, but owns all non-employee related assets and contracts. It performs the role of rail transport operator under the *Transport (Rail Safety) Act 2010 (Qld)*. The Board Members of Queensland Rail are also appointed as Directors of QRL.

Queensland Rail was founded in 1865 and carries over 50 million customers on the Citytrain network (South East Queensland) and over 700,000 customers on the Travel and Tourist (long distance rail) networks each year. Queensland Rail has 222 stations across Queensland with a workforce of over 6,000 and more than 6500 kilometres of track.

Queensland Rail is a member of the Australasian Railway Association (**ARA**).

Queensland Rail is undertaking a \$300 million Station Accessibility Upgrade Program covering 16 stations. Five stations have already been completed with the total project being completed within Seven years. At completion of the upgrade program 83% of customers will travel to or from an accessible station. This program is intended to be a rolling program to progressively improve accessibility for customers and provided functional accessibility outcomes.

In addition to the Station Accessibility Upgrade Program, Queensland Rail will continue to review opportunities to improve accessibility for customers.

On 1 October 2015 the Australian Human Rights Commission (**AHRC**) gave notice of its decision in relation to the Australasian Railway Association's (ARA) application for a number for temporary exemptions to: the *Disability Discrimination Act 1992 (Cth) (DDA)*; *Disability Standards for Accessible Public Transport 2002 (Cth) (Transport Standards)*; and, the *Disability (Access to Premises-Buildings) Standards 2010 (Cth) (Premises Standards)*.

Queensland Rail provides this report in relation to the network and the applicable temporary exemptions which contain reporting requirements. It follows a standard format produced by all Australian operators and to that produced in previous years.

This report is for the period 1 October 2017 to 30 September 2018 (**Reporting Period**).

## Feedback Welcomed

Queensland Rail welcomes comments and feedback in relation to this report as follows:

Postal Address: Queensland Rail  
GPO BOX 1429  
Brisbane QLD 4001

Phone: Call 13 16 17 (within Australia)  
Call +61 07 3072 2222 (outside Australia)  
Our contact centre is open between 7.15AM to 5.00PM, Monday to Friday; EST

If you have a hearing or speech impairment SMS: 0428 774 636

Email: <https://www.queenslandrail.com.au/about%20us/Pages/ContactForm.aspx>

Website: <https://www.queenslandrail.com.au>

## 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

Queensland Rail has developed and trialled a new low-cost innovation involving pedestrian level crossings at Wynnum Central and Cannon Hill. The trial is still ongoing with painted markings and signage designed to safely guide pedestrians across the level crossings. Footprints are used to indicate the direction of travel and where it is safe to walk. Additional pavement level warning messages also inform customers of the risk of incurring a fine if they stray from the path.

These sites have previously been identified as having high volumes of reported near misses and pedestrian violations. The extensive trial period has shown a significant 40 to 50 percent reduction over a 12 month period in reported level crossing violations. Queensland Rail has identified a number of potential additional pedestrian level crossings that could benefit from the enhanced pavement surface markings and is now considering using this strategy at further locations.

### Level crossing safety campaigns

Queensland Rail utilises social media, digital marketing, station signage and electronic information to deliver safety campaigns in relation to pedestrian level crossings. In August 2017, Queensland Rail introduced the “Heavy metal stops for no one” level crossing safety campaign. The campaign was launched in time for the 2018 Rail Safety Week. This campaign included level crossing safety messages for pedestrians and motorists. The campaign will continue to run through social media and billboard advertising platforms for the rest of the financial year.



### Removal of level crossings

When upgrading an existing station which has a level crossing, Queensland Rail works to create an alternative accessible path of travel. This path provides a grade separation between the tracks and pedestrian access. It typically involves the installation of a footbridge with lifts and stairs.

Where appropriate the level crossing is then removed or becomes the secondary path of travel.

Recent examples where upgrades have resulted in the removal of level crossings include:

- 2014 – Geebung station - A footbridge with lifts and stairs now provides access to platforms.
- 2016 – Wulkuraka station - A footbridge with lifts and stairs now provides access to platforms.
- 2017 – Alderley station – A footbridge with lifts and stairs now provides access to platforms with level crossing a secondary path.
- 2017 – Newmarket station – A footbridge with lifts and stairs now provides access to platforms with level crossing a secondary path.

## **Research developments and technical solutions**

Queensland Rail is closely monitoring the Rail Flange Gap Risk Reduction Project being progressed by The Australasian Centre for Rail Innovation. This project will conduct an investigation of available treatments for rail flange gaps and trial a variety of solutions to provide advice on the safest and most suitable solution.

Further information on the project can be obtained by clicking on the link below:

<http://www.acri.net.au/about/acri-research-projects/>

Queensland Rail will assess any improvements identified as part of this project.

## **2.1 Access paths – Unhindered passage - rail premises and 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.**

### **Accessible entrances to stations**

Due to site constraints, topographical, engineering or heritage constraints, there are a selected number of stations where there may be entrances that require assistance or have limited stair only access. A comprehensive summary of accessibility at all stations is made publicly available on the Queensland Rail website in the Station Access Guide so that customers can plan their journey. Printed copies are also available at selected stations and distributed to disability sector organisations. The \$300 million Station Accessibility Upgrade Program is increasing the number of independently accessible stations.

Queensland Rail website information for the Station Access Guide is available at:

<https://www.queenslandrail.com.au/forcustomers/access/station-access-guide>

The information is also through our contact centres and social media channels.

## 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 1200mm minimum unobstructed width for access paths cannot be met due to structural and technical constraints, an access path with a minimum unobstructed width of 1000mm 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

Path widths at existing stations are often constrained due to track alignment, signals and masts on platforms, topography, narrow rail corridors and surrounding infrastructure. When upgrading stations with such constraints, precedence is given to achieving required path widths on a 'primary path of travel'. This primary path extends from the accessible main entry/exit points to the assisted boarding points on platforms, between platforms and accessible station facilities.

Queensland Rail has reviewed path widths on primary paths for all stations. Stations listed below have been identified as having constraints to paths widths:

Bowen Hills station (only platforms 3 and 4)	Caboolture station (only platform 1)	Corinda station	Eagle Junction station (only platforms 2 and 3)
Petrie station (only platform 1)	South Brisbane station (only platforms 2 and 3)	Toowong station	Virginia station (only platform 3)

## 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.

### Customer information on the Citytrain network

Queensland Rail provides information on access paths onboard trains, accessible train doors and equivalent access measures through a variety of methods and formats.

Pre journey, planning information can be found on the Queensland Rail website on the 'Access for All' pages. This includes information about access onboard trains, allocated spaces, priority seating, emergency intercom and assistance provided by train guards.

<https://www.queenslandrail.com.au/forcustomers/access>

Customers also have the opportunity to talk directly to staff about accessibility onboard trains, and customers can call 13 16 17 or text message 0428 774 636 at any time.

During a customer's journey, a range of features integrate to convey information about access paths.

At stations:

- The assisted boarding point is where Queensland Rail recommends customers with disabilities wait for the train, as this area is in close proximity to the accessible carriages and accessible train doors.
- The assisted boarding point is indicated by the international symbol of accessibility on the platform (typically a mat with a raised tactile surface).
- At many stations the assisted boarding point is located on a higher section of the platform, enabling easier access to the train from the platform for people who have difficulties negotiating a step.
- Queensland Rail staff actively monitor the assisted boarding point and can provide assistance to board or disembark, along with locating the access path, priority seating or using the allocated spaces.

Onboard:

- Accessible doors on the Citytrain network fleet display the international symbol of accessibility on the outside and inside of the door.
- Onboard allocated spaces and priority seating are located in the accessible carriages and are typically positioned adjacent to the vestibule connecting to the doorway.
- If an onboard accessible toilet is provided, it is always within a designated accessible carriage. The toilet can be accessed from the accessible doorways, allocated spaces and priority seating, within the carriage.

### **Customer Information on the Travel and Tourism networks**

Queensland Rail's Travel and Tourism services are seat allocated services and therefore require a booking to travel.

Detailed accessibility information is provided for customers on the Queensland Rail Travel website, via downloadable fact sheets. Alternatively, information can be obtained in person at a Travel Centre or via a phone call to the Customer Contact Centre.

Information provided includes direct assistance that can be provided by staff; position and location of onboard allocated spaces; options for travelling with a wheelchair or mobility scooter; booking procedures and safe boarding procedures.

Internal car dimensions are available on request and in some circumstances customers can arrange a viewing or onboard trial to confirm requirements prior to booking or travel.

[www.queenslandrailtravel.com.au/PolicyCentre/Pages/Accessibility.aspx](http://www.queenslandrailtravel.com.au/PolicyCentre/Pages/Accessibility.aspx)

During a journey, Onboard Customer Service staff are available to assist with directions to accessible doors, allocated spaces and seating, and onboard accessible toilet facilities.

Queensland Rail is currently upgrading information on its website and reviewing all end to end procedures for customers with accessibility requirements.

### **Information for Queensland Rail Staff**

Queensland Rail provides training in disability discrimination awareness to front line staff. Additionally, staff members who provide assistance to customers with disabilities receive tailored training to ensure they are skilled and prepared to deliver a high standard of customer service.

The training for Citytrain guards includes information on where onboard allocated spaces are located and which train doors should be used for deploying the ramp and assisting customers with disabilities. In June 2018, training

for guards underwent a substantial content review and update, in particular expanding content relating to customers with sensory and hidden disabilities. Similar reviews of other front line staff training is planned in the near future.

Travel Centre staff and the reservations team receive training in how to manage an accessible booking for customers with disabilities. This includes determining what type of service, seating arrangements and level of assistance best suits a person's specific travel requirements.

## 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 1800mm 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 1800mm wide

Where possible, Queensland Rail ensures that upgraded stations have a maximum of six metres between passing spaces on a pathway less than 1800mm wide. However, in relation to upgrading existing narrow platforms it is challenging to try and balance access requirements with the need to provide physical infrastructure such as, stairs and lifts, in a constrained space. In consideration of this balancing act, Queensland Rail prioritises the provision of accessible path widths and passing spaces along the primary path of travel. A review of passing spaces along primary paths has identified the stations below as having platform constraints:

Auchenflower (platform 1)	Bowen Hills (platforms 1,2,3,4)	Burpengary (platforms 1 & 2)
Caboolture (platform 1)	Chelmer (platforms 3 & 4) *limited access station	Corinda (platforms 1,2,3,4)
Dutton Park (platforms 1 & 2)	Eagle Junction (platforms 1 & 2)	Petrie (platform 1)
South Brisbane (platforms 2 & 3)	Taringa (platforms 1,2,3,4) *limited access station	Virginia (platforms 1,2,3)

## 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

Queensland Rail's Accessibility Reference Group is the primary forum for engagement with various disability sector groups. Its members represent a wide cross section of disability sector organisations. The reference group meets on a quarterly basis (and additionally if required) and provides valuable input into decision-making.

Members are consulted in relation to major infrastructure projects including, every station accessibility upgrade and Station Access Guides. Member's input and feedback is requested during all stages of the project: concept, design and construction, with direct interaction and presentations to the group by Project Managers and design teams. Members have the opportunity to view design drawings and comment broadly on accessibility provisions and, more specifically, on fixtures and fittings such as, resting points.

Provision of resting places is typically considered when discussing any station accessibility upgrade. Member's feedback on the need for resting places has been noted in relation to taxi ranks, bus stops (within station precincts) and passenger set down areas. Further, the need for seating, in particular priority seating, on station platforms near the assisted boarding point has been highlighted by members.

### **Location of non-compliance**

Queensland Rail undertook a review of all Citytrain network stations. For the purpose of this report, a 'non-compliance' is a station which does not contain a compliant resting point along the primary path of travel if the walking distance between facilities or services exceeds 60 metres. Many of these stations do provide functional seating within 60 metres but are deemed technically non-compliant as they may not have sufficient arm rests.

Albion	Ascot	Auchenflower	Beerburrum	Beerwah	Bindha	Boondall	Booval
Bray Park	Buranda	Burpengary	Caboolture	Central	Chelmer	Clayfield	Cooran
Cooroy	Dakabin	Dutton Park	East Ipswich	Ebbw Vale	Eudlo	Eumundi	Exhibition
Fairfield	Gailes	Gaythorne	Geebung	Glasshouse Mountains	Graceville	Gympie North	Hendra
Karrabin	Kippa-Ring	Lawnton	Lota	Mooloolah	Morayfield	Murrarie	Northgate
Nundah	Nudgee	Palmwoods	Petrie	Pomona	Rocklea	Roma Street	Rosewood
Sherwood	Shorncliffe	Taringa	Thagoona	Thorneside	Toombul	Toowong	Traveston
Virginia	Walloon	Wilston	Wooloowin	Woombye	Yandina	Yeerongpilly	Yeronga

## **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**

In 2014 and 2015 Queensland Rail undertook a comprehensive survey of all the platforms on the Citytrain network. The platform clearance relative surveys determined the vertical and horizontal gap between the train footboard and the platform coping and whether these gaps were within rail tolerances. The overall aim of the exercise was to determine the strike potential for each platform. However, survey data in particular, vertical gaps, can also be used to calculate indicative boarding ramp slopes.

The gradient of a boarding ramp slope is determined by multiple variables with one of the key variables being: the vertical gap between the height of the station platform and the height of the train tread plate. Platforms on the Citytrain network are constructed at two different heights and are classified as low level or high level. High level platforms can either extend for the full length of the platform or are localized at the assisted boarding point (nominally the middle of the platform).

All platforms on the Travel and Tourism networks are classified as low level.

For the majority of low level platforms, boarding ramp slopes of 1 in 8 or better cannot currently be achieved. Note that at some convex low level platforms, which have a convex curve and a track on the outer rail, a 1 in 8 slope may be attained.

The Station Access Guide lists all Citytrain stations and also provides information on whether platforms are high or low level. Currently 44 Citytrain stations have high level platforms. Queensland Rail provides a variety of additional assistance measures for customers at our stations to provide support in accessing rail travel.

<http://www.queenslandrail.com.au/forcustomers/access/station-access-guide>

**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**

Providing high level platforms is a core component of Queensland Rail's Station Upgrade Program. Queensland Rail is committed to continually improving its station facilities to provide access for all customers.

The prioritisation of accessibility upgrades is determined by considering a range of factors including patronage, nearby community facilities, existing degree of accessibility, proximity of station to alternative accessible stations or services, function of the station in the overall transport network and projected population growth. Work scheduling and budget are also taken into account.

As part of the Citytrain Station Upgrade Program, sixteen Citytrain Stations have been identified for station accessibility upgrades:

- Work has been completed at Nambour, Dinmore, Graceville, Alderley and Newmarket stations.
- Construction is underway at Strathpine station.
- Construction will shortly commence at Morayfield and Boondall stations.
- Albion, Auchenflower, Buranda, Cannon Hill, Dakabin, East Ipswich, Fairfield and Loganlea are in design stage.

At the end of the projects, all of these stations will be independently accessible.

Prior to the 2018 Gold Coast Commonwealth Games, Queensland Rail installed semi-permanent high level platform structures over the assisted boarding point at a number of locations:

- Loganlea station
- Altandi station
- Roma Street station (platform 3)
- Beenleigh station

These now remain in place and Queensland Rail is currently reviewing options for installing similar, semi-permanent structures at other stations across the Citytrain network with lower priority rankings for a major accessibility upgrade. This interim initiative will improve boarding access at these stations until such time that further major upgrade work is undertaken to provide a permanent high-level platform solution at each location.

Planning for platform replacement works is also underway at three stations on the Sunshine Coast line:

- Cooran station
- Pomona station
- Eumundi station

This work will see existing platforms replaced with new, high level platforms and upgraded access paths, resulting in Cooran and Pomona stations becoming independently accessible via primary path of travel. Eumundi is already independently accessible.

On the Travel and Tourism networks the Accessibility Strategy Team is currently undertaking accessibility audits at stations. Any identified opportunities for improving accessible boarding will be investigated.

Additionally, Queensland Rail is currently reviewing the end to end customer experience on Travel and Tourism network services for people with a disability. This review is broad in its scope, taking a holistic view and incorporating:

- Communication
- Policies
- Procedures
- Training
- Infrastructure and equipment

Through the assessment process, opportunities for improving processes and equipment will be determined with an action plan developed.

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

Providing high level platforms is a core component of Queensland Rail's Station Upgrade Program. Queensland Rail is committed to continually improving its station facilities to provide access for all customers. High level platforms will achieve accessible boarding. In the past year, five stations have been upgraded with high level platforms.

## **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.**

### **Customer Information on the Citytrain network**

Information on using the portable boarding ramp and staff assistance is provided through a variety of formats.

On Queensland Rail's website the 'Access for All' pages include detailed information on boarding assistance and how to request use of the ramp, including:

- A link to the Safe Boarding video, which gives people a visual step-by-step guide to using the ramp. It also shows people with different types of mobility devices using the ramp.
- The Station Access Guide, which provides written information on the assisted boarding point, using the ramp and staff assistance. The Station Access Guide is also available in hard copy format at selected stations and distributed to disability sector organisations.
- Downloadable copies of flyers for customers with disabilities such as 'Tips for safe and easy access'. Flyers are distributed to disability sector organisations and suppliers of mobility devices/assisted living products.

<http://www.queenslandrail.com.au/AllStations/Pages/Accessibility.aspx#station-access-guide>

For people who have a disability and are new to travelling by train, or want to refresh their travelling skills, Queensland Rail runs quarterly Rail Safety and Orientation days.

At these events, members from the Accessibility Team are on hand to take people through a station and a stationary train in a relaxed and controlled environment. People have the opportunity to learn about a variety of

accessibility features found across the Citytrain network; ask questions of station staff and train crew; and practice boarding, disembarking and moving through a carriage.

## **Customer Information on the Travel and Tourism networks**

Accessibility information, including use of boarding devices, is provided for customers on the Queensland Rail Travel website, in person at a Travel Centre, or via a phone call to the Customer Contact Centre. Travel and Tourism Services have access to three types of boarding ramps to assist customers boarding services.

[www.queenslandrailtravel.com.au/PolicyCentre/Pages/Accessibility.aspx](http://www.queenslandrailtravel.com.au/PolicyCentre/Pages/Accessibility.aspx)

## **Information for Queensland Rail employees**

Queensland Rail provides training in disability discrimination awareness to front line staff. Additionally, staff members who provide assistance to customers with disabilities receive tailored training to ensure they are skilled and prepared to deliver a high standard of customer service.

The training for Citytrain guards includes specific training on how to use the portable boarding ramp. This entails a classroom learning experience; a practical assessment where the guard has to safely deploy the ramp; and, a written assessment component. Tutor guards also provide mentoring and on the job learning experiences for trainee guards to further develop their skills and knowledge.

Travel and Tourism onboard teams receive training in how to safely deploy the portable boarding ramp.

## **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**

Since 1 October 2015, Queensland Rail has not received any customer requests in relation to installing handrails at any station on any network.

## **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**

## **Citytrain fleet**

On the existing Citytrain fleet all train consists provide accessible carriages. Currently, the New Generation Rollingstock (NGR) and vehicle classes IMU 100, 120 and 160 provide onboard unisex accessible toilets.

The NGR trains are owned by the Queensland Government Department of Transport and Main Roads, Queensland Rail operate these trains on their behalf. As of September 2018, there are 27 NGR six-carriage units in service, with one onboard unisex accessible toilet each. The Queensland Government Department of Transport and Main Roads website confirms that modification works will progressively increase this to two unisex accessible toilets per Interurban NGR unit. The Department of Transport and Main Roads is consulting with the reference group in regards to modifications works.

There is a total of forty-two IMU 100, 120 and 160 vehicles which have three carriages per unit. For each unit there is one accessible carriage where the unisex accessible toilet is located.

### **Travel and Tourism fleet**

On the existing Travel fleet, the Spirit of Queensland (RailBed Car B and Premium Economy Seating Car E ), Tilt Train (Business seat Car A) provide accessible carriages. For each of these services the accessible toilet facilities are located in the accessible carriages.

The Kuranda Scenic Rail provides one accessible carriage per service. The onboard unisex accessible toilet is located within this accessible carriage.

## **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 rail cars.

### **Reporting requirement:**

#### **a. Provide a written report on the outcome of consultations**

In relation to onboard accessible toilets, Queensland Rail is heavily constrained by its narrow gauge railway tracks and rollingstock design limitations. This means that the carriages are necessarily very narrow in width in order to fit on the infrastructure and also travel through some tunnels. This limitation remains regardless of whether the rollingstock is new or existing.

Given the above, onboard accessible toilets and adjacent access paths have been the focus of extensive consultation for Queensland Rail. Most recently, consultations with disability sector organisations and customers with disabilities were held as part the design and construction phases for the Spirit of Queensland trains (2012 and 2013). Consultation participants highlighted the following for the Spirit of Queensland trains:

- The necessity of achieving a balance between an adjacent access path and onboard toilet cubicle dimensions.
- A wider door way (in some cases curved) may allow someone to angle their mobility device in order to best utilise the available space or turning room.
- The advantages of having push buttons to open/close and lock the door, as opposed to a sliding door with a manual lock.
- The dimension required from the centerline of toilet pan to the far wall (1150mm) is important to assist with side transfers.
- Duress buttons placed in locations that can be reached if someone is on the ground or sitting on the toilet.
- The importance of effective colour contrast and tactile signage.

Feedback from consultations has been incorporated into rollingstock design.

For the NGR rollingstock design, the Department of Transport and Main Roads led the design consultation which included using disability sector organisations. This consultation is continuing through the rectification process.

## **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.**

Queensland Rail provides information at stations in a variety of formats.

Large LCD screens or LED displays are used to provide customers timetable information at a number of Citytrain stations. The visual timetable information provided by these screens shows services scheduled arrival times, final destinations, stopping pattern, arrival platform and time until departure. Where possible these screens display timetable information for longer than 10 seconds. However, updates are in real-time which necessarily impacts on length of display time. For example, if screens are showing the next six trains and two trains depart five seconds apart, the screen will update in five seconds to reflect real-time changes.

Additionally, next train information consoles found on station platforms use smaller electronic displays or touch screens to provide direct timetable information for individual customers in a visual and audible format. Again, these displays last longer than 10 seconds, where possible. On older consoles visual information is displayed when a customer pushes a button. The information is synchronized with the audible message. On newer consoles the touch screens allow customers greater choice over what information they obtain. The information changes as people touch the screen so the customer dictates display time.

Further, the majority of Citytrain stations have audible announcements two minutes before a train arrives at the station. These announcements inform customers of the train's destination and arrival platform. As the train arrives at the station there is second announcement.

## **18.1 Tactile ground surface indicators – Location**

For a period of two years, for existing rail premises and rail infrastructure, compliance with clause 18.1 of the Transport Standards is not required other than in relation to stairways, escalators, ramps and overhead obstructions below a height of 2000 mm.

### **Reporting requirement:**

- a. Provide a written report to the Commission and the ARA on the nature and outcome of these consultations.**

Tactile ground surface indicators are widely accepted as a useful way of enabling people who have a vision impairment to quickly move through busy, congested spaces and environments that lack architectural cues. Queensland Rail uses both warning and directional tactile ground surface indicators (TGSIs) within upgraded station precincts.

### **Nature of consultations**

For the last three years, Queensland Rail has consulted with the disability sector and people with a disability, via the Accessibility Reference Group in relation to all station accessibility upgrades. The location of tactile ground surface indicators and, more broadly, wayfinding is considered in relation to each particular station upgrade.

Additionally, from 2008 to 2011 Queensland Rail conducted a series of wayfinding consultations with people with disabilities; in particular, people with a vision impairment; orientation and mobility instructors; and, disability sector

organisations. These consultations assisted in the development and implementation of Queensland Rail's approach to wayfinding.

This approach is based on consultation, functional requirements of customers with disabilities, unique station environments and compliance obligations. The approach is now embedded into Queensland RAILS *Station Design Manual* which informs all station accessibility upgrades.

## **Outcome**

When a station receives an accessibility upgrade, Queensland Rail uses hazard TGSIs:

- Along the length of a platform adjacent to the cope (typically yellow to reinforce 'yellow line' safety messaging).
- To indicate the top and bottom of stairs or ramps and unenclosed intermediate landings.
- Indicate obstructions below 2m, hazards within a circulation space or adjacent to a path of travel (where possible removing the hazard or obstacle is preferred).
- In conjunction with directional TGSIs to indicate a change in direction or the need to stop and investigate further.
- On the slope of a kerb ramp as per AS1428.4.1 (2009).
- Lead people from the edge of a platform (hazard TGSIs) to the disability assistance and emergency help phone.
- Lead people from the edge of a platform (hazard TGSIs) to a platform entry or exit point.

In the absence of other wayfinding cues, directional TGSIs may also be used to:

- Lead people to the main entry or exit for a station.
- Lead people to a station facility.
- Create a route that is free from obstacles or hazards.
- Connect different transport modes.

## **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 Queensland Rail 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 Queensland Rail 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 Queensland Rail 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 Queensland Rail response to Part A: 4.2 Passing Areas.

### **H2.4 Handrails and grabrails - rail platforms**

**Reporting requirement:**

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

Please refer to Queensland Rail response to Part A: 11.2 Handrails and Grabrails.

### **H2.11 Tactile ground surface indicators – Location**

For a period of two years, for existing rail premises and rail infrastructure, compliance with clause H2.11 of the Premises Standards is not required other than in relation to stairways, escalators, ramps and overhead obstructions below a height of 2000 mm.

**Reporting requirement:**

- a. **Nature of consultation.**

Please refer to Queensland Rail response to Part A: 18.1 Tactile ground surface indicators – Location