



Transport
for NSW

TfNSW Temporary Exemptions Report to the AHRC

**Disability Standards for Accessible Public Transport
Disability (Access to Premises – Buildings) Standards**

Contents

2	Introduction.....	3
	Temporary Exemptions from the Transport and Premises Standards.....	5
2.1	Access paths – Unhindered passage.....	5
2.1	Access paths – Unhindered passage.....	6
2.4	Access paths – Minimum obstructed width	8
2.6	Access paths – Conveyances.....	9
4.2	Passing areas – two-way access paths and aerobridges.....	9
5.1	Resting points – when resting points must be provided	10
6.4	Slope of external boarding ramps	10
8.2	Boarding – when boarding devices must be provided.....	12
11.2	Handrails and grabrails – handrails to be provided on access paths.....	13
15.3	Toilets – unisex accessible toilets – ferries and accessible rail cars.....	13
15.4	Toilets – requirements for accessible toilets – ferries and accessible rail cars ...	14
17.5	Signs – Electronic notices.....	14
18.1	Tactile ground surface indicators (TGSIs) – location.....	14
28.2	Booked services – period of notice of requirement for accessible travel	15

Author:	Transport Social Policy
Date:	September 2016
Version:	1
Reference:	FT16/13045
Division:	Freight, Strategy & Planning
Review date:	September 2016

2 Introduction

Transport for NSW (TfNSW) was established by the Transport Legislation Amendment Bill 2011 and began operating on 1 November 2011. This integrated transport authority is responsible for planning and policy across all modes of transport.

The rail operational agencies – Sydney Trains and NSW Trains – are responsible for front line service delivery. Their focus is delivering reliable, safe and accessible transport services. Sydney Trains is the operator and maintainer of rail services across metropolitan Sydney and also maintains regional NSW rail services other than the Country Rail Network. NSW Trains provides intercity and regional rail services.

The rail network in NSW is the oldest and most extensive in Australia. Over 2,000 carriages provide services to 308 train stations in the Sydney Trains and Intercity network and 63 regional stations. In 2015/16, the annual patronage of Sydney Trains was 322.7 million journeys and NSW TrainLink Intercity was 38.5 million journeys (TfNSW, Transport Performance and Analytics, 2015/16).

Accessibility upgrades continue to form part of the Transport Access Program (TAP), with TfNSW investing \$890 million over four years until 2018/19. The TAP is an initiative to provide a better experience for public transport customers by delivering accessible, modern, secure and integrated transport infrastructure.

The TAP aims to provide:

- Stations that are accessible to people with disabilities, ageing and parents with prams;
- Modern buildings and facilities for all modes that meet the needs of a growing population;
- Modern interchanges that support an integrated network;
- Safety improvements; and
- Signage improvements.

The TAP Easy Access station upgrades currently in progress consist of the following locations:

Ashfield	Flemington	Narwee
Asquith	Harris Park	Panania
Berala	Heathcote	Pendle Hill
Blacktown	Homebush	Penrith
Broadmeadow	Hornsby	Rooty Hill
Campbelltown	Jannali	Toongabbie
Carlingford	Leura	Victoria Street
Croydon	Lindfield	Wentworth Falls
Eastwood	Marayong	Wentworthville
Edgecliff	Merrylands	West Pennant Hills
Engadine	Museum	

For more information about the Transport Access Program, visit:

<http://www.transport.nsw.gov.au/projects-tap>

Information about accessible travel across the public transport network, including train stations and buses, is available at www.transportnsw.info or by calling 131500.

Customers can obtain information about individual station accessibility by calling 131500 or by visiting transportnsw.info/facilities.

Customers can obtain a printed copy of Sydney Trains' *Accessible Travel* brochure from any staffed Sydney Trains station or by contacting 131500. The *Accessible Travel* brochure has a list of all the stations across the Sydney Trains and Intercity network with wheelchair access and also provides a list of the stations with step-free entrances.

Information about which stations have step-free entrances is also available on the Sydney Trains website at: http://www.sydneytrains.info/stations/station_details.htm

Large print, braille or audio copy of information around accessible services is also available from Sydney Trains through calling 131500.

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

TfNSW provides this report on behalf of its rail operating agencies and the relevant exemptions which contain reporting requirements.

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

Should you have any feedback in relation to this report, please contact:

Phone: 131 500

Email: <http://www.transportnsw.info/sites/en/contact-us/feedback/index.page>

Website: <http://www.transportnsw.info/>

<http://www.sydneytrains.info/>

<http://www.nswtrainlink.info/>

Postal address: Transport for NSW
PO Box K659
Haymarket NSW 1240

Temporary Exemptions from the Transport and Premises Standards beginning 1 October 2015

The following information provides an update on the reporting requirements for temporary exemptions granted on 1 October 2015. This is the first yearly report on the temporary exemptions. The reporting requirements are for exemptions to the *Disability Standard for Accessible Public Transport 2002* (Part A) and exemptions to the *Disability (Access to Premises – Buildings) Standards 2010* (Part B). The equivalent part B exemptions are included in parentheses.

2.1 Access paths – Unhindered passage (H2.2 Accessways) Temporary exemption: 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 for the period 1 October 2015 to 30 September 2016:

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

TfNSW's Level Crossing Strategy Council Yearly Report 2014/15 outlines the programs, work and funding undertaken by TfNSW and other Government agencies to improve level safety crossing

The Level Crossing Improvement Program (LCIP) which is managed by TfNSW, provides funding to accelerate improvements to level crossings at priority sites across NSW, raise community awareness of level crossing safety issues and promote new technology to improve level crossing safety.

In 2014/15, rail and road managers invested a total of \$19.62 million on level crossing safety initiatives in NSW, \$7.27 million of which was provided through the LCIP. TfNSW has allocated \$29.2 million (\$7.3 million per annum) for the LCIP between 2014/15 and 2017/18 (TfNSW, Level Crossing Strategy Council, Yearly Report 2014/15). This allows for the planning and completion of future priority level crossing upgrades.

In addition to infrastructure work, the LCIP also funded other level crossing safety initiatives during the year including:

- The level crossing education campaign, "Don't rush to the other side";
- Four level crossing police enforcement campaigns in regional NSW;
- Australian Level Crossing Assessment Model (ALCAM) data collection for 174 sites;
- The trial and assessment of Low Cost Level Crossing Warning Devices; and
- Level crossing strategy and policy development.

b) Progress made in the removal of level crossings

Since 2002, a total of 164 level crossings have been gazetted for closure, most of which are on private property. In 2014/15, three level crossings were closed as part of the truncation of the Newcastle branch line, and the new Omega Bridge was completed as an alternative to the level crossing at Fern Street, Gerringong, on the NSW South Coast.

During 2014/15, the LCIP funded 8 major crossing upgrades and development work for upgrades in future years formed a major part of the 2014/15 LCIP, with concept and detailed designs prepared for two projects at Griffith and Dubbo, and design, procurement and pre-work at Cookamidgera. Minor construction works were completed at 43 stations.

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

The Australasian Centre for Rail Innovation (ACRI) Level Crossing Group has initiated a project around rail flange gap risk reduction at pedestrian level crossings. The ACRI comprises of all mainland Australian and New Zealand Transport departments, the Office of the National Rail Safety Regulator, Rio Tinto, BHP Billiton, Brookfield Rail and the Australian Rail Track Corporation. ACRI's project will investigate how flange gap fillers might perform against the requirements of both the railway operators and pedestrians (including mobility assisted users, cyclists and those with prams). It will consider available treatments for rail flange gaps and trial solutions to provide advice on the safest and most suitable solution.

2.1 Access paths – Unhindered passage

Temporary exemption: 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 for the period 1 October 2015 to 30 September 2016: which rail stations have inaccessible entrances

As at September 2016, 155 (50.5 percent) of the stations on the Sydney Trains and Intercity networks are wheelchair accessible, compared with 131 stations (42.7 per cent) in 2012. This accounts for 83.6 per cent of patronage.

A list of stations with inaccessible access is provided in Attachment A.

There are fifteen accessible stations that have a limited number of step-free access points for entering the station. The list of step-free station entrances on the Sydney Trains network is listed below:

Bankstown	Ramp access from North terrace on northern side of station
Beverly Hills	Lift via entrance on eastern side of King Georges Road
Bondi Junction	Grafton Street on northern side of station, or from bus interchange off Oxford Street on southern side of station

Central	Lift from northern entrance off Chalmers Street, or light rail entrance, or Grand Concourse entrance on western side of station (off Pitt Street)
Dundas	Station Street on eastern side of station
Katoomba	Lift next to roundabout on southern side of station
Kingsgrove	Lift via entrance on western side of Kingsgrove Road
Kogarah	Station Street on western side of station
Martin Place	Lift between Phillip Street and Macquarie Street
Padstow	Memorial Drive on northern side of station
St James	Lift via Elizabeth Street entrance in Hyde Park
Sutherland	Old Princes Highway on the eastern side of station, and level access to platform 1 from east Parade only
Town Hall	Lift on eastern side of George Street between Park Street and Bathurst Street
Wynyard	Lift on western side of Carrington Street (Wynyard Park), and ramp from George Street
Wyong	Pacific Highway on eastern side of station

This list, including information on the location of the accessible entry points, is available on TfNSW's transportnsw.info website and the Sydney Trains *Accessible Travel* brochure.

2.4 Access paths – Minimum unobstructed width (H2.2 Accessways)

Temporary exemption: 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 for period 1 October 2015 to 30 September 2016: Stations with restricted paths of travel

All wheelchair accessible stations provide an accessible pathway from the entrance of the station to the boarding point.

Sydney Trains currently provides customers with accessibility information through both the Sydney Trains and Transport for NSW websites. Additionally, accessibility information can be obtained by customers calling Transport Info on 131 500. There are also a number of applications available specifically designed to assist customers with a disability to utilise the network.

Individual station information through the Sydney Trains website can advise customers of features such as:

- Availability of a lift
- Wheelchair ramp
- Hearing loop
- Accessible toilet
- Car parking facilities

Customers also are able to access the staffing hours of stations across the network if required.

In relation to which stations have restricted paths of travel, this level of detail is not currently understood. Significant resources are required to achieve this level of detail noting the extent and complexity of the Sydney Trains network. However, as an operator/maintainer it will be important in the future to have an understanding of such data. Sydney Trains and TfNSW will continue to determine which stations have restricted paths of travel and plan the appropriate response.

Access paths for each station are yet to be identified and published. However, there are a number of initiatives currently being delivered that aim to de-clutter stations in order to improve circulation spaces for customers.

2.6 Access paths – Conveyances

Temporary exemption: existing rail conveyances

For a period of five years, an access path is only required at a single door rather than all doors of existing rail conveyances, subject to the following conditions:

- if an allocated space is not available; or
- to ensure access to unique facilities; or
- to ensure a passenger can both board and alight the rail conveyance.

Reporting Requirement for the period 1 October 2015 to 30 September 2016: inform customers of access paths available

Technically customers with mobility impairments or using mobility aids can enter any door of our accessible rail conveyances. In practice however, single door entry occurs because of the need to deploy a mobile boarding ramp.

Sydney Trains and NSW TrainLink provide line marking on platforms indicating the most suitable boarding point for people using mobility aids.

Accessible rail conveyances offer an accessible pathway through the inter-car door.

Information on accessible travel options and how to obtain assistance is available from TfNSW's transportnsw.info website, Sydney Trains website, NSW TrainLink website and the Sydney Trains *Accessible Travel* brochure.

4.2 Passing areas – two-way access paths and aerobridges (H2.2 Accessways)

Temporary exemption: 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 for the period 1 October 2015 to 30 September 2016: Rail station platforms which do not provide passing spaces every six metres where any two-way access path is less than 1,800mm wide

Detailed information regarding passing areas on two way access paths and aerobridges on stations is not currently available and significant resources are required to achieve this level of detail, noting the extent and complexity of the Sydney Trains network. As already highlighted through the exemption application, heritage constraints often present limitations in achieving the required passing widths.

Sydney Trains and TfNSW will continue to determine which rail station platforms do not provide passing spaces every six metres where any two-way access path is less than 1,800 mm wide.

New station and aerobridges are required to take into account requirements related to Australian Standards and the standards published by the Asset Standards Authority of Transport for NSW. This is applied to both new designs and refurbishments.

Sydney Trains is also responsible for the following initiatives that aim to drive consistency and de-clutter in the station environment:

- The Customer Environment Guideline will provide designers and maintainers with specific requirements on the placement of assets to assist with not impeding the path of travel for customers.
- Programs such as Station Refresh aim to de-clutter the station environment to enable better customer flow and visually provide a less cluttered environment.

5.1 Resting points – when resting points must be provided

Temporary exemption: 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 of difficulty)

Reporting Requirements for the period 1 October 2015 to 30 September 2016:

a) Outcome of consultation

b) Locations of any non-compliance

Resting points by way of seating is provided on all rail platforms. Resting points are also included on all newly built ramps according to the *Disability Standards for Accessible Public Transport 2002* standards. TfNSW conducts quarterly consultation meetings with peak disability organisations through the Accessible Transport Advisory Committee (ATAC) regarding upgrading existing infrastructure. Where additional seating or resting points are requested this is considered in the scope of works. Also, TfNSW provides accessible seating at interchange facilities such as bus stops, light rail stops, taxi ranks and, where appropriate, kiss and ride facilities.

At large stations on the Sydney Trains network, such as the three busiest stations on the network – Central, Town Hall and Wynyard – the requirement to install additional seating in underground tunnels and on concourses would impose significant restraints on pedestrian flows. Given the high volume of customer flows at large stations, the requirement to install seating in these locations would lead to further congestion and impact on customer ability to move freely and efficiently to the platform or station exit.

The high volume of passenger flows at Sydney's CBD stations in the AM and PM peak periods highlights the difficulties associated with installing seats at stations that already experience considerable congestion. In the AM Peak (06:00-09:30) CBD station exits total 163,328 and in the PM peak (15:00-18:30) total 164,523 (CBD stations comprise Central, Town Hall, Wynyard, Circular Quay, St James, Museum, Martin Place and Redfern) (Bureau of Transport Statistics, Train Statistics 2014). On a typical busy weekday in 2013 there were approximately 321,830 all day passenger arrivals at CBD stations and on a typical busy weekday, Sydney Trains total journeys (station exits and entries) totals over 1 million (BTS, Train Statistics 2014).

6.4 Slope of external boarding ramps

Temporary exemption: rail conveyances

For a period of five years, where the relationship between the platform and rail carriage means that an external boarding 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 for the period 1 October 2015 to 30 September 2016:

- a) Number of locations where boarding ramp slopes of 1 in 8 or better cannot currently be achieved**
- b) Measures to be taken to increase the number of locations where external boarding ramp slopes of 1 in 8 or better will be achieved**
- c) Results of examination of alternative methods of achieving accessible boarding**

SYDNEY TRAINS

The number of locations where boarding ramp slopes of 1 in 8 or better cannot currently be achieved is not currently understood and significant resources are required to obtain this information. However, as an operator/maintainer it will be important in the future to have an understanding of such data and Sydney Trains and TfNSW will continue to identify and plan the appropriate response and identify affected locations.

In relation to customers obtaining information regarding restricted access at a particular station, Sydney Trains currently provides customers with accessibility information through both the Sydney Trains and TfNSW websites. In addition to this, accessibility information can also be sourced by customers calling Transport Info on 131 500.

Customers can obtain information about boarding ramps and boarding assistance zones in the Sydney Trains *Accessible Travel* brochure and on the transportnsw.info website which provides information about accessible facilities at stations: <http://www.transportnsw.info/en/travelling-with-us/using-public-transport/access/trains.page?>

Accessibility applications are also now available specifically designed for customers with a disability to utilise the network.

Mobile phone apps such as Metarove and abil.io provide information about accessibility across the train network, including information about ramp gradients and stations with short platforms. TfNSW also provides free travel on the public transport network for Companion Card holders.

Customers also are able to access the staffing hours of stations across the network.

Due to the variances between platforms, portable boarding ramps are provided to assist customers from the platform to the train. Portable ramps have been rolled out to Sydney Trains and Intercity stations. There are currently two lengths of boarding ramp utilised by station staff, 165cm and 125cm to assist managing the variation between different platforms.

Staff, both station and train crew are available to assist customers by utilising the portable boarding ramps. Customers are advised to contact their departure station and inform staff of their needs if they require staff assistance, including whether a boarding ramp is required. Customer service can also be provided to assist when alighting.

All trains operating on the Sydney and Intercity networks are accessible for customers using mobility devices with 'direct assistance' using a platform to train boarding ramp. The age of legacy rail infrastructure and its configuration means that there will be continued reliance on 'direct assistance'. For example, independent access to trains is not possible as many Sydney platforms are curved (TfNSW Disability Action Plan

2012-2017). Assistance is provided where the slope of the boarding ramp is greater than 1 in 8.

NSW TRAINS

Customers are advised to inform NSW TrainLink in advance if special assistance is required. These details will be recorded and passed on to onboard staff. Customers can advise NSW TrainLink of their needs by calling 13 22 32 (NSW TrainLink General enquiries number), 133 677 (National Relay Service for hearing and speech impaired customers) or visiting their nearest Sales Agent to make their booking. Information is made available to customers on the NSW TrainLink website:

<http://www.transportnsw.info/sites/en/travelling-with-us/location-facilities/index.page>.

Information on NSW TrainLink facilities can also be found on the TransportInfo website:

<http://www.transportnsw.info/sites/en/travelling-with-us/location-facilities/index.page>

NSW TrainLink undertook an audit and replaced boarding ramps on Regional XPT and Xplorer trains to improve reliability, functionality and safety.

In terms of stations, there are a number of locations where the standard 1.65m ramp is not suitable due to the gradient. A full list of stations is being collated. NSW Trains was involved in a Train to Platform Interface group that was exploring potential actions to procure longer ramps (2.05m) that would work for some locations, but does not resolve all locations. The 2.05m ramp is also more difficult to house within a regional train because the length does not allow it to be stored upright inside the car, taking up additional storage room. Further work is required to progress this.

8.2 Boarding – when boarding devices must be provided

Temporary exemption: 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 for the period 1 October 2015 to 30 September 2016: 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.

While technically passengers can board at any door of an accessible train, the variation between the boarding ramp and the rail conveyance may require a dedicated boarding point. These are located at fixed points along a platform and there is signage which indicates where these fixed accessible boarding points are located.

Generally on the NSW TrainLink regional fleet there are defined cars with an accessible space – not all cars can provide this accessibility. Customers are advised to inform NSW TrainLink in advance if special assistance is required. These details will be recorded and passed on to onboard staff.

Customers can advise NSW TrainLink of their needs by calling 13 22 32 (NSW TrainLink General enquiries number), 133 677 (National Relay Service for hearing and speech impaired customers) or visiting their nearest Sales Agent to make their booking. Information is made available to customers on the NSW TrainLink website: http://www.nswtrainlink.info/your_journey/before_you_travel/special_needs

Information on NSW TrainLink location facilities can also be found on the TransportInfo website: <http://www.transportnsw.info/sites/en/travelling-with-us/location-facilities/index.page>

11.2 Handrails and grabrails – handrails to be provided on access paths (H2.4 Handrails and grabrails)

Temporary exemption: rail platforms

For a period of five years, rail platforms are exempt from clause 11.2 (clause H2.4(2)).

Reporting requirement for the period 1 October 2015 to 30 September 2016: 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

A request to adjust the handrail height to comply with DSAPT requirements has been made for Stanmore Station. The installation of complying handrails has not been completed as of 30 September 2016. The installation of handrails is subject to heritage approvals. Replacement of the handrails will be addressed, along with other non-compliant scope, as part of the Transport Access Program.

A request to adjust the handrail to comply with DSAPT requirements has been made for Pymble Station. The installation of a complying handrail has not been completed as of 30 September 2016. Actions have been undertaken to progress the installation of a complying handrail.

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

Temporary exemption: narrow gauge 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 for the period 1 October 2015 to 30 September 2016: list which services are affected

NSW TRAINS

All fleet types (except the V-sets) have an accessible toilet at a ratio of one per set. For an eight car OSCAR, there would be two per set. The V-sets will be replaced as part of the new intercity fleet program as outlined in 15.4.

There are no 'airlocks' provided with any toilets and all toilets are 'unisex'.

The location of the accessible toilet is not always immediately near the allocated wheelchair space. On the OSCARs there are wheelchair spaces in cars that do not have a path to the accessible toilet due to the double deck layout. The Hunter set has the accessible toilet near the wheelchair spaces, even if not always in the same car, while the Endeavour, Xplorer and XPT have the wheelchair space adjacent to the accessible toilet in the same car.

Information on the availability of accessible toilets is available on the NSW TrainLink website

http://www.nswtrainlink.info/your_journey/before_you_travel/special_needs

15.4 Toilets – requirements for accessible toilets – ferries and accessible rail cars

Temporary exemption: narrow gauge and standard gauge accessible rail car

For a period of five years, compliance with clause 15.4 is not required for narrow gauge and standard gauge accessible rail cars.

Reporting requirements for the period 1 October 2015 to 30 September 2016:

- a) Outcome of consultation
- b) Available information about any limitations and dimensions achieved in accessible toilets

A new intercity fleet program will be introduced from 2019. The fleet will be fully accessible with accessible toilets. The Minister for Transport and Infrastructure signed a \$2.3 billion contract on 18 August 2016 to build and maintain more than 500 carriages for the new intercity fleet. Customer feedback will form an important part in the design phase and functional testing of toilet facilities will be conducted in the detailed design phase.

Information on wheelchairs and motorised scooters and the availability of accessible toilets is available on the NSW TrainLink website:

http://www.nswtrainlink.info/your_journey/before_you_travel/special_needs

17.5 Signs – Electronic notices

Temporary exemption: 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 requirements for period 1 October 2015 to 30 September 2016: Report on the progress in the development and availability of alternative passenger information display systems

Sydney Trains and NSW TrainLink comply with this standard.

18.1 Tactile ground surface indicators (TGSIs) – location

Temporary exemption: existing rail premises and existing rail infrastructure

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 2000mm.

Reporting requirement for the period 1 October 2015 to 30 September 2016: nature and outcome of consultation

All upgraded stations are fully compliant with the Disability Standards for Accessible Public Transport 2002 standards for tactile ground surface indicators. Currently 120 stations on the Sydney Trains and NSW TrainLink network do not have complying tactile ground surface indicators. The Transport Access Project (TAP) is upgrading stations to include complying tactile ground surface indicators.

Further, Sydney Trains recently undertook two trials of beacon and app technology at Town Hall and Chatswood Stations to determine the potential use of new technology for wayfinding solutions. This technology aims to assist customers with vision impairment to navigate stations and interchanges. The trial included user testing with people that have differing degrees of vision impairment. Customer feedback was extremely positive, however, there are a number of issues that need to be addressed before a wider scale roll-out can be considered.

28.2 Booked services – period of notice of requirement for accessible travel

Temporary exemption: rail conveyances

For a period of five years, ARA members operating rail conveyances may request up to 48 hours' notice from people requiring use of an allocated space; and/or requesting operator assistance to get on or off the conveyance; and/or locate an allocated space or seating even if this notice period exceeds the period of notice specified for other passengers.

Reporting requirement for the period 1 October 2015 to 30 September 2016: Develop and make available details of advanced booking requirements

Customers are advised to inform NSW TrainLink in advance if special assistance is required. These details will be recorded and passed on to onboard staff. Customers can advise NSW TrainLink of their needs by calling 13 22 32 (NSW TrainLink General enquiries number), 133 677 (National Relay Service for hearing and speech impaired customers) or visiting their nearest Sales Agent to make their booking.

Information is made available to customers on the NSW TrainLink website:
http://www.nswtrainlink.info/your_journey/before_you_travel/special_needs