



Government of **Western Australia**
Public Transport Authority

Temporary Exemptions Report

Reporting Period: 1 October 2016 to 30 September 2017



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 2017-2022* (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 the expansion of the Transperth rail network, focus on frontline staff training and use of technology to improve communication with people with a disability.

Both the Accessibility Policy and DAIP have been developed in consultation with the Disability Services Commission and key stakeholders. The Accessibility Policy was updated in March 2017 following consultation with relevant stakeholders.

The PTA has produced an Accessibility Information Kit to help people with a disability travelling on the Transperth network. The kit provides information on the accessibility of PTA infrastructure, concessions and services available to people with disability.

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 2016 to 30 September 2017.

Feedback Welcomed

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

- 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 via the National Relay Service - 133 677 and quote 13 62 13 (Transperth) or 1300 662 205 (Transwa);
- PTA feedback line 13 62 13 allows passengers to provide suggestions or feedback regarding Transperth and Transwa services;
- Dedicated email address at daip@pta.wa.gov.au to provide feedback and submit comments;
- 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

PTA's Right Track program is a community education initiative which focuses on encouraging at-risk young people to become responsible for their own safety and to make positive choices around public transport. Launched in 2006 as a way to reduce track crime, namely trespass, Right Track engages approximately ten thousand students in safety presentations annually.

In 2016, over 1500 youth from high-risk areas attended Right Track supported diversionary programs. The Right Track messages are reaching young people and stakeholders through an effective online presence, with nearly 600,000 likes, comments, views and clicks in 2016. Today, shaped by more than 10 years of data, anecdotal evidence and program coordinator experience, Right Track continues to address trespass and other anti-social behaviours in a specific and impactful manner, targeted at those youth who need it most.

Stay off the Tracks is the PTA safety campaign used to raise awareness in the broader community of the consequences of trespass and anti-social behaviour on our network. In 2017, under the Stay off the tracks banner, the PTA ran a level-crossing safety campaign, aimed at drivers- called 'Life before your eyes'. This campaign used radio, Spotify and petrol station video to target more than a million Perth drivers and highlight the dangers of not adhering to signals and barriers at level crossings.

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.

The State Government has approved funding for the At Grade Crossing Improvement Program to address the immediate risks associated with "At Grade" crossings to improve accessibility for people, improve safety and reduce road traffic congestion around crossings. The works are underpinned by the PTA's Railway Level Crossing Asset Management Program which aims to completely eliminate railway level crossings from the Perth Metropolitan network over the next 80 years. Works have commenced as follows:

- **Moore Street Crossing Removal:**
 - High level designs have been developed for the removal of the crossing;
 - The PTA continues to lobby stakeholders to endorse the removal of the crossing from the network due to the increasing risk when the Perth Stadium and the Forrestfield-Airport Link open.
- **Moore Street Crossing Closure:**
 - Plans have been prepared to reduce the risk associated with the crossing in the event that it must remain in the network;
 - Treatments are being planned to be made before March 2018.
- **Path widening of Pedestrian Crossings:**
 - Across track access paths have been upgraded from 1.8m to 3m wide at Carlisle Station (2), Welshpool Road, Welshpool Station (2), Forrest Road (2), Waylen Street, East Street, Mint Street (2), Albany Highway and Verna Street
 - Further paths are scheduled for upgrade in 2017-18
- **Pedestrian Crossing Upgrades:**
 - High level designs have been completed for upgrades to 90 pedestrian crossings to ensure access paths, manoeuvring areas, passing areas, tactile indicators and security lighting meet legal obligations for accessibility;
 - A definition plan is now being prepared to undertake detailed design and construction works at these sites
- **Albany Highway Road Level Crossing Upgrade:**
 - A definition plan is being finalised to install an additional warning assembly for improved visibility around this crossing

The following At-Grade Crossings have been identified for removal as part of Metronet and the PTA's overall strategy to remove level crossings from its network:

- Denny Ave (Armadale Line);
- Caledonian Ave (Midland Line);
- Wharf St (Armadale Line); and
- Oats St (Armadale Line).

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 mazes. While national and international developments are monitored the PTA have not identified any new possible technical solutions for bridging flange gaps for implementation.

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

Cannington Station (Armadale Line) has long ramps with a restricted width of 1080mm with limited landings and no lifts/escalators. This allows access for wheelchairs and smaller mobility scooters only, with some difficulty report when manoeuvring around the 180 degree turn on the ramp.

Cannington Station is a manned station and accordingly assistance can be made available to assist all customers.

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 (750mm) 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**

Please refer to PTA's response to 2.4a Access paths – Minimum unobstructed width - existing rail premises and existing rail infrastructure

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 Forrestfield Airport Link, 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 4,351 subscribers registered on the 'Accessibility Group List' to advise of system changes, upgrades and other Transperth news relating to accessibility issues. In total, there were 10 accessibility bulletins emailed to 23,282 s 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**

- 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 Carribin and Yarloop railway stations 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. Boarding ramps are routinely put down to allow luggage to be easily loaded

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 at all doors; 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 My Alert notifications
Transperth Assist app for bus port
- My Alert subscription service
- Customer Service Assistance
- Braille and large print (upon request)
- Call centres and Information centres

18.1 Tactile ground surface indicators – Location

Tactile ground surface indicators must be installed on an access path to indicate stairways, ramps, changes of direction, overhead obstructions below a height of 2000 mm, and hazards within a circulation space or adjacent to a path of travel (AS1428.2 (1992) Clause 18.1, Tactile ground surface indicators).

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, subject to the following conditions. • the ARA member concerned within 2 years of this decision consults with people with disability and orientation and mobility experts to develop site-specific strategies to identify architectural solutions or alternative way finding aids consistent with AS1428.4: 2002 Appendix B;

Reporting requirement:

Provides a written report to the Commission and the ARA on the nature and outcome of these consultations

The PTA actively consults with people with a vision impairment at various stages of projects including concept design to determine the location of TGSIs.

During the year, the PTA undertook consultation with members of the East Perth Access and Inclusion Group and Stadium Access and Inclusion Group. The groups are represented by individuals with a vision impairment and also representatives from organisations for people with a vision impairment including VisAbility and Senses Australia.

During the meetings TGSi plans were provided to each member for comment. The TGSIs included hazard and directional TGSIs for stairways, ramps, changes of direction, overhead obstructions below a height of 2000 mm, and hazards within a circulation space or adjacent to a path of travel. Where requested, the PTA provided simplified colour coded plans to assist its members with interpreting the plans. All comments were addressed and incorporated into future revisions of the plans. The consultation also included the type and luminance contrast.

As with the recent Perth Busport project, members are also included in the final and precommissioning stages of the project to ensure that the station meets the needs of its patrons.

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.