# Department of Transport and Main Roads

# Disability Action Plan 2018-2022

# Mid Term Review

# Implementation as at 30 December 2020

### Cover page

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# Disability Action Plan 2018-2022 – at 31 December 2020

# Mid-Term Review

### Summary of Status – All 41 Actions.

Four short term actions to be implemented by 31 December 2018. Four actions complete.

Twelve medium term actions to be implemented by 31 December 2020. Eight actions complete.

Two long term actions to be implemented by 31 December 2022. One action complete.

23 ongoing actions to be implemented over the life of the plan. 22 actions in progress and one complete.

### Progress of all actions.

22 actions in progress and on track.

14 actions complete.

Four actions in progress but delayed.

One action not commenced.

### Progress on short and medium term actions.

Short term actions – 100 per cent complete

Medium term actions – 55 per cent complete and 45 per cent in progress and on track.

# Legend

### Implementation Timeframe

Short term – 31 December 2018

Medium term – 31 December 2020

Long term – 31 December 2022

Ongoing – over life of the plan

### Action Status

Action complete

Action in progress and on track

Action in progress but delayed

Action not commenced

# Planning your journey

**Improve the accessibility of the TransLink website, including expanding the use of Auslan.** Ongoing.

Two Auslan videos released on the TransLink website in February 2021 containing information about:

* useful accessibility features on the network;
* getting around the network with a mobility scooter.

Action in progress and on track.

**Consider artificial intelligence applications in the provision of journey planner information.** Ongoing.

Note – Implementation timeframe has changed from medium term to ongoing as this action forms part of a long term project.

Proof of Concepts to occur on digital solutions that will include artificial intelligence.

Action in progress and on track.

**Produce videos to include on the TransLink website which provide simple demonstrations on how to use various aspects of the passenger transport network.** Ongoing.

Captioned videos about Queensland's passenger transport network promoted on the Department of Transport and Main Roads (TMR's) social media channels.

Action in progress and on track.

**Publicise information on the TransLink website and MyTransLink app about accessibility features of bus stations, park 'n' rides, train stations and ferry terminals.** Medium term.

Website updated regularly to reflect improvements or changes to network infrastructure.

Accessibility pages refreshed and released in January 2021 to ensure information, including accessibility features of the network, is easy to find and consistent with other web pages.

Two Auslan videos released on the TransLink website in February 2021.

The Smart Ticketing Project will see improved information on stop/station accessibility features for customers, which will be available through the TransLink website and the new Customer Mobile App, once released.

Action complete.

**Involve customers with disability in user-testing phases of MyTransLink app updates to ensure information is accessible.** Ongoing.

Customers continue to be involved in testing updates in the MyTransLink app to ensure the information is accessible.

Action in progress and on track.

**Provide customers with disability a number of options in the way they are able to seek information and provide feedback about passenger transport services.** Ongoing.

Information and feedback feedback options available through:

* 24/7 TransLink contact centre;
* Customer Liaison Officers on the network;
* Visitor Information Centres;
* TransLink website;
* MyTransLink app.

Information about interpreter and accessibility services is available to assist customers to provide feedback or complaints.

Complaint management system enhanced to prioritise, address and attempt to resolve customer complaints about accessibility of the passenger transport network.

Action in progress and on track.

**Develop and communicate education material on how to use the MyTransLink app.** Medium term.

Information and education occurs as part of routine operations (through Customer Liaison Officers on the network including at Queen Street bus station and Cultural Centre busway stations on weekdays) and during project communications and community events.

Information developed to demonstrate key features of the MyTransLink app.

Action complete.

**Provide ongoing updates on significant changes to the passenger transport network to disability advocacy groups to enable them to inform their clients.** Ongoing.

TMR consults with the TMR Accessibility Reference Group about major network changes. Members convey information to their clients and stakeholders.

Action in progress and on track.

**Host orientation days for people with disability at selected new passenger transport infrastructure.** Ongoing.

Disability organisations are offered network familiarisation sessions for major network changes and infrastructure openings. Work to identify further opportunities and enhance the process is to occur.

Action in progress and on track.

# Boarding Passenger Transport

**Promote available resources and initiatives that assist people with disability and people with reduced mobility, to board at bus stops and stations with lead stop arrangements.** Medium term.

Resources developed as part of new Auslan videos.

Action complete.

**Work with delivery partners to investigate ways to provide real-time information at key passenger transport interchanges.** Ongoing.

Note – Implementation timeframe has changed from medium term to ongoing as this action forms part of a long term project.

Proof of Concepts such as e-Paper and Near Field Communication (NFC)have been successful and work is occurring on a customer information strategy that will guide the future rollout of these technologies.

Action in progress and on track.

**Provide funding through the Passenger Transport Infrastructure Investment Program to upgrade existing, and provide new, accessible passenger transport infrastructure across Queensland.** Ongoing.

Over $156 million was invested through this program during the 2019-20 and 2020-21 financial years. A further $104 million is committed for the 2021-22 financial year.

Action in progress and on track.

**Investigate options to improve the provision of information regarding temporary disruptions to passenger transport services and infrastructure, for example, planned and unplanned service changes or lift closures.** Medium term.

Extra staff employed to:

* monitor planned and unplanned service disruptions in South East Queensland;
* liaise with service providers and TransLink's Contact Centre to provide customers with real-time information;
* work with TransLink service planners to facilitate alternate transport options when needed and communicate this information to customers;

Work continues to further improve the communication of service disruptions to customers.

Action complete.

**Investigate and implement technology to enable visual text information to also be provided as audio information at suitable bus stations where there are real-time passenger information displays.** Ongoing.

Note – Implementation timeframe has changed from medium term to ongoing as this action forms part of a long term project.

Proof of Concepts such as e-Paper and bus stop digital signage which incorporated audio information into the trialled solution have been successful and learnings will inform future investment decisions across the 2021-22 program of work.

Action in progress and on track.

**Liaise with the bus industry on the customer benefits of enhancing the visibility of route information on buses, such as including using highly illuminated, upper and lower case text and displaying route numbers on the front, side and rear of buses as relevant.** Medium term.

Research conducted on the benefits of white LED lighting on a black background to enhance the visibility of route and destination signage on buses. Consultation is occurring with industry to gather information about the use of white on black.

Action in progress but delayed.

**Implement disability awareness training for Customer Liaison Officers, Busway Safety Officers and Senior Network Officers, to ensure provision of high quality customer service.** Short term.

Dedicated Disability Awareness Training provided to frontline staff – Customer Liaison Officers, Senior Network Officers, Busway Safety Officers.

Training to address staff changes and/or undertake refresher training is being progressed.

Action complete.

**Provide co-contribution funding grants to local government through the Passenger Transport Accessible Infrastructure Program to assist with upgrading passenger transport infrastructure to meet the requirements of the Transport Standards.** Ongoing.

Over $10 million in grant funding was provided to local government during the 2019-20 and 2020-21 financial years to assist with upgrading passenger transport infrastructure.

A further $5 million is committed for the 2021-22 financial year.

Action in progress and on track.

**Implement Bus Stop Blade Sign Braille Numbers at various bus stops in the network.** Medium term.

Over the last three years approximately 250 bus stop blade Braille / tactile numbers have been installed on bus stop signage at station locations where several bus stops are situated together. Locations included the Brisbane CBD, Fortitude Valley, Gold Coast and Ipswich, as well as Carindale, Cannon Hill, Chermside, University of Queensland, UQ Lakes, Toombul, Logan Hyperdome, Capalaba, Inala, Aspley, Indooroopilly, Griffith University, Greenbank, Browns Plains, Caboolture and Strathpine bus stations.

Action complete.

# Travelling on Passenger Transport

**Provide information to industry organisations and operators to enhance their knowledge and understanding of safe transportation of people with disability and people with reduced mobility.** Medium term.

Information for bus drivers about transporting passengers with disability safely is under development.

Action in progress but delayed.

**Produce guidance material outlining how passengers using wheelchairs and mobility scooters can adopt safe travel practices when travelling on passenger transport.** Short term.

TransLink website accessibility pages refreshed and released January 2021.

Action complete.

**Investigate options for the provision of information on-board buses to enable passengers to identify when they need to disembark.** Long term.

'Stop Alarm" and "Trip Announcer" features on MyTransLink app provide destination alert and announcement of stops along the journey. Information is available in audio and visual format.

Action complete.

**Investigate initiatives which encourage passenger behaviour that creates a safe and inclusive environment for people with disability when using passenger transport (such as informing all customers about the correct use of allocated space and priority seating on passenger transport conveyances).** Medium term.

Research undertaken about challenges customers face in gaining access to priority seating and products/devices available which assist customers to identify as requiring a priority seat. TMR will continue to monitor opportunities that may influence behaviour change.

Action complete.

**Work with key stakeholders to develop a guide to inform industry about the concerns of people with disability in relation to the use of wrap around advertising on the outside of conveyances and how this limits their visibility - and their ability to identify when they are approaching their stop.** Short term.

Queensland Vehicle Appearance Policy now includes the requirement for vehicles to use one-way image film that maintains visibility and complies with the *Disability Discrimination Act 1992* and the *Disability Standards for Accessible Public Transport 2002* (DSAPT).

Acton complete.

**Provide the Taxi Subsidy Scheme to assist eligible people with disability with the cost of accessible transport options.** Ongoing.

Taxi Subsidy Scheme continues to be provided to approximately 55,000 members, with annual subsidy expenditure of $16 million.

Action in progress and on track.

**Provide passenger transport concessions for people with disability, in accordance with the concessions framework.** Ongoing.

TMR continues to deliver transport concessions for vulnerable cohorts including people with disability.

Action in progress and on track.

**Consult with disability stakeholder groups in relation to the next generation ticketing system.** Medium term.

The Accessibility Stakeholder Working Group (ASWG) which includes representatives from the disability community meets regularly to enable people with diverse needs to engage and discuss elements of the new Smart Ticketing system.

Action in progress but delayed.

**Increase operator knowledge and awareness of people with a disability travelling on passenger transport services with an approved assistance animal.** Medium term.

Information has been distributed to delivery partners to raise awareness of allowing assistance animals on passenger transport, as well as information about the trial of pet dogs on ferries initiative. TMR will continue to monitor this issue.

Action complete.

**Monitor advances in the development of restraint systems for use by people travelling in mobility devices on buses and explore opportunities to share these learnings with stakeholder groups.** Ongoing.

Ongoing monitoring of restraint systems for use on buses through desktop research; jurisdictional analysis; media issues and enquiries. Outcomes from the Commonwealth Government's reform of DSAPT also to be considered.

Action in progress and on track.

**Develop, implement and monitor the effectiveness of driver training requirements in the personalised transport industry.** Ongoing.

All drivers are now required to complete training in anti-discrimination awareness and disability awareness.

Drivers of wheelchair accessible vehicles must also complete training in providing wheelchair accessible services.

Action on progress and on track.

# Working Together

**Conduct targeted consultation with relevant stakeholders about passenger transport accessibility during the design phase, and throughout the implementation of significant projects.** Ongoing.

Active and regular engagement has occurred with the Accessibility Stakeholder Working Group throughout the Smart Ticketing project which includes representatives from the disability community. Working group members have been engaged to trial smart ticketing devices and processes.

Stakeholders continue to be consulted in the preparation and roll out of marketing and communication for TransLink's accessibility related projects.

Targeted out of session consultation with the TMR Accessibility Reference Group has occurred when required.

Action in progress and on track.

**Update the Public Transport Infrastructure Manual to reflect best practice accessibility and wayfinding design principles and promote the manual to departmental contractors and staff.** Medium term.

PTIM updated to include new best practice guidance relating to passenger ferry infrastructure, park 'n' rides, train stations, transit-oriented developments, treatments for active transport around passenger transport facilities, and light rail.

Action complete.

**Work with our delivery partners to improve the accessibility of ferries and ferry terminals.** Ongoing.

$20.5 million committed towards the upgrade of the Southern Moreton Bay Islands passenger ferry terminals to be delivered in partnership with Redland City Council.

Action in progress and on track.

**Work with Queensland government agencies, other jurisdictions and the Commonwealth government to resolve and support the transition of taxi and specialist school transport supports to the National Disability Insurance Scheme.** Medium term.

Specialist School Transport (SST) for students with disability continues to be delivered by the Queensland Government under in-kind arrangements until 31 December 2023.

The Queensland Government continues to work with other jurisdictions and the Commonwealth Government to develop a nationally consistent model for SST.

Taxi Subsidy Scheme costs are currently funded under the NDIS for NDIS participants until an approach has been developed to improve transport supports provided under the NDIS.

Action in progress but delayed.

**Consider the expansion of the Taxi Subsidy Scheme to include the provision of services by other personalised transport operators.** Long term.

As this is a long term action, consideration of expansion of the Taxi Subsidy Scheme to include the provision of services by other personalised transport provides has not yet commenced.

Action not commenced.

**Consult with government, industry and disability stakeholder groups on issues relating to improving the accessibility of the Queensland passenger transport network for people with reduced mobility, through the TMR Accessibility Reference Group.** Ongoing.

TMR continues to conduct meetings of the TMR Accessibility Reference Group.

Meeting frequency increased to five per year in 2020.

Out of session engagement also occurs when required.

Action in progress and on track.

**Work with other jurisdictions on Commonwealth led initiatives such as the modernisation of the *Disability Standards for Accessible Public Transport 2002*.** Ongoing.

National Accessible Transport Taskforce formed to reform and modernise DSAPT – jointly led by Commonwealth Government and Queensland (through TMR).

Action in progress and on track.

**Work with our delivery partner, Queensland Rail, to improve the accessibility of train stations and trains.** Ongoing.

Station Accessibility Upgrade Program

* TMR continues to work with Queensland Rail to deliver accessibility improvements under the program;
* upgrades to Graceville, Dinmore, Alderley, Newmarket, Nambour, Morayfield, Boondall and Strathpine stations are complete;
* information about the forward program of accessibility upgrades is available on the Queensland Rail website;
* $57 million allocated for accessibility upgrades at Fairfield, Yeronga, Yeerongpilly, Moorooka, Rocklea and Salisbury stations, to be delivered as part of the Cross River Rail project.

Smart Ticketing project

* TMR actively engages with QR during installations of new validators;
* sharing investigations and solutions into improved accessibility through a handrail and grabrail review;
* sharing feedback from Accessibility Stakeholder Working Group to improve access to toilets at Central Station.

Action in progress and on track.

**Continue to develop an understanding and insight into the needs of people with disability and their carers using the passenger transport network, through customer insight projects.** Ongoing.

Insight into the needs of customers with disability and their carers continue to be developed by:

* considering customer feedback from Customer Experience Surveys;
* collaborating with the TMR Accessible Transport Network Team to support ongoing research;
* incorporating accessibility related research findings into day to day operations.

Action in progress and on track.

**Establish an Accessible Transport Networks Team which reports directly to the Director-General, Department of Transport and Main Roads.** Short term.

Established by the TMR Director-General in 2018.

Action complete.

**Monitor the sustainability of the accessible taxi fleet after the recent reform of the personalised transport industry.** Ongoing.

A four-year, $21 million wheelchair accessible taxi grant scheme is being delivered to assist with the cost of replacing older and written-off wheelchair accessible taxis.

Action in progress and on track.

**Implement relevant recommendations from the *New Generation Rollingstock Train Commission of Inquiry - Final Report* and work with other Queensland government agencies where required.** Ongoing.

All 24 recommendations from the New Generation Rollingstock Train Commission of Inquiry have been implemented. TMR continues to ensure the intent of the recommendations are embedded into TMR culture.

Action complete.