What PTA does to improve Access and Inclusion

Dr Jim Altham Sustainability Coordinator
WALGA - Creating Accessible and Inclusive Communities
August 2019

- Direct communication and assistance programs
- Metronet
- DAIP
- Collaboration initiatives
- Score card and works program
- Questions

- Transperth Education
  - 1on1 with seniors, schools and disability groups
  - Open days, Disability Awareness Week etc
- Busport App for the people with impaired vision
- 7 Languages/Google Translate on website
- Autism App
- Direct assistance
- Assistance dogs

- Complaints - CommentLine
- Set-up on SmartRider or Website
- Accessibility bulletins
  - 98,982 accessibility bulletins emailed to recipients registered with Transperth Accessible Services and related services to advise of system changes, upgrades and other accessibility issues'
- Received 263 calls to TIS at InfoCentres and on InfoLine accessing 27 languages.
- Transperth Alerts SMS notification of service disruptions

- Public request for participants (15 of 71)
- Co-Chair with Dept. of Communities
- The proponent must be present at and contribute to the METRONET access and inclusion reference group meeting that will be held at least twice for each station during the design phase and twice during the construction phase, particularly as construction comes to an end.

- Seven Outcomes
- Complementary Accessibility Policy
- Consultation
  - Message 1200 on disability alerts
  - Notices in press
- Comments and Complaints
  - daip@pta.wa.gov.au
- Annual Reporting

Government of **Western Australia**
Public Transport Authority

Disability Access and Inclusion Plan 2017 – 2022

This publication is available in alternative formats upon request including: electronic format by email; hard copy format in both standard and large print; audio format on CD and on the PTA's website.
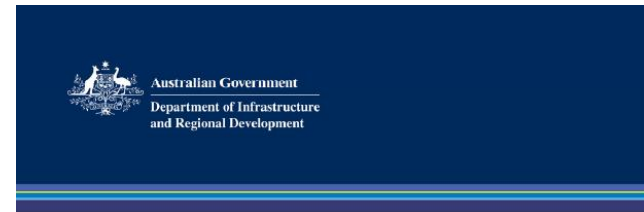
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- DSAPT Modernisation
- Ministerial Advisory Council on Disability
- ARA: AWG and Rail Accessibility Forum
- DSS: Aust assistance dog approvals process
- Whole of Journey Guidelines
- MMD – inquiry & standards
- NAPTAC
- Metronet - AIRG

Australian Government
Department of Infrastructure
and Regional Development

The Whole Journey
A guide for thinking beyond compliance to
create accessible public transport journeys

Line (year(s) constructed)	Number of stations	No. of stations on line that are accessible	% Overall compliance
CDB (1881 & 2007)	5	3	88
Fremantle (1881)	16	8	80
Midland (1881- 4)	12	3	81
Armadale (1889)	18	10	86
Joondalup (1992)	11	9	89
Mandurah (2007)	10	10	89

Strict criteria

- Compliance V Ind Accessibility
- Curved platforms
- Ramps: gradient changed and many existing
- Stairs and Handrails
- Illuminance Contrast

Public Transport Authority

2016 PTA DSAPT

Summary Audit Report for Metropolitan Train Stations

Prepared by
Deborah Gee & Jim Altham

- Replacing stations @
  - Claremont
  - Bayswater
  - Midland
- Upgrades
  - $71m 2019-2025
    - Minor < $2m
    - Major <10m
    - Station selection underway
  - Bus stop program
  - Regional program
- 15 new Train Stations