



The Eastern Transport Coalition represents seven municipalities and over one million people in eastern Melbourne. It advocates for accessible and integrated transport in the eastern region of Melbourne to improve liveability and reduce car dependency.

Postal Address: Eastern Transport Coalition, Yarra Ranges Council, PO Box 105, Lilydale, 3140
Web Address: www.etc.org.au

7 May 2013

Disabilities Transport Access Secretariat
Transport Access Section
Road Safety and Transport Access Branch
Department of Infrastructure and Transport
GPO Box 594
CANBERRA ACT 2601

Dear Sir/ Madam

I am writing in response to the 2012 Review of the Disability Standards for Accessible Public Transport on behalf of the seven municipalities who are members of the Eastern Transport Coalition.

The Eastern Transport Coalition represents over one million people in eastern Melbourne. It advocates for accessible and integrated transport in the eastern region of Melbourne to improve liveability and reduce car ownership and dependency. The provision of an efficient public transport to serve all members of the community, including disabled users, would reduce the need for high car ownership rates which are generally evident in the outer metropolitan areas.

Improvements to public transport infrastructure for disabled users also benefits all members of the community including children, parents with prams and the elderly.

The provision of infrastructure to suit the needs of disabled users has been a key issue for the members of our communities. These vary from provision and location of ramps to services, trains not picking up disabled users due to timetable constraints, toilets not providing hoists or change tables for adult users and inadequate space for wheelchairs to access services. Some users also need physical assistance however there is not always Officials available, particularly during the off-peak periods.

Over the previous years, Councils have received funding to upgrade various bus stops to become DDA compliant. While this may have been of benefit to some users, the funding has not extended to include infrastructure, including footpaths, to access these bus stops which equally impact on the accessibility of bus stops for disabled users. Funding for these improvements have therefore been dependant upon each Councils competing priorities within their capital works programme. The allocation of which bus stops were to be treated has also been directed to 'quick win' bus stops which can be retrofitted with no priority given or community consultation being undertaken to upgrading particular bus stops which have the greatest needs but may cost more.





The Eastern Transport Coalition represents seven municipalities and over one million people in eastern Melbourne. It advocates for accessible and integrated transport in the eastern region of Melbourne to improve liveability and reduce car dependency.

Postal Address: Eastern Transport Coalition, Yarra Ranges Council, PO Box 105, Lilydale, 3140
Web Address: www.etc.org.au

Bus stops located along arterial and main roads are often located on the opposite side of the road for the return journey and there is no provision for connections between these areas. Provision of safe refuge islands and/or signalised crossing points will further improve safety and accessibility for all users.

Access to information has been raised as a concern for some members of our communities. As the majority of information is only available on the internet or by phone, it segregates members of the community who are unable to choose not to use the internet or smart-phone technology. Even information provided at bus stops or train stations is dependant on users being literate and are often in small print which is difficult for elderly or vision impaired users. Furthermore emergency information or updates are generally only given over announcements which prevent deaf users from receiving the necessary information. Information should be provided across various methods to best suit the various needs of the community. Similarly, knowing when bus routes will be serviced by a low floor bus is difficult to determine and these can change without notice to users, resulting in inconvenience and delay to disabled passengers.

If you need further clarification please contact me on 9752 6869 or 0407 364 509.

Yours sincerely

A handwritten signature in black ink that reads "Samantha Dunn". The signature is fluid and cursive.

Cr Samantha Dunn
Chairperson ETC
Lyster Ward Councillor for Yarra Ranges Council

