

DDA Action Plan 2004 – 2010

Connex Melbourne

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1 Executive Summary

Connex commenced its operations in Victoria as Franchisee operator of part of the Melbourne suburban rail network in 1999. From this time Connex has demonstrated its commitment to the Disability Discrimination Act¹ (DDA) and has executed a large number of actions to improve the accessibility of the metropolitan rail network. These actions improved DDA compliance of the network and gained significant positive feedback from the public.

In 2002, milestone achievements were introduced into the DDA as part of the Disability Standard for Accessible Public Transport². In April 2004, Connex was awarded the franchise operation of the whole of the Melbourne electrified suburban network and consequently presents its DDA Action Plan for the period from the 18th October 2004 to the 31st May 2010. This plan covers the whole of the suburban rail network incorporating all changes in the DDA Standards and reaffirming Connex's principles for continued improvement of accessibility for all rail users, by:

- Creating a corporate awareness for DDA
- Integrating DDA in everyday business
- Allocating resources to DDA
- Identifying existing barriers to accessibility
- Ongoing consultation with DoI and Peak Organisations
- Measuring and tracking of compliance
- Continuous improvement

To meet the DDA milestones a detailed DDA Compliance Assessment was conducted in mid 2004, and based on this information, the following priorities were set for the DDA Action Plan:

- Access Paths
- Tactile Ground Surface Indicators (TGSI)
- Customer Information
- Waiting Areas
- Signage
- Priority Seating

Connex's strategy is to improve accessibility through compliance with the DDA standards and simultaneously bringing these benefits to all people travelling within Connex's network. Further criteria for the definition of actions were cost effectiveness, emphasis on stations where specific needs apply (eg, near hospitals or institutions used by people with disabilities) and to serve locations important to the Commonwealth Games. Each year Connex will develop a detailed works program that will demonstrate how this strategic approach will be implemented.

Some DDA criteria are still subject to various public and specialised discussions to create more effective technical solutions. Connex is an active partner in numerous working groups and will incorporate these developments in its DDA approach on an ongoing basis.

¹ 'Disability Discrimination Act', Commonwealth of Australia, 1996

² 'Disability Standard for Accessible Public Transport', Commonwealth Attorney-General's Department, 1996

2 General

2.1 Purpose of this Action Plan

This Action Plan was designed with the purpose to establish a framework for all DDA actions Connex will undertake in the Melbourne metropolitan train network in the period from the 18th April 2004 to the 31st May 2010 to comply with its obligations under the Franchise Agreement³, the Disability Discrimination Act, the Victorian DDA Action Plan⁴, the Disability Standard for Accessible Public Transport and other applicable Standards and Legislation related to DDA.

This first chapter gives an overview on the general approach taken to create the Action Plan, whereas the following chapters “Stations” and “Train” explain in detail, what kind of actions are scheduled for each of the 30 criteria of the DDA Standard.

The chapter “Customer Service” summarizes the broad range of services Connex will introduce or continue to offer to its customers with special focus on services for people with disabilities.

2.2 Creating this Action Plan

Having gathered extensive experience in all fields of DDA, Connex used its existing and additional resources to investigate the current compliance of the network, which was then compared with the compliance targets set by the DDA Standard. The identified gap between the current compliance and the future targets determined the required number of actions and during a process of prioritization detailed actions were defined.

This strategic approach ensures that the DDA compliance of the Metropolitan Train Network will follow a glide path to its full compliance by the end of 2022 and that all actions are designed to bring maximum benefit to people both with and without disabilities.

The following chapters explain certain steps of this process in more detail.

2.3 Compliance Targets

The following matrix contains the DDA compliance milestones for 2007, 2012, 2017 and 2022 created by the Commonwealth Attorney General’s Department that Connex is required to meet (white cells). Because the milestone dates do not align with Connex’s franchise period, which lasts till the 30th November 2008 with the option for extension to the 31st May 2010, pro-rata targets have been introduced for these dates (grey cells). The pro-rata targets are the compliance levels Connex has to achieve at the end of each franchise period to maintain the network compliance on a continuous glide path towards the milestone in 2012.

³ ‘Franchise Agreement – Train’, The Director of Public Transport and Melbourne Transport Enterprises Pty Ltd

⁴ ‘21st Century Accessibility, DDA, An Action Plan for Accessible Public Transport in Victoria’, Department of Infrastructure, 1998

No	CLAUSE	31 Dec 2007	Pro-Rata Target 31 Nov 2008	Pro-Rata Target 31 May 2010	31 Dec 2012	31 Dec 2017	31 Dec 2022
2	Access paths	25%	36.5%	39.5%	55%	90%	Full
3	Manoeuvring areas	25%	36.5%	39.5%	55%	90%	Full
4	Passing areas	25%	36.5%	39.5%	55%	90%	Full
5	Resting points	25%	36.5%	39.5%	55%	90%	Full
6	Ramps	25%	36.5%	39.5%	55%	90%	Full
7	Waiting areas	Full					
8	Boarding	25%	36.5%	39.5%	55%	90%	Full
9	Allocated space	25%	36.5%	39.5%	55%	90%	Full
10	Surfaces				Full		
11	Handrails and grab rails	25%	53.8%	61.3%	Full		
12	Doorways and doors	25%	36.5%	39.5%	55%	90%	Full
13	Lifts	25%	36.5%	39.5%	55%	90%	Full
14	Stairs	25%	36.5%	39.5%	55%	90%	Full
15	Toilets	25%	36.5%	39.5%	55%	90%	Full
16	Symbols	Full					
17	Signs	Full					
18	TGSI	25%	36.5%	39.5%	55%	90%	Full
19	Alarms	Full					
20	Lighting	Full					
21	Controls	25%	36.5%	39.5%	55%	90%	Full
22	Furniture and fitments	Full					
23	Street furniture	25%	36.5%	39.5%	55%	90%	Full
24	Gateways				Full		
25	Payment of fares				Full		
26	Hearing augmentation	Full					
27	Information	Full					
28	Booked services	Full					
29	Food and drink services	Full					
30	Belongings	Full					
31	Priority (Seating)	Full					

Table 1: Compliance Milestones and Pro-Rata targets

2.4 Assessment of Compliance

Connex has established a compliance baseline, as at June 2004, from which to measure and monitor compliance progress over the life of the Action Plan. The compliance audit assessed the thirty DDA categories at all 209 stations in the Metropolitan Train Network to identify the current compliance level.

This compliance audit revealed various major non-compliances such as ramps with gradients of 1:8 or steps to waiting areas, which are addressed in this action plan, but also showed that there are numerous older installations, which still fulfil their intention although being not fully compliant to the latest design standards.

These observations lead to the logical conclusion that the assessment of compliance has to provide a certain tolerance for minor defects, because the replacement of installations with minor defect can not be seen as reasonable, as any budget should rather be spent where improvement is truly needed.

This thinking can also be found in the guidelines to the Disability Standard for Accessible Public Transport, which talks about minor defects, unjustifiable hardship and equivalent access. Connex took a conservative approach in assessing the compliance level of existing installations but also acknowledges the issue above.

2.5 Prioritization

With the compliance of the entire network known, Connex has nominated actions across the network to achieve the DDA Milestones. Prioritised locations were chosen taking into account the following priorities:

- High patronage levels to bring benefit to the broadest range of people;
- Location of Hospitals and Institutes of organisations used by people with disabilities to target locations where special needs apply;
- Stations preferred by people with vision impairment as per a survey undertaken by the DoI, operators and representatives of user groups;
- Locations for the Commonwealth Games;
- Stations where numerous complaints have been received; and
- Efficient expenditure of budget to maximise benefits with minimal budget outlay.

2.6 Consultation

A draft version of the DDA Action Plan was submitted to the Director of Public Transport on the 21/09/04 and was presented for comments in the Public Transport Access Committee (PTAC) meeting on the 23/09/04. Consultation regarding particular actions will continue over the lifetime of this Action Plan and its implementation.

2.7 Approval by the Director of Public Transport

The DDA Action Plan was developed by Connex in close cooperation with the Accessibility Group of the DoI and is approved by the Director of Public Transport. All approvals are listed in chapter 7 *Approval*.

3 Stations

3.1 Access paths

This criterion involves the provision of a compliant access path from car parks, streets or other access points to a station platform and from one platform to the next. In this regard it can be seen as a combination of other DDA criteria such as ramps, surfaces, gateways, lighting, passing areas or manoeuvring areas. The strategy on how Connex will improve compliance in this area is outlined in the following chapters.

3.1.1 RAMP MODIFICATIONS

At many stations, ramps are a crucial part of the access paths but often have a non-compliant gradient of 1:8 and many do not have landings. Connex will upgrade or rebuild ramps at various locations to establish compliant access paths by also achieving compliance in the criterion 'ramps' (refer to chapter 3.5).

3.1.2 PEDESTRIAN LEVEL CROSSINGS

Connex is a member of the DoI Pedestrian Crossing Upgrade Committee and in this role is actively involved in improving the design of pedestrian level crossings. Together with the DoI and the community of people with disabilities, Connex will develop new solutions and standards to make crib crossings safer and more accessible and will continuously upgrade pedestrian level crossings to this new standard.

3.1.3 SMALLER IMPROVEMENTS

Connex will execute a large number of smaller works, such as surface improvements, handrails, camber reduction, grate work or construction of new walkways to further increase the compliance of stations in this category.

3.1.4 MAJOR WORKS

Connex is anticipating numerous major developments and upgrades of stations, such as Spencer Street, North Melbourne and Jolimont, which includes the provision of DDA compliant access paths. Connex supports the DoI and other external developers to deliver these projects and to comply with the DDA Standards.

3.1.5 ASSISTED ACCESS

In 2003 Connex introduced a call-button at steep ramps at manned stations for customers to request direct assistance for safe use of these ramps. This idea provides improvement to accessibility and safety of our stations. Connex would like to improve this concept by further consultation with the community of people with disabilities.

3.2 Manoeuvring areas

All stations and access paths have generally plenty of manoeuvring space for wheelchair users, leading to a high compliance of the network in this category. However, Connex will execute various improvements to platform surfaces and widening of platforms in

areas used by wheelchair users to increase the compliance level beyond the targets of the DDA standard.

3.3 Passing areas

The majority of access paths are equal or even wider than the required width of a passing bay.

3.4 Resting points

The majority of infrastructure does not require separate resting points, because access paths are shorter than 60 metres. However, Connex offers a high number of seats at and around stations and will further increase the number and compliance of these installations (refer to chapter 3.6 Waiting areas and 3.30 Priority Seating).

3.5 Ramps

Most of the ramps across the Melbourne Train Network have non-compliant gradients of 1:8 and no landings. Numerous stations have been nominated for ramp up-grades or re-build in conjunction with actions under the DDA criterion "Access Path" (refer to 3.1.1 Ramp Modifications).

3.6 Waiting areas

Connex will execute various actions to further increase the compliance level in this category, such as the removal of steps to waiting areas and installation of compliant priority seating. In addition, Connex will install more dedicated waiting shelters for wheelchair users.

3.7 Boarding

All trains are equipped with boarding ramps, which are deployed by the driver to help wheelchair users and people with special needs onto the train (See chapter 4.6 Ramps for more details). Connex will carry on with a maintenance program to upgrade platforms and tracks to reduce the height difference between platforms and trains across the network.

3.8 Allocated space

This category does not apply to stations and is included in chapter 4.9 for trains.

3.9 Surfaces

Connex will continue with its program to improve surfaces throughout the network, including work on platform, path and ramp surfaces. The program includes application of anti-slip covering to ramps and crossfall re-grading on platforms.

3.10 Handrails and grab rails

A comprehensive handrail program has been underway for some time, leading to a high level of compliance in this category. Handrails now exist on many ramps and access paths and Connex will continue this program to install or replace more handrails where required.

3.11 Doorways and doors

Some stations are equipped with automatic doors, which comply to all relevant standards including DDA. All remaining stations have open access to platforms and hence do not require remedial action.

3.12 Lifts

All lifts in Connex's network comply with all relevant standards and provide DDA features such as accessible control buttons, Braille or audible announcements.

3.13 Stairs

Connex will undertake numerous actions in this category with focus on the installation of new handrails and high-contrast, slip-resistant strips on the leading edge of the steps.

3.14 Toilets

Connex will continue to provide accessible public toilet facilities on all continuously manned stations (premium stations).

3.15 Symbols

For the purpose of this action plan, symbols and signs on stations shall be assessed together, because the sophisticated signage concept at and around stations is a combination of both symbols and signs.

The existing signage generally presents itself in good condition and shows a high level of compliance with DDA. However all operators of public transport in Melbourne including Connex, are about to undertake a complete signage renewal to integrate the train, bus and tram network within one corporate identity, to be called MetLink. The new signage will be designed to the latest DDA Standards ensuring the highest compliance in all aspects, such as contrast, font height and wayfinding (identification of access paths).

3.16 Signs

See 3.15 Symbols.

3.17 Tactile Ground Surface Indicators

The majority of existing Tactile Ground Surface Indicators (TGSI) were installed before any standards were promulgated. Whilst not strictly to standard, they assist people with vision impairment in finding their way around the station.

To achieve the DDA compliance milestone, Connex will launch an extensive work program to install TGSIs at various stations across the network. Stations to have TGSIs installed are based on a recent survey conducted by the DoI, operators and user groups⁵.

⁵ 'Summary of Findings: Prioritising Installation of Tactile Ground Surface Indicators (TGSI) on Railway Station Platforms', DoI, 2003

3.18 Alarms

Connex has detailed emergency procedures and advanced alarm systems in place for all stations. These systems are maintained to a high standard and reviewed frequently in terms of their efficiency and compliance with all relevant standards, including DDA.

3.19 Lighting

The lighting at and around stations presents itself in excellent condition. In many cases the lighting levels exceed the relevant standards such as DDA and Connex is about to embark on another lighting upgrade program to further improve the safety and accessibility of its stations.

3.20 Controls

One of the few applicable installations in this category, are the “red” and “green” buttons on the Connex Information Panel, which is provided on each station where customers can make an emergency call or listen to an automated audio message that relates details about the next few services. Connex will launch a comprehensive work program to alter the heights of these buttons, in order to fully comply with the DDA standard.

3.21 Furniture and fitments

The major components of this category are service counters at booking offices, where Connex’s trained staff provides direct assistance to all customers. Together with the provision of Ticket Vending Machines (TVM) and the availability of tickets from many alternative retail outlets, all products and services from Connex are easily accessible.

3.22 Street furniture

Connex will continue its successful work program to provide more DDA compliant seating throughout the network, on platforms and in waiting areas.

3.23 Gateways

This category mainly refers to ticketing barriers. OneLink, the provider for all ticketing equipment, is currently reviewing the ticketing system and the replacement of equipment is under consideration. Connex will support OneLink, the Transport Ticketing Authority and other stakeholders, to ensure that all ticketing machines will be compliant within the required timeframe.

3.24 Payment of Fares

This category mainly refers to provision of Ticketing Vending Machines (TVM). OneLink, the provider for all ticketing equipment, is currently reviewing the ticketing system and the replacement of equipment is under consideration. Connex will support OneLink, the Transport Ticketing Authority and other stakeholders, to ensure that all ticketing machines will be compliant within the required timeframe.

3.25 Hearing Augmentation – Listening Systems

Hearing Loops are currently being broadly discussed by all operators of public transport, because, to date, there are no technical standards available, which will ensure a high benefit to people with hearing impairment.

Connex will consult with people with hearing impairment to determine the most preferred product, which will then be trialled at Flinders Street Station. If the trial is successful, the proven system will be installed on all premium stations in order to gain experience with a view to wider application.

3.26 Information

Many stations in the network have Passenger Information Displays (PIDs), audible train announcements (PA), staff to provide direct assistance, printed timetables and network diagrams. Connex provides information panels on all stations that provide up-to-date audible information on the next services. Connex also runs an Internet Site with special features for people with vision impairment, an SMS timetable update and works closely with MetLink, who provides a customer service line with TTY facilities.

To further improve its information strategy and compliance with DDA, Connex has planned various actions for the coming years with the focus in the following areas:

- More staff presence on the network;
- Visual and audible up-to-date information on more stations;
- Hearing Loops on more stations, and
- Large print station specific timetables.

3.27 Booked services

This category is not relevant to the Metropolitan rail services, because services do not have to be booked in advance.

3.28 Food and drink services

Connex does not directly offer any food or drink services but will work closely with all Sub-Leasees, who provide such services, to increase the compliance in this category.

3.29 Belongings

This category only applies to trains (refer to 4.30).

3.30 Priority Seating

Connex has already fitted a high number of stations with new DDA compliant seating and signage and allocated a certain share to people with disabilities or elderly people. An extensive follow-up work program will be executed over the next few years to reach full compliance.

4 Trains

4.1 General

The condition of the Connex fleet is excellent due to the major refurbishment of existing trains (Comeng) and the introduction of a high number of new trains (Siemens and X'Trapolis® from Alstom). Older trains, which have not been refurbished (Hitachi), will soon be phased out and are therefore not considered in the DDA Action Plan.

All new and refurbished trains have the provision of accessibility as the highest priority, they were designed to the latest standards and went through various consultation processes. The compliance of these trains is accordingly very high.

Connex also operates a small number of diesel hauled trains (MTH), which show similar accessibility to the electrified trains but are not included in this DDA Action Plan as they will be discussed separately with the DoI.

4.2 Access paths

All paths on Connex's trains are designed to provide full compliance with all relevant standards including DDA by maximising available space and providing sufficient hand and grab elements in close proximity. The gap between the platform and the train is overcome by the provision of a boarding ramp, which is deployed by the driver on request (see chapter 4.6 Ramps for more details).

4.3 Manoeuvring areas

All allocated spaces are located in close proximity to the doors and offer compliant manoeuvring space. Wheelchair users are able to enter and exit these spaces on their own and direct assistance is available by the driver on request.

4.4 Passing areas

This criterion does not apply to trains.

4.5 Resting points

This criterion does not apply to trains.

4.6 Ramps

The boarding ramp used by Connex complies in its design to the DDA standards and they way it is applied. Connex provides direct assistance during boarding.

4.7 Waiting areas

This criterion does not apply to trains.

4.8 Boarding

See chapter 4.6 for details.

4.9 Allocated space

Connex's trains provide compliant allocated spaces, which for many train types exceed the DDA requirements in their number and size, accommodating also larger mobility aids.

4.10 Surfaces

All surfaces in Connex's trains comply with all relevant standards including DDA, providing an excellent walking surface without tripping hazards and with optimal anti-slip attributes.

4.11 Handrails and grab rails

All hand and grab rails on Connex's trains comply to all relevant standards and went through a thorough consultation process to provide an optimum of safety and support for all passengers.

4.12 Doorways and doors

All train doors comply with all relevant standards including DDA.

4.13 Lifts

Not applicable for trains.

4.14 Stairs

No trains in Connex's fleet have stairs.

4.15 Toilets

No trains in Connex's fleet have toilets.

4.16 Symbols

All symbols used on Connex's trains were designed to all relevant standards including DDA and the first door of a train set, where the boarding ramp gets deployed to provide access for wheelchair users, is clearly marked with the international symbol of accessibility.

4.17 Signs

All signs used on the trains were designed to all relevant standards including DDA. The electronic Passenger Information Display, showing the destination of the train, is clearly visible when entering the train and the displayed text is shown for at least 10 seconds. Trains also show their destination clearly on the front of the train above the windscreen.

4.18 Tactile Ground Surface Indicators

Tactile Ground Surface Indicators (TGSIs) are not required on trains.

4.19 Alarms

There are no emergency warning systems installed on trains. However, some trains are equipped with emergency duress buttons that, when activated, alert the driver who will then take the appropriate action. Voice communications is established with the driver when the duress buttons are activated.

4.20 Lighting

The lighting inside trains complies with all applicable standards including DDA.

4.21 Controls

The doors of the refurbished Comeng trains open by sliding an ergonomically formed handle whereas the doors of the Siemens and X'Tropolis train are power-operated and open after pressing an illuminated raised button. All of these and other provided controls comply with the applicable standards including DDA and also went through an extensive consultation process.

4.22 Furniture and fitments

This criterion is not applicable for the Metropolitan trains, because Connex does not provide sleeping berths.

4.23 Street furniture

This criterion is not applicable for trains.

4.24 Gateways

This criterion is not applicable for trains.

4.25 Payment of Fares

No trains in Connex's fleet have facilities to purchase tickets.

4.26 Hearing Augmentation – Listening Systems

Currently there is no technical solution available to provide a functional Hearing Loop on an electrified train, because of interference with the high voltage overhead system.

Connex is working closely with other train operators and train manufacturers to find a suitable solution and, beyond this, already provides people with hearing impairment with the same information as normal hearing people by offering visual displays (PIDs) (see next chapter for further details).

4.27 Information

All trains are equipped with a visual Passenger Information display (PID) and audible announcements (PA), which constantly inform the customers about the destination of their train, the next stop and if their service is stopping all stations or running express to only certain stations. Network maps are also provided.

4.28 Booked services

This category is not relevant to the Metropolitan rail services, because services do not have to be booked in advance.

4.29 Food and drink services

Connex does not offer any food and drink services on its trains.

4.30 Belongings

All aids used by people with disability, such as wheelchairs or guide dogs, are transported on Connex's trains at no extra cost.

4.31 Priority Seating

All trains have priority seating and appropriate signage for use for people with disabilities and the elderly.

5 Customer Service

5.1 General

Customer Service is one of Connex's key priorities and after being awarded the new Franchise in Melbourne, Connex has extended its service portfolio even further. New programs like Host Stations and more Authorized Officers are currently being introduced. The following paragraphs explain these initiatives, with emphasis on the benefits to people with disabilities.

5.2 Staff Training

Connex station staff and Authorized Officers (AOs) are specifically trained in providing services to passengers with special needs. Areas studied as part of the nationally accredited training scheme include defining the types of disabilities most likely to be encountered, how to assist with their travelling needs and specific communication methods for some groups.

This training is comprised of both theoretical and practical elements and specifically, practical training includes activities (both simulated and real) where staff experience traveling the system with a particular disability. This encourages empathy and a deeper understanding of the needs a disabled or special needs customer may require.

In addition, our train drivers are trained in the correct method of positioning wheelchair ramps for customers with wheelchairs. They are also trained in using these ramps in circumstances when customers are experiencing mobility difficulties when boarding and alighting trains. Other simple but effective tools include the use of "stick it notes" which many of our special needs customers use to inform the driver of their particular need or destination.

5.3 Premium Stations

Connex has committed to staffing 67 Premium Stations from the first train to the last train, 365 days of the year. The dedicated resources at these stations are charged with providing customer service and assistance to all customers. The customer service staff members on stations have undertaken the training as stated above and are available to assist customers with special needs in navigating our system.

5.4 Host Station

In addition to the already staffed Premium Stations, Connex recently introduced staff at 31 further stations during the morning peak to improve Customer Service, bringing the total of staffed stations in the morning peak to 98. These staff have the same qualifications as the staff located at the Premium Stations, to provide assistance to all customers.

5.5 Authorised Officers

Connex's Authorized Officers (AOs) assist customers in various forms by providing transport advice at stations, during special events and when traveling on suburban trains.

Service to people with disabilities is a crucial part of the responsibility of Connex's Authorized Officers, who assist passengers with special needs with ticketing issues, travel information, and when required, boarding and alighting from vehicles. These are valuable skills, which are also assessed in various training units as part of the Certificate III in Transport and Distribution (Rail Operations) for Authorized Officers.

Connex is currently increasing the number of AOs in the network to improve Customer Service on its trains, with one goal being to have Authorised Officer presence on 100% of train services after 9pm for 80% of the aggregate kilometres travelled.

5.6 MetLink Call Centre

Connex works closely with MetLink's call centre, which provides TTY telephone facilities and a broad range of specialised information on travelling in the Melbourne Public Transport System for people with disabilities.

5.7 Customer Service Phone Line

Connex values any feedback from its customers to further improve its service. In addition to the station staff and Authorized officers, Connex provides a service hotline, where trained personnel collect feedback and arrange appropriate response or actions as and when required.

5.8 Internet Site

Connex provides an internet site that has been designed in accordance with the DDA Standards, offering alttag feature for those users with vision impairment. A section under travel information provides detailed information on station facilities that offer disability car parking, tactile paths, wheelchair access for toilets and payphones, ramps and elevators.

5.9 SMS Timetables

Connex launched an SMS timetable service in March 2004, being the first of its kind in Australia. This service offers personalised train timetable information, which is sent directly to the customer's mobile phone. This product allows commuters to maximise their time and improve both their comfort and feeling of safety.

In addition to this product, Connex also offer a free SMS Updates service to its commuters, which deliver vital, tailored information regarding any disruption or cancellations on their train line. Both products above are perfectly suited for people with hearing impairment.

6 Other Activities

6.1 *DoI Pedestrian Level Crossing Upgrade Program*

Connex is a member of the DoI Pedestrian Level Crossing Upgrade Program and in this role, supports the group actively, in its objective to upgrade Pedestrian Crossings across the network and to develop a new design standard for pedestrian level crossings with a focus on increased safety and accessibility.

6.2 *Connex Pedestrian Level Crossing Upgrade Program*

In addition to the DoI Pedestrian Level Crossing Upgrade Program, Connex will upgrade a high number of pedestrian level crossings per year on its own initiative. These upgrades will incorporate the new design standard for pedestrian level crossings that is being developed in the DoI working group above, once it becomes available.

6.3 *DDA Training of Maintenance Teams for Crossing Work*

Connex will develop and implement a training program for all technical staff working on pedestrian crossings to improve the awareness of special requirements from people with disabilities.

6.4 *Automatic Train Headlights*

Connex will trial the automation of train headlights to ensure that the headlights are turned on at all times, with the intention to increase the visibility of an approaching train from a pedestrian level crossing.


7 Approval

The following signatures approve the content of this document to be compliant with the Franchisee Agreement, between the Director of Public Transport and Connex Pty Ltd, clause 8.8 "Compliance with Disability Discrimination Act".


Signature
Connex Melbourne Pty Ltd
Project Manager, DDA


Stefan Hicbe
Name

14/10/04
Date


Signature
Connex Melbourne Pty Ltd
General Manager, Technical

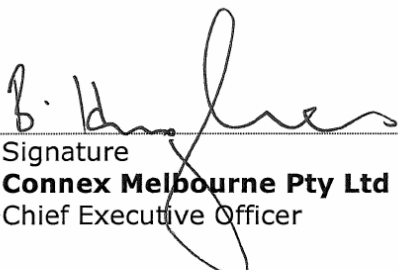
Russell Trevisan
Name

14/10/04
Date


Signature
Connex Melbourne Pty Ltd
General Manager, Customer Service

Norman J. Ford
Name

14/10/04
Date


Signature
Connex Melbourne Pty Ltd
Chief Executive Officer

BRUCE HUGGINS
Name

14/10/04
Date

Jim Betts
Signature
Department of Infrastructure
The Director of Public Transport

JIM BETTS
Name

10/11/04
Date

8 Appendix

8.1 Abbreviations

DDA	Disability Discrimination Act
PID	Passenger Information Display
AS	Australian Standard
TGSI	Tactile Ground Surface Indicators
DoI	Department of Infrastructure
PTAC	Public Transport Access Committee
FA	Franchise Agreement – Train
PA	Public Addressing System
AO	Authorized Officer
HREOC	Human Rights and Equal Opportunity Commission
AP	Action Plan
TVM	Ticketing Vending Machine