

New Generation Rollingstock Project

Application for temporary exemptions under the *Disability Standards for Accessible Public Transport 2002* (Cth) and *Disability Discrimination Act 1992* (Cth)

Response to request for further information and documents of 18 October 2017

Public Version

15 November 2017

Joint application by the State of Queensland (acting through the Department of Transport and Main Roads) and Queensland Rail

1. **Please confirm that NGR trains will only be used on a narrow gauge rail network**

This is correct. New Generation Rollingstock (**NGR**) trains will only operate on the South East Queensland narrow gauge rail network.

Both Queensland Rail's existing fleet, and the NGR trains, are constructed for a narrow gauge network.

A map of the relevant train network is **enclosed** at **Annexure A**.

2. **The application notes Qtectic is responsible for designing, building and maintaining the NGR trains and that the NGR project will deliver 75 new passenger trains. Please indicate whether the 75 trains have already been designed, built and delivered or, if not, the current status of the design, build and delivery.**

This information has been provided to the Commission but is unable to be publically released due to "Commercial in Confidence" considerations.

3. **Given that the DDA has prohibited discrimination in public transport since 1993 and the DSAPT has been in force since 2002, please explain why the State of Queensland procured non-compliant NGR trains in 2013. If TMR and/or QR seek to rely upon technical or 'unavoidable design constraint' reasons, please include any supporting materials TMR and/or QR considers relevant –for instance expert reports, evidence of international practice, the results of any consultations carried out by TMR and/or QR.**

In September 2012, the Department of Transport and Main Roads (**TMR**) became the principal delivery agency for the NGR project and the responsibility for project procurement was handed to Projects Queensland (now Queensland Treasury Commercial Group).

The technical specification for the NGR train provided to Treasury Commercial Group at that time did not include a second toilet, calling for a six-car driver-only train, with one toilet in the middle (to align with the platform assisted boarding point). The decision to include one toilet module (rather than two) was made at Cabinet level by the State Government at that time.

4. **Please provide a simple diagram of the configuration of the NGR trains that will go into passenger service before the rectification process, including all relevant dimensions.**

A diagram of the existing NGR train seating configuration and relevant measurements is **enclosed at Annexure B.**

A diagram of the existing NGR train toilet module is **enclosed at Annexure C.**

5. **Please provide a simple diagram of the configuration of trains used presently in the South East Queensland passenger rail network for the each of the suburban and interurban networks, including all relevant dimensions.**

Please find **enclosed**:

- (a) A diagram of the South East Queensland train network at **Annexure A.** To assist with reading the table in reference to the diagram of the South East Queensland train network:

- (i) 'interurban network' means the following parts of the South East Queensland train network:

- A. Caboolture Station to Gympie North Station;
- B. Beenleigh Station to Varsity Lakes Station; and
- C. Ipswich Station to Rosewood Station;

- (ii) 'suburban network' means the remainder of the South East Queensland Rail network, which is bounded by the following stations:

- A. Beenleigh Station;
- B. Cleveland Station;
- C. Doomben Station;
- D. Airport (Domestic) Station;
- E. Shorncliffe Station;
- F. Kippa-Ring Station;
- G. Caboolture Station;
- H. Ferny Grove Station;
- I. Ipswich Station; and

J. Springfield Central Station;

- (iii) Stations with a green box containing "AT" in white text beside them have a unisex accessible toilet available.
 - (b) A table showing the trains that comprise Queensland Rail's existing fleet, and the parts of the South East Queensland train network on which they travel, at **Annexure D**.
 - (c) Diagrams of the cars that comprise the trains that make up the existing fleet at **Annexure E**.
 - (d) As a member of the Australasian Railway Association, Queensland Rail's existing rolling stock is subject to an exemption issued by the Commission in 2015.
6. **Please explain any material difference between the current configuration of existing trains on the South East Queensland passenger rail network and the pre-rectified NGR trains that will enter passenger service.**

The material differences between Queensland Rail's existing fleet, and the pre-rectified NGR trains, are that:

- (a) The NGR trains are six car units, meaning that their capacity exceeds that of the existing fleet, which are three car units.
- (b) In the trains that comprise the existing fleet, the guard cabin is located at the end of the three car unit. Where two units are coupled together to make a six car consist (as is operationally common), the guard cabin is located in the centre of the train. For the NGR trains, the guard cabin is located at the end of the six car unit.
 - (i) NGR trains have through-access for train crew from end-to-end of the six car unit. No trains in the existing fleet have this capability when two units are coupled to make a six car consist.
- (c) The majority of the trains that comprise the existing fleet (SMU200, SMU220, SMU260, and EMU) do not have any toilet facility on-board. The SMU200, SMU220 and SMU260 all operate on the interurban network between Caboolture Station and Nambour Station, and Ipswich Station to Rosewood Station.
 - (i) The SMU260 currently operates on the Beenleigh to Varsity Lakes section of the interurban network. It is intended as part of the initial NGR deployment plan that the NGR will run services on this section, which will provide additional on-board toilet facilities not previously able to be offered.

- (ii) The toilet design in the pre-rectified NGR trains is similar to the toilet design for the IMU160.
- (d) Overall, the Applicants submit that the pre-rectified NGR trains will provide a superior customer facility for all customers when compared to the existing fleet.
- (e) Other key features of the pre-rectified NGR train include:
 - (i) Wi-Fi in all six cars;
 - (ii) Internal and external ‘Passenger Information Displays’ (electronic notices);
 - (iii) Twenty-four priority seats – four in each car;
 - (iv) Twelve allocated spaces for mobility devices – six in each accessible car with ‘Press for Assistance’ and ‘Emergency Help Point’ buttons;
 - (v) High-back seats (to improve crash safety performance for passengers); and
 - (vi) Hearing aid loops.

7. Please provide further details about the Customer Communication/Education Campaign referred to in the joint application. How does it propose to educate people about resolving accessibility issues relating to the pre-rectified NGR trains?

Queensland Rail is currently finalising its campaign material to educate customers in relation to the assisted boarding procedure for the NGR trains.

The Applicants respectfully ask that the Commission allow it to provide a copy of this material once it is finalised.

8. Please provide a map of QR’s Citytrain network showing which stations provide unisex accessible toilets for customers.

The South East Queensland train network map enclosed at **Annexure A** shows the locations of the 105 stations (of 153) that provide unisex accessible toilets for customers. These stations are also listed below.

Stations providing unisex accessible toilets for customers		
Albion	Geebung	Ormeau
Alderley	Goodna	Oxford Park
Altandi	Graceville	Oxley

Stations providing unisex accessible toilets for customers		
Bald Hills	Grovely	Park Road
Banoon	Gympie North	Petrie
Banyo	Helensvale	Redbank
Beenleigh	Indooroopilly	Richlands
Beerwah	International Airport	Riverview
Bethania	Ipswich	Robina
Birkdale	Kallangur	Roma Street
Boondall	Keperra	Rosewood
Booval	Kingston	Rothwell
Bowen Hills	Kippa-Ring	Runcorn
Bundamba	Kuraby	Sandgate
Buranda	Landsborough	Shorncliffe
Burpengary	Lawnton	South Bank
Caboolture	Loganlea	South Brisbane
Cannon Hill	Lota	Springfield
Carseldine	Indooroopilly	Springfield Central
Central	Mango Hill	Strathpine
Cleveland	Mango Hill East	Sunnybank
Coomera	Manly	Sunshine
Coopers Plains	Milton	Toombul
Coorparoo	Mitchelton	Trinder Park
Corinda	Moorooka	Varsity Lakes
Darra	Morayfield	Virginia
Deagon	Morningside	Wacol
Dinmore	Murrumba Downs	Woodridge
Domestic Airport	Nambour	Wooloowin
Dutton Park	Narangba	Wynnum
Eagle Junction	Nerang	Wynnum Central
Enoggera	Newmarket	Wynnum North
Ferny Grove	Norman Park	Yeerongpilly
Fortitude Valley	Northgate	Yeronga
Fruitgrove	Nundah	Zillmere

9. **Please provide a simple diagram of the configuration of a post-rectified NGR train (both Interurban and Suburban models), including all relevant dimensions.**

Concept designs have been developed throughout the *Accessibility Options Development and Assessment process* to resolve non-compliances and maximise functionality where possible.

The NGR project team (which includes the train supplier and operator) is currently confirming the feasibility (design and engineering) of the concept designs, before entering a detailed design phase. Further refinements will be made to the concept designs to ensure non-compliances are resolved where possible, in consultation with the disability sector.

A diagram of the interurban train concept design is **enclosed at Annexure F**.

A diagram of the suburban train concept design is **enclosed at Annexure G**.

A diagram of the toilet module concept design is **enclosed at Annexure H**.

10. **Please explain if the post-rectified NGR trains will be fully compliant with the DDA and DSAPT. If not, please explain what departures from the standards are contemplated and why they are justified.**

As outlined above, the NGR project team (which includes the train supplier and operator) is currently confirming the feasibility (design and engineering) of the concept designs, before entering a detailed design phase. Further refinements will be made to the concept designs to ensure non-compliances are resolved where possible, in consultation with the disability sector.

The table below outlines how the rectifications will resolve the existing non-compliances.

Post-rectification NGR trains	Rectification will resolve the following non-compliances	The following non-compliances will remain post-rectification
<p>Suburban fleet</p> <ul style="list-style-type: none"> No toilets 	<p>s2.6</p> <ul style="list-style-type: none"> The path adjacent to the toilet module will no longer exist as the toilet module will be removed 	<p>s2.6</p> <ul style="list-style-type: none"> Access path will only be provided at a single door, or an alternate door, if available.

Post-rectification NGR trains	Rectification will resolve the following non-compliances	The following non-compliances will remain post-rectification
	<ul style="list-style-type: none"> • Width of access path between the allocated spaces and/or the handrail <ul style="list-style-type: none"> - Concept design utilises existing features of the train - Throughout the detailed design process, the width of the access path (currently indicated as 782 mm (nominal)) will be refined to ensure the 850mm requirement is met <p>s2.8</p> <ul style="list-style-type: none"> • In either direction of travel, an access path will be provided from the single boarding door to six allocated spaces and 12 priority seats <p>s15.3</p> <ul style="list-style-type: none"> • No toilets will be provided in either accessible car 	<p>Access paths cannot be provided at all doors for the accessible carriages at all stations due to infrastructure and operational constraints across the South East Queensland Rail network</p> <ul style="list-style-type: none"> • This is the case for all existing trains in the Queensland Rail fleet which are subject to an exemption issued by the Commission in 2015.
<p>Interurban fleet</p> <ul style="list-style-type: none"> • Two toilets 	<p>s2.6</p> <ul style="list-style-type: none"> • The path adjacent to the toilet module(s) will remain but not be classified as an 'access path' for the purposes of DSAPT • An access path will exist from the entry/exit and allocated spaces to the 	<p>s2.6</p> <ul style="list-style-type: none"> • Access path will only be provided at a single door, or an alternate door, if available. Access paths cannot be provided at all doors for the accessible carriages at all stations due to infrastructure and

Post-rectification NGR trains	Rectification will resolve the following non-compliances	The following non-compliances will remain post-rectification
	<p>toilet module in the two accessible cars</p> <ul style="list-style-type: none"> • Width of access path between the allocated spaces and/or the handrail <ul style="list-style-type: none"> - Concept design utilises existing features of the train • Throughout the detailed design process the width of the access path (currently indicated as 783 mm (nominal)) will be refined to ensure the 850mm requirement is met <p>s2.8</p> <ul style="list-style-type: none"> • In either direction of travel, an access path will be provided from the single boarding door to six allocated spaces, 12 priority seats and one toilet module <p>s15.3</p> <ul style="list-style-type: none"> • One accessible toilet with air-lock will be provide in each accessible car 	<p>operational constraints across the South East Queensland Rail network</p> <ul style="list-style-type: none"> • This is the case for all existing trains in the Queensland Rail fleet which are subject to an exemption issued by the Commission in 2015. <p>s8.2</p> <ul style="list-style-type: none"> • Boarding device only required at a single door, or an alternate door, if available, rather than all doors. • This is the case for all existing trains in the Queensland Rail fleet which are subject to an exemption issued by the Commission in 2015.
<p>New toilet module</p>	<p>s15.4</p> <ul style="list-style-type: none"> • Reconfigured toilet module will met dimension requirements • Full side-transfer to pan will be possible 	

11. **Please include any supporting materials TMR and/or QR considers relevant to the proposed configurations of the post-rectified NGR trains – for instance expert reports, evidence of international best practice, the results of any consultations carried out by TMR and/or QR.**

This information has been provided to the Commission but is unable to be publically released due to "Commercial in Confidence" considerations.

12. **Please provide a timetable for each of the steps to be carried out in the proposed rectification process.**

A detailed timetable for each step of the rectification process is still to be developed. The Applicants are currently working with the train supplier to determine the best commercial, design and manufacturing approach to carry out the rectification work. The Applicants respectfully ask that the Commission allow it to provide a detailed timetable when it is available.

A high level timetable has been provided to the Commission but is unable to be publically released due to "Commercial in Confidence" considerations. The rectifications are intended to be completed within the proposed timeframe of the exemption.

13. **Please provide the following further details about the Queensland Rail Accessibility Reference Group (ARG) referred to in the joint application:**

- (a) What is the membership of the ARG? When and how was it formed?**

The names of ARG members have been provided to the Commission but have been removed from this document for privacy considerations.

The following organisations are represented in the ARG:

Organisation
Guide Dogs Queensland
Choice Passion Life
Better Hearing Australia
Better Hearing Australia
Inclusion Moves
Vision Australia
Queenslanders with a Disability Network
Spinal Life Australia
Guide Dogs Queensland
Independent
Blind Citizens Australia
Endeavour Foundation
Deaf Services Queensland
Independent
Arthritis Queensland
Multiple Sclerosis Queensland

The ARG was formed in 2003, following the introduction of the Disability Standards for Accessible Public Transport (DSAPT). It was initially called the 'QR DDA Reference Group', and its inaugural meeting was held on 18 March 2003.

The QR DDA Reference Group was initially comprised of members from Queensland Rail, relevant state government departments and the disability sector. Notably, a number of the original representatives from the disability sector remain on the ARG. The initial aim of the QR DDA Reference Group was to:

- draw upon community experience to identify gaps in passenger services that lead to discrimination against people with a disability;
- seek input from a customer perspective into the design and provision of non-discriminatory, accessible rail services; and
- provide a means of obtaining community input into the development of a Queensland Rail action plan for non-discriminatory, accessible rail services, in accordance with the *Disability Discrimination Act 1992* (Cth).

(b) What is the role of the ARG? Is it advisory only or does it also provide technical advice?

The ARG remains the primary forum for Queensland Rail to engage with the disability sector. It provides valuable input into Queensland Rail's accessibility decision making to deliver a more accessible rail network.

Details of key engagements with the ARG are included in the Accessibility Action Plan 2014, which is **enclosed** at **Annexure I**.

While some members of the ARG provide technical advice in relation to accessibility issues, including station and rollingstock design, their role is not to 'approve' or 'certify' work.

The Applicants employ and/or engage a range of engineering, legal, accessibility and human factor experts to provide technical advice that also considers feedback and input received from the ARG.

(c) Please provide copies of:

- (i) the draft Preliminary Options Discussion Paper distributed on 6 July 2017**
- (ii) any feedback received on the draft Preliminary Options Discussion Paper**
- (iii) the final Preliminary Options Discussion Paper distributed on 21 July 2017**
- (iv) the Preliminary Options Report**
- (v) any feedback received on the Preliminary Options Report**
- (vi) the Final Options Report distributed on 8 September 2017 and presented to Government for decision on 21 September 2017**
- (vii) the Government announcement dated 22 September 2017.**

*These documents have been provided to the Commission but with the exception of (vii) are unable to be publically released as they are considered "Commercial in Confidence". Document (vii) is **enclosed** at **Annexure J**.*

**ANNEXURE A – MAP OF SOUTH-EAST QUEENSLAND RAIL NETWORK
(NARROW GAUGE)**

**ANNEXURE B – DIAGRAM OF EXISTING NGR TRAIN SEATING
CONFIGURATION AND RELEVANT MEASUREMENTS**

ANNEXURE C – DIAGRAM OF EXISTING NGR TRAIN TOILET MODULE

ANNEXURE D – SUMMARY OF QR'S EXISTING TRAIN FLEET

ANNEXURE E – DIAGRAMS OF CARS IN THE EXISTING QR TRAIN FLEET

ANNEXURE F – DIAGRAM OF INTERURBAN CONCEPT DESIGN

ANNEXURE G – DIAGRAM OF SUBURBAN CONCEPT DESIGN

ANNEXURE H – DIAGRAM OF TOILET MODULE CONCEPT DESIGN

ANNEXURE I – 2014 QR ACCESSIBILITY ACTION PLAN

ANNEXURE J – COPIES OF DOCUMENTS REQUESTED IN QUESTION 13(c)

These documents have been provided to the Commission but with the exception of (vii) are unable to be publically released as they are considered "Commercial in Confidence".