

Motorised Mobility Devices
Fact Sheet 5

Using public transport in Victoria

Road Safety Victoria (Department of Transport) has produced a series of fact sheets to support safe use of motorised mobility scooters and powered wheelchairs in our community. This fact sheet provides information about using these devices on public transport, including practical tips, resources and services.

In this resource, the term 'motorised mobility device' includes both mobility scooters and powered wheelchairs, unless they are mentioned separately.

Make sure your device is suitable to be used on public transport

Our public transport system aims to be as accessible as possible for people with disabilities, including those who use a mobility scooter or powered wheelchair. However, not all devices are suitable for use on public transport. So, this is something you should plan for when choosing your device (see *Fact Sheet 2*). Weight, size and manoeuvrability need to be considered.

- **Weight** – The maximum total laden weight allowed for access to trains, trams and buses is 300kg. This refers to the combined weight of the device with the user, any luggage and added accessories.
- **Height** – Only wheelchair accessible taxis have a defined height limit (1500mm) (refer page 7), however all users should be mindful of the height of items added on their device, such as visibility flags or canopies, when using other public transport.
- **Length & width** – For access to trains, trams and V/Line trains and coaches, the device must fit within a space of 1300mm by 800mm. For access to buses, the allowed maximum mobility device dimensions are 1300mm long by 750mm wide.
- **Height of base from the ground** – To be able to be used on buses, the height of the device base must be no more than 300mm from the ground to fit between the wheel axles of the bus.
- **Manoeuvrability** – The device also needs to be manoeuvrable to get on and off the transport vehicle, including using ramps, and moving around within the vehicle. Specifically, the device should be able to turn 180 degrees within an area 2070mm x 1540mm. While a device may be capable of these manoeuvres, the user will require instruction and significant practice to be able to complete these manoeuvres independently.

Did you know?

If you depend on a scooter or wheelchair while travelling you may be eligible for a free travel pass. For information about the various passes available go to the PTV website. ptv.vic.gov.au



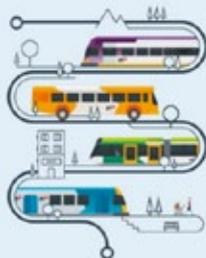
Dimensions and weight requirements for use on public transport

Maximum height
1500mm for
wheelchair accessible
taxis only (see page 7)

Maximum width
800mm for trains & trams
750mm for buses



TRY BEFORE YOU RIDE



This event gives you an opportunity to practise getting on and off public transport while the vehicles are stationary, and to ask questions from customer support staff.

<https://www.ptv.vic.gov.au/more/travelling-on-the-network/accessibility/try-before-you-ride/>

Make sure you can use your device safely on public transport

- It is your responsibility to learn how to use your device safely on public transport, including accessing stations and platforms, getting on and off (including using boarding ramps), positioning the device in the allocated space, and negotiating around other public transport users and their belongings (shopping bags, prams, bicycles etc). This usually requires formal instruction and considerable practice.
- There are various factors influencing the ease of access and use of different types of public transport, and there are different requirements for trains, trams, buses, V/Line coaches and taxis (see following pages). You will need to understand these differences and practice the routes that you wish to use when you are not under time pressure, preferably with another person who can help you. As your experience and route familiarity increase, you will be developing the confidence to travel independently.
- Use a slow speed when getting on and off all modes of public transport and when travelling on train or tram platforms.
- Clearly communicate your intentions to other passengers/staff, for example when moving past other passengers.



Travel tips



- It is a good idea to allow plenty of time and to plan your route, especially if you are connecting with different modes of transport. Use the PTV Journey Planner ptv.vic.gov.au/journey/
- The PTV mobile app also contains a wealth of travel and facility information, and enables you to call PTV directly from the app. The PTV website has detailed information about the app features and how to use the app. Additional apps are available for trams (tramTRACKER) and V/line trains and coaches.

- Since there are limited designated accessible spaces on public transport, travelling in off-peak times may be easier and less stressful.
- Sometimes the designated accessible spaces may already be occupied and you won't be able to get on.
- Consider accessibility facilities such as lifts on train platforms and ramps, as well as toilets and recharging points. Many Municipal Councils have 'Mobility Maps' to help you identify locations for these features.
- You may be eligible for a concession fare or free travel pass. For more information refer to PTV. ptv.vic.gov.au/tickets/myki/concessions-and-free-travel/free-travel-passes/

Travellers Aid

travellersaid.org.au

Travellers Aid operates out of Flinders Street, Southern Cross and Seymour stations, with services designed to empower people with travel related challenges to connect, engage and participate within their communities, through the use of public transport.

Services include mobility equipment hire, accessible bathrooms, meals assistance, internet access, charging for mobility devices and a companion service.

Services are described in detail on their website. Some services require booking.

Travelling on metropolitan trains

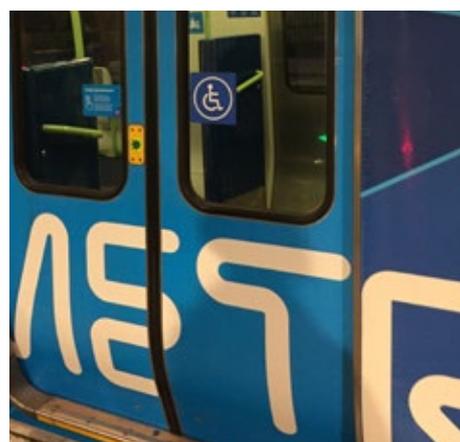
General requirements

- All metropolitan stations are accessible via ramps or lifts, except for Heyington Station, which has stairs.
- The steepness and length of access ramps both into stations, and to platforms, vary from station to station. This means that accessibility for individual users may vary depending on their device and their skills or experience. Wet weather conditions may also affect accessibility. You should consider the accessibility of individual stations and the weather conditions when planning your trip.
- All metropolitan trains are wheelchair accessible and have allocated spaces for passengers using mobility aids, prams etc.
- To travel on a train, your scooter or wheelchair must be:
 - no more than 1300mm long
 - no more than 800mm wide
 - no more than 300kg in weight, including you, any luggage and accessories.



Getting on and off the train

- The wheelchair symbol marked on the platform indicates the boarding point – this is close to where the front of the train will stop.
- There may not be a wheelchair symbol at the boarding point on the platform at some of the bigger stations, where the trains travel in both directions. If this is the case, go to the end of the platform in your direction of travel and wait to board near the white platform marker. You can also ask station staff to assist you to find the accessible boarding point.
- The driver will provide a ramp to help you get on and off the train. Some stations have a raised section of platform near the front of the train, which may allow you to board the train independently, without assistance from the driver and a ramp.
- Advise the driver of your destination station so that they can help you get off the train using the ramp. Or, if possible, write down your destination, or the name of the interchange station (if you are changing trains) on a note to provide to the driver.



More information

You can find more information about travelling on metropolitan trains, including station facilities, such as lifts or accessible toilets, on the Metro Trains website (see Useful Contacts).

Travelling on trams

General requirements

- Not all tram routes and stops are disability accessible. You will need to plan your trip to identify accessible tram routes and accessible stops, including stops for getting on and off the tram.
- Not all trams are accessible. Low-floor trams are accessible, and they have allocated spaces for passengers using mobility aids or prams. This area is marked on the floor with a wheelchair symbol. High-floor trams have steps, so they are not suitable for manual or powered wheelchairs and mobility scooters.
- You can find out if a route has low-floor trams and which stops are accessible by using tramTRACKER or the route guides on the Yarra Trams website (see Useful Contacts).
- If there is a digital display at the tram stop a 'wheelchair' symbol will indicate which trams are low-floor trams.
- To travel on a tram, your scooter or wheelchair must be:
 - no more than 1300mm long
 - no more than 800mm wide
 - no more than 300kg in weight, including you and any luggage and accessories.

Getting on and off the tram

- Position your device in a central position on the tram stop, ready to get on. A wheelchair symbol on the doors indicates which doors to use. These doors will be close to the allocated space within the tram.
- Where possible, move the device in a forward direction (not in reverse). This is safest in terms of being able to see where you are going and negotiate around other passengers. If you need to reverse to move into the allocated space, check behind you first.
- There may be a small gap between the tram stop platform and the tram. Your device should be able to negotiate this without difficulty, however practise can help your confidence.
- Unlike on trains, tram drivers may not be able to leave their cabin to assist you.

More information

You can find more information about travelling on the tram network using a mobility aid on the Yarra Trams website (see Useful Contacts).



Travelling on metropolitan buses

General requirements

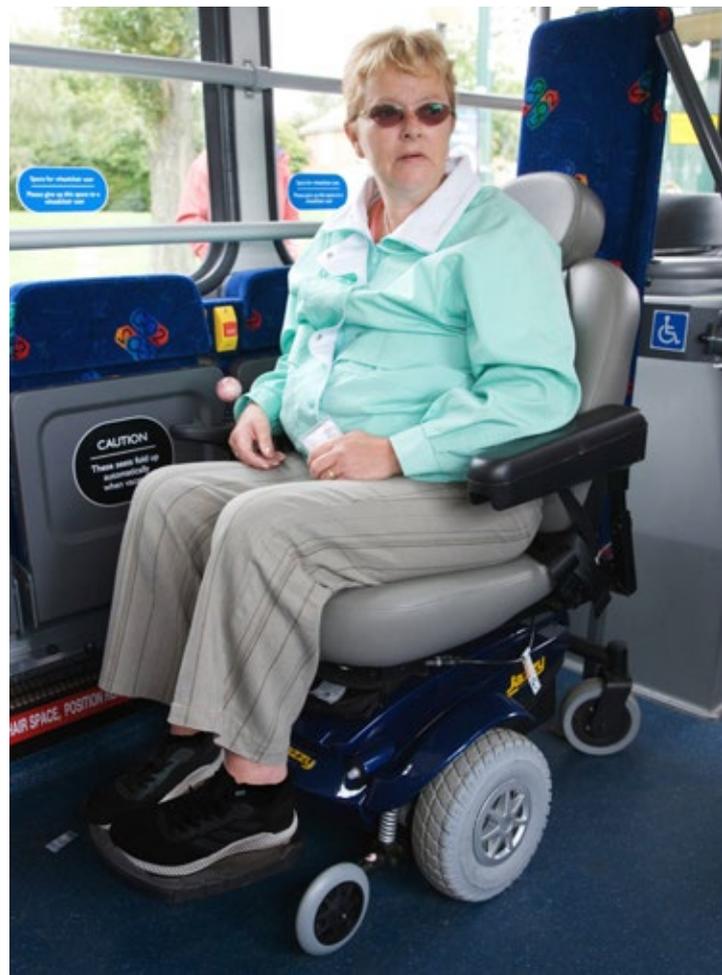
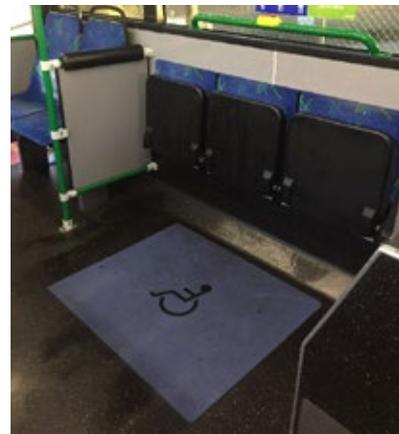
- Using buses can be difficult with a scooter or powered wheelchair. The wheel hub and the driver's cage position limit space to move and turn for getting on and off.
- Most local buses in Victoria are low-floored, however the layout inside the vehicle can vary. Low-floor buses can be lowered by the driver, so they are closer (lower) to the kerb. The driver can also use a ramp to help you get on and off.
- Low-floor buses have allocated spaces for passengers using wheelchairs, mobility aids and prams. The accessible areas are centrally located in the bus and are marked on the floor with a wheelchair symbol.
- To travel on a bus, your scooter or wheelchair must be:
 - no more than 1300mm long
 - no more than 750mm wide
 - no more than 300mm from the ground
 - no more than 300kg in weight, including you, any luggage and accessories.
- The device must also be able to go up and down a ramp.

Getting on and off the bus

- You must get on and off via the front door of the bus.
- Move in a forward direction to get on and get off the bus.
- The driver will set up the ramp and lower the bus.
- There may be flip-down seats in the spaces allocated for mobility devices on the bus. The driver will fold these up if empty to allow space for you. If the space is occupied by passengers, the passengers will need to move to another seat.
- There is a 'wheelchair' call button/bell to tell the driver when you want to get off the bus.
- You will need to turn your device around (inside the bus) to get off. You may need to make multiple turns to turn around. This can be difficult if there are other passengers using the accessible spaces.

More information

You can find more information about traveling on metropolitan buses on the operator's website (see Useful Contacts).



Travelling on regional coaches and trains

General requirements

- Passengers using a motorised mobility device can access most V/Line trains and coaches.
- V/Line has a number of different trains and the layouts vary. You can check the V/Line website or app to find out what train will be operating on the service you want.
- Most V/Line coaches have an allocated space for mobility aids. To travel on a V/Line coach your mobility aid must have anchor points. The coach driver will assist you to secure your device to the anchor points.
- All V/Line stations have step-free entry. To find out if a station has facilities such as a lift or accessible toilet, search for the station name on the V/Line website or the V/Line app. You can also find station information by clicking on the station name on an electronic timetable or journey planner page.

- To travel on a V/Line train or coach, your scooter or wheelchair must be:
 - no more than 1300mm long
 - no more than 800mm wide
 - no more than 300mm from the ground
 - no more than 300kg in weight, including you, any luggage and accessories.

Getting on and off regional services

- To get on a V/Line train, wait on the platform in the 'Boarding Assistance Zone'. The conductor will assist you to get on and off the train.
- For coach services, the coach driver can help you.

More information

You can find more information about traveling on V/Line train or coach services on the V/Line website (see Useful Contacts).

Travelling in a wheelchair accessible taxi

- Mobility scooters and powered wheelchairs can be carried in a wheelchair accessible taxi.
- You cannot sit on your mobility scooter while the vehicle is moving. You must sit in a fixed seat in the vehicle and use the seatbelt for that seat.
- Wheelchair users can remain in their wheelchair provided they wear a seatbelt.
- All devices must be safely restrained in the vehicle regardless of whether the user is sitting in them. This means that all devices should have four anchor points fitted (two at the front and two at the rear) to enable the driver to safely restrain the device to the floor of the vehicle.
- To travel in a wheelchair accessible taxi, your scooter or wheelchair (with you seated in it) must be:
 - no more than 1300mm long
 - no more than 800mm wide
 - no more than 1500mm in height.



Checklist: Are you and your device ready to use public transport?

Using public transport can be very challenging and requires careful planning and practice. This checklist will help you to prepare for using your mobility scooter or powered wheelchair on the Victorian public transport system. It does not replace instruction and practice. **You must only use public transport if you have the skills and capacity to do so safely.**

First, think about what type of transport you wish to use. Then, answer the questions. If you answer YES to questions relevant to your transport choice you may be ready to travel on public transport. If you answer NO, we recommend you seek more information or assistance (e.g. through an occupational therapist) to overcome any issues you have identified and to gain practical training.

- Which type/s of transport do you plan to use?
Metropolitan: Trains Trams Buses
Regional: Trains Coaches
Other: Wheelchair accessible taxis
 - Does your device meet the size and weight requirements for the type of transport you wish to use? (see page 1 of this fact sheet)
 Yes No
 - Have you planned which transport routes you would like to travel on?
 Yes No
 - Have you visited the PTV and operators' websites and journey planning apps to find relevant practical information?
 Yes No
 - Have you visited the locations of these routes to understand the accessibility of stops and boarding conditions (e.g. undercover waiting area)?
 Yes No
 - Have you established the locations and operation of amenities such as toilets and recharging points at the stations or stops you wish to use?
 Yes No
- Do you have the skills, capability and confidence to use the transport types you have selected?
Specifically:
- Can you read the timetable and work out whether the transport is accessible?
 Yes No
 - Can you use technology such as the PTV app and tramTRACKER to assist in planning journeys?
 Yes No
 - Can you safely manoeuvre your device in narrow and small spaces?
 Yes No
 - Can you safely manoeuvre your device around other people and in a crowded environment?
 Yes No
 - Can you reach out and hold on to handrails to steady your device while travelling?
 Yes No
 - Can you use the small ramps used to board and exit trains and buses?
 Yes No
 - Can you get on and off the small lifts used for V-line coaches?
 Yes No
 - Can you travel up and down steep ramps (to reach train platforms)?
 Yes No
 - Can you use lifts? These may be needed to access and exit some train platforms.
 Yes No
 - Are you confident crossing over the small gap between the tram and raised tram stop?
 Yes No
 - Are you confident crossing tram track crossings and train level crossings?
 Yes No
 - Can you manage interactions with staff and other passengers (e.g. despite having speech or hearing difficulties)?
 Yes No
 - Are you confident managing the ticketing aspect of travel (e.g. handling Myki card)?
 Yes No
 - Do you know how and where to get help if you need it (e.g. if there is a timetable change, if you miss an accessible stop, if you need help getting on and off)?
 Yes No
 - Have you had instruction about how to use public transport, such as through an occupational therapist or by participating relevant events, such as the Try Before You Ride events? (See page 2 of this fact sheet.)
 Yes No

Useful Contacts

Road Safety Victoria and VicRoads (Department of Transport)

vicroads.vic.gov.au

VicRoads provides resources (including this fact sheet) for motorised mobility device users so that they are aware of the pedestrian road rules and know how to use devices responsibly and safely.

Municipal Councils

Municipal Council websites can provide useful information about accessibility, including accessible transport stops, the location of charging stations and accessible community facilities.

Public Transport Victoria (Department of Transport)

ptv.vic.gov.au

The Public Transport Victoria website provides useful information about using public transport, including metropolitan and regional services. Information to assist with journey planning, ticket information and changes to services is also provided. Mobile device apps also help you when you are out and about. You can call PTV to discuss your needs on 1800 800 007. There are PTV Hubs where staff can assist you with your transport needs. They are located at Southern Cross Station, Geelong – Westfield Shopping Centre and Bendigo – Bendigo Marketplace. Check the PTV website for opening hours.

Metro Trains

metrotrains.com.au

The Metro Trains website provides information to assist with planning your travel on metropolitan trains. Ticketing, timetables and service changes are also provided.

Yarra Trams

yarratrams.com.au

The Yarra Trams website provides information to assist with planning your travel including route guides to identify accessible routes and stops. You can find accessible tram stops by searching for the stop name. You can also find stop information by clicking on the stop name in an electronic timetable or journey planner page. Ticketing, timetables and service changes are also provided on the website. The tramTRACKER app also provides information about accessible routes and whether a tram is low-floored.

Metropolitan buses (the main provider is Transdev)

transdevmelbourne.com.au

Transdev is the current provider of public bus services in metropolitan Melbourne. There are also a number of private operators in the metropolitan and regional/rural areas. The Transdev website provides travel information for 49 bus routes across Melbourne to assist with journey planning and accessibility requirements. Other bus operators may also have similar information.

V/Line

vline.com.au

The V/Line website and app provide information to assist with planning your travel. This includes information about accessibility of train and coach services, as well as ticketing and service changes. V/Line also has available virtual tours of all trains used for regional services. You can use these to help plan your travel.

Travellers Aid

travellersaid.org.au

Travellers Aid is a not-for-profit organisation that provides support to public transport users including those who use motorised mobility devices. Services include travel information, a buggy service connecting metropolitan and regional services and mobility equipment hire. Travellers Aid Hubs are located at Flinders Street Station, Southern Cross Station and Seymour Station (regional). The Hubs also include other facilities (e.g. accessible toilets/showers and kitchen facilities) and carer assistance. You may need to book for some services.

Commercial Passenger Vehicles Victoria

cpv.vic.gov.au

This website provides information about using wheelchair accessible vehicles (taxi) including conditions of use and booking requirements.

The provision of this fact sheet to consumers/carers is not sufficient, nor does it constitute or replace, adequate user assessment and training as would be provided by an AHPRA registered health professional.