

Hi Michael

The following comments are made after travelling by train from the Gold Coast to Brisbane during normal work times on the 16/08/2018, bearing in mind that I am in a wheel chair.

When you arrive at the station the attendant will ask where you are travelling to and enquire if you require any assistance. The attendant will then notify the destination so that an attendant is looking out for you when the train arrives. Also at each station the attendants will look into the carriage to see if anyone requires assistance. In the event that someone does require assistance and no attendant is available there is the call button on the train.

In the 90's I worked on the construction/modification of at least 4 railway station and considered that all the documentation was consistent on dimensions. (This is far from the case).  
The following dimensions are what I consider at each station bearing in mind there is a difference from one end of the station to the other as well as from one side to the other

STATION	DISTANCE FROM THE CARRIAGE STEP TO THE FACE OF THE STATION EDGE	HEIGHT DISTANCE FROM THE CARRAGE STEP TO THE TOP OF THE STATION
HELENSVALE	75MM	SAME
COOMERA	75MM	75MM LOWER
BEENLEIGH	75MM	SAME
LOGANLEA	75MM	SAME
ALTANDI	135MM	15MM
PARK ROAD	90MM	280MM
SOUTHBANK	OVERHANGS	280MM
SOUTH BRISBANE	120MM	20MM
CENTRAL STATION	OVERHANGS	250MM

I would suggest a reasonably active person in a wheel chair would be able to enter or depart a train with a gap of 90mm and a maximum height differential of 60mm without any assistance and any greater than this does requires assistance.

For the rest of the people in wheel chairs unless the gap is say 50mm with the train and the platform at the same height then assistance is required. Persons in large motorized wheel chairs will fall into this category.

Photo001 is of the Gold Coast light rail. There is a standard 50mm gap and the carriage is at the same level which allows any one access without assistance at any time. Perfect.

Photo 007 is Altandi which indicates an extremely large gap and I am surprised this has not been a safety issue for the general public.

Photo 016 is at South Brisbane.

#### TOILET

The toilet on the train is excellent however for person that have large wheel chairs the passage way from carriage to carriage will prevent access.

When this is the case the person will have to change carriages by exiting the train at a station.

#### AS A FOOT NOTE.

I have travelled in at least 8 European countries on their high speed trains and believe Q Rail exceeds any of their standards.

Michael please let me know if there is anything that I can assist you with.

Kind Regards

Trevor Fletcher