

Access Report for Charters Towers

Charters Towers QLD 4816

**A report by:
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Executive Summary

Charters Towers is a heritage city built on a side of a hill. It slopes south to north which causes significant and heavy run-off in rain storms from Tower Hill to Jane Street.

The city features high kerbs and a variety of gutters and trenches to deal with the velocity and quantity of water.

Cross fall on footpaths in Gill Street is noticeable. Roads are heavily crowned and cause significant 'wedge' outcomes where roads transition with footpaths, particularly footpaths with steep cross falls such as in Gill Street. These 'wedge' outcomes are most visible in the form of a 'V' shape where the road meets a kerb ramp.

The city has achieved excellent outcomes in preserving its heritage values. However, there is a range of pedestrian access issues and it is anticipated Council will progressively tackle these through ongoing budgets. It is clear just walking the streets that aging tourists are a big contributor to your economy. The aged, both locals and tourists, are a pivotal group. By 2030 they will comprise 26% of Australia's population, making them the single biggest cohort both numerically and financially. Their only Achilles heel is progressive loss of function, therefore built environment that is user friendly and seamlessly connects pedestrians from venue to venue is essential.

In 1994, the Hervey Bay Council had research showing their region was being undermined by the aged and disability sectors who were networking against the holiday destination due to its inaccessibility (published in The Courier Mail). Council arrested the situation through a resolution to become an 'accessible tourist destination' and now there are accessible whale boats and accommodation to match the accessible footpaths and amenities. The key difference between 1994 and today is that parents with prams, people with temporary injury and people with a medical condition have joined the aged and disability sectors in the process of networking 'good experience, bad experience' and that social networking is a powerful force in decision making.

Back to heritage and accessibility. The good news is that heritage and accessibility can successfully co-exist and even very difficult sites can deliver accessibility thanks to specialist architects, one example being Eric Martin, (Canberra based) who wrote "Access to heritage buildings for people with disabilities."

What compliance is the audit measuring against?

The audit has measured against the Commonwealth Disability Discrimination Act 1992 and the Queensland Anti Discrimination Act 1991 and the DDA Accessible Public Transport Standard 2002. See 'The hierarchy of law' in the Appendix.

Following the paths the consultant took:

To assist the reader, each section of streetscape travelled by the consultant begins as follows:

Audit trail: (identifies path travelled)

Start point: (identifies start point)

Recommendations:

That all the issues identified be progressively considered and addressed over successive budgets of the next 5 to 10 years (timing is a matter for Council). However, the key issues to address are as follows:

1.
Install controlled pedestrian crossings at the junction of Gill and Mosman Sts. See photo 1.
2.
Re-design and refurbish accessible unisex toilets in Gill St. Do not genderise them – they require people of the opposite gender to be able to accompany the user in the role of carer or for parents with young children of mixed gender. See photos 5 to 10 and 46 to 49.
3.
Install pedestrian crossing in Gill St. connecting Century 21 with Westpac see photo 11. People with vision impairment and visitors who do not speak English are unable to comply with existing signage and are vulnerable to injury as a result.
Also examine pedestrian crossing arrangements where the library connects to the Uniting Church. See photo 19 and 20.
4.
Provision more disability parking. Some locations are specified. In particular, see Library precinct (Photo 64) and June Black Hall precinct (photo 89).
The consultant is working with the local access group and may recommend further locations.
5.
At High St. (east side heading south from Gill St.), invest in continuance of the brushed concrete footpath to the Central State School, given the school requires an accessible path of travel to connect it to the community. Refer Photo 68.

6.

Following parent enquiry for additional disability parking at Central State School on High Street, the consultant developed recommendation 6 which comprises three improvements to the existing disability parking. This is set out in text accompanying Photo 69. However when classes finish at 3pm, the consultant noted the volume and movement of vehicular traffic at the location and elected to explore an alternative option. This is set out in recommendation 8.

7.

Invest in concreting the footpath from Aland Street south east corner to the Special School entry. See Photos 70 and 71.

8.

Given that High Street is a busy road, the consultant sought an alternative to the disability parking arrangements proposed in recommendation 6. That alternative is to eliminate all disability parking on High street and locate two disability bays (described in recommendation 6) in Aland Street by converting the existing conventional parking bays as seen in Photo 71 into disability bays. The recommendation requires Council's acceptance of recommendation 7 and the three improvement requirements specified for disability parking as set out in recommendation 6.

Note: The consultant met the School Principal on site to allow him to assess recommendation 6 & 8. Given the Aland Street entry is where children assemble each morning, the Principal agrees with the consultant in favour of recommendation 8. If Council accepts this recommendation, then the Principal and the consultant should be involved in the design. No fee is expected by the consultant for this involvement, given he considers this part of his commitment to Council.



Photo 1

Audit trail: proceeds along Gill Street south side from Stan Pollard Store.

Start point: Gill Street, corner of Gills and Mosman Streets.

This is a busy T-junction. Motorists approaching Mosman Street from Gill Street cannot see traffic on their right due to vehicles parked on east side of Mosman Street. Pedestrians need access too. Traffic lights may be the ultimate answer and it is an easy answer.

The recommended alternative is controlled signalized pedestrian crossings. One across Gill Street and one across Mosman Street connecting to the City Hall.

All traffic must stop for a set period when the pedestrian control is activated. This will offer certainty and safety for all pedestrians and will not impact unduly on motorists.

All 4 existing kerb ramps to be refurbished to meet compliance with AS1428.2-1992. clause 8.4

Engineering to check underground services to ensure kerb design compliance can be achieved.



Photo 2

The footpath in Gill Street is a variety of surfaces, uneven in parts, with significant crossfall in parts.



Photo 3

The driveway adjacent to Target Country store requires warning tactile ground surface indicators in accordance with AS 1428.4 to each side of the driveway.



Photo 4

Rubbish bins are large. Their depth bites into pedestrian circulation space. Consider slimmer design for the future. In the interim, can bin rear door and aperture be successfully accessed if mounted parallel with the kerb?

Reduce size of bin or relocate.

Consider an enhancement program restyling the bins to reduce size of bin and creating a signature style through out the city centre.

Other obstructions are those outside the shops. People with vision impairment often use the wall line of shops as their shoreline in order to navigate, therefore obstructions along the shop frontages create confusion.

The recommended clear unobstructed pavement width of a minimum of 1800mm is more appropriate to accommodate the typical use of the streets at peak times.

A minimum unobstructed width of 1800mm allows comfortable passing or side-by-side travel for 2 wheelchairs or prams and completion of a 180 degree turn in a mobility device. Refer AS 1428.2-1992 cl.6.5.

Achieving a greater than minimum footpath width where possible is preferable in all locations.

Ensure that other hazards, such as seating, bins, signage, bollards or other barriers do not impede a clear circulation space of 1800mm minimum clear width.



Photo 5

Public toilet adjacent to Century 21 tenancy. Comprising Ladies and 1 x Accessible Uni-sex toilet.



Photo 6

The approach path of travel to the toilet door of the accessible unisex toilet requires significant re-grading. The area in front of the door should be flat – even the area of transition between the existing at grade level and the lip before the two upright posts requires re-grading so that the lip is no greater than 3mm.



Photo 7

Toilet door is too narrow. 850mm clear opening is required to be compliant with AS 1428.2 – 1992. Door currently measures 750mm wide.

The existing door threshold is ramped. A level threshold at the door is recommended.



Photo 8

Grab rail is noncompliant as is position of toilet roll holder. Upgrade to comply with AS1428.2 – 1992.

The toilet pan is 330mm away from the wall – compliance with AS 1428.2 – 1992 requires 450 – 460 mm to the centreline of the pan.

Refer to 'Accessible unisex toilets, showers, turning circle', included in the accompanying referenced documents.



Photo 9

Hand basin in 90 degree corner. Relocate.
Upgrade to comply with AS1428.2 – 1992.

Refer to 'Accessible unisex toilets, showers, turning circle', included in the accompanying referenced documents.



Photo 10

Room is $1700\text{mm} \times 1560 + 1150 = 2710\text{mm}$ long, and there is a 170mm deep tiled protrusion into the space behind the door which may house a down pipe or electrical service (no evidence of what it is).

Note: do not build if cannot comply. If this is the case, shut it down – remove access symbol, remove liability.

Consider redoing entire block or create 1 x Accessible Unisex toilet for all users.

The room is non compliant now and there is a high risk of complaint therefore consider upgrading toilets in each location.

There are a range of options

One option may be to provide one single compliant Accessible Unisex toilet with a male urinal

Along with this upgrade female only on the other side

Or provide smaller conventional female toilet to allow compliant Accessible Unisex toilet.

Refer to AS 1428.2-1992 for compliance.

Refer to 'Accessible unisex toilets, showers, turning circle', included in the accompanying referenced documents.



Photo 11

Pedestrian crossing connecting Century 21 tenancy with Westpac bank signed 'Pedestrians give way to traffic.' This is not conventional or acceptable; it is unsafe

Turn this into a 'zebra' pedestrian crossing to provide certainty to all streetscape users.

People with vision impairment and visitors who do not speak English are unable to comply with existing signage and are vulnerable to injury as a result.

Remove Hazard Tactile Ground Surface Indicators from the face of kerb ramps. They must be at the top of the kerb ramp to comply with AS1428.2 - 1992.



Photo 12

The road crowns into the existing kerb ramps and re-grading should occur. Try to achieve a gradient for the kerb ramp of 1: 9 or gentler.

Remove Hazard Tactile Ground Surface Indicators from the face of kerb ramps. They must be at the top of the kerb ramp to comply with AS1428.2 - 1992.



Photo 13

Pedestrian crossing connecting ANZ Branch with CBA, corner Gill and Deane Streets.

Existing characteristics: A compulsory stop at Gill Street for motorists. 2 x disability bays next to ANZ (west), 1 x disability bay next to CBA (east) in Deane Street.

Footpath to road transition requires installation of Hazard Tactile Ground Surface Indicators as per AS1428.4



Photo 14

Crossing Deane Street is difficult for mobility device users because there is no designated crossing for pedestrians. Recommendation is to:

- (a) Make the pedestrian crossing a 'zebra' crossing
- (b) Re-line mark the stop 'wide' line marking further forward to align with the existing line marking at the front of the existing stop island, as per photo 14. Add strip of Hazard Tactile Ground Surface Indicators as per AS1428.4 on the footpath.

If driveway between Geoff Byrne lawyers and Health and Harmony tenancies is operative – installation of Hazard Tactile Ground Surface Indicators are required as per AS1428.4



Photo 15

Pedestrian crossing connecting Collins pharmacy with Town Plaza.

The 'zebra' crossing is appropriate and the wide footpath to road access on the Town Plaza side is a far better design than on the Collins shop side.
Complete 'zebra' crossing markings to connect to kerb.

Remove Hazard Tactile Ground Surface Indicators from the face of kerb ramps.
They must be at the top of the kerb ramp to comply with AS1428.2 - 1992.



Photo 16

The problem for both sides is the significant crowning of the road and the unsafe wedge shape transition at footpath connections. Engineering should examine if:

- (a) Re-grading of existing transitions can achieve a significant removal of the 'wedge' factor
- (b) A checker plate 'bridge' cut into existing kerbs and protruding into the vehicle access way yet within the existing safety standards allowing water to run under Refer 8.4.2(c) . AS1428.2 - 1992
- (c) A new crossing with at grade footpath connections and graded sides which act as a traffic calmer

Install Hazard Tactile Ground Surface Indicators to comply with AS1428.2 - 1992.



Photo 17

Collins Pharmacy has noted pedestrians need assistance to deal with steps and sloping entries. Tea towel rails have been added to grab onto.

Property owners should be encouraged to offer a compliant solution.



Photo 18

Gently graded access into some stores is well done. Two entries into Sports Power store are examples.

However, many store door entries offer less than the minimum 850mm wide clear opening required by AS 1428.2 – 1992.

Where there is a double door the 850mm clear opening must be provided by one leaf of the pair, that leaf will be the active leaf. Refer AS 1428.2 clause 11.

Property owners should be encouraged to offer a compliant solution



Photo 19

Pedestrian crossing connecting Library to Uniting Church.

The current crossing where users must give way to traffic is less than ideal. The cut through in the median strip is hardly wide enough to be considered a 'refuge'. Refer to AS 1428.4

The kerb ramp crossing transitions require Hazard Tactile Ground Surface Indicators at the top of the kerb ramp to comply with AS1428.2 – 1992. Refer also to the referenced document 'Tactile Ground Surface indicators and the law'

The crossing is heavily influenced by vehicular traffic able to go straight ahead or turn left or right from either Gill or Church Streets. If that rite of passage is to be maintained for motorists as is, it minimises the safe crossing options for pedestrians.

The deep trenches around the Library corner of Church and Gill Street also limit options. These trenches are hazardous. Consider installing expanded metal mesh or grated covers to reduce danger of injury and litigation.



Photos 20 and 21

The library entry crossing is close to the intersection, approximately 8m from Church Street.



Photo 22

The compulsory stop signage and wide line marking in Church Street (south and north) needs to advance closer to Gill Street to maximise vision for motorists.



Photo 23

It is noted that the issues would be less complicated if vehicles were not allowed to turn right off Gill Street into Church Street.

Conclusion: the current crossing is risky. It calls for precise judgment by pedestrians and there is no median 'refuge' of size or protection.

If injury stats suggest it is a low priority this will change with population growth and seasonal peaks.

Recommend closing the existing crossing down and force use of crossing at McDonalds. The alternative is a signalized controlled pedestrian crossing outside the Library that will halt vehicle traffic.

Turn the pedestrian crossing in Church Street (south and north) into 'zebra' crossings with Hazard Tactile Ground Surface Indicators.



Photo 24

Two driveways at St Columba's Church require Hazard Tactile Ground Surface Indicators as per AS1428.4 each side of each driveway.



Photo 25

Pedestrian crossing connecting McDonalds and St Columba's Church.

Re-grade the footpath to road transitions on both sides of Gill Street to 1:9 or gentler.

The kerb ramp crossing transitions require Hazard Tactile Ground Surface Indicators at the top of the kerb ramp to comply with AS1428.2 - 1992.



Photo 26

If the pole in the centre of the kerb ramp cannot be removed from the St Columba's crossing, paint it safety yellow to minimise public liability.

Provide effective luminance and colour contrast between ground surface and pole. AS 1428.2-1992 calls for 30% contrast. Refer to the 'Luminance contrast tool' and 'Luminance contrast between AS2700-1996 standard colours' which identifies 30%, 45% and 60% contrast.

Install Hazard Tactile Ground Surface Indicators at the top of the kerb ramp to comply with AS1428.2 – 1992.



Photo 27

The 'lace' gate in the median strip is too wide. Remove half the width and relocate the remaining section so as to be centered, allowing users to go around either side of it. Engineering may consider the entire gate to be redundant. Or simply remove left hand panel as viewed in this photo.

Install Hazard Tactile Ground Surface Indicators to comply with AS1428. –1992.



Photo 28

The existing McDonalds kerb ramp is just as bad as its counterpart across the road. A flat wide transition should be easy to achieve. In that case install Hazard Tactile Ground Surface Indicators. AS1428.4

**McDonald's pedestrian crossing:
Gill Street, Charters Towers, QLD 4820**

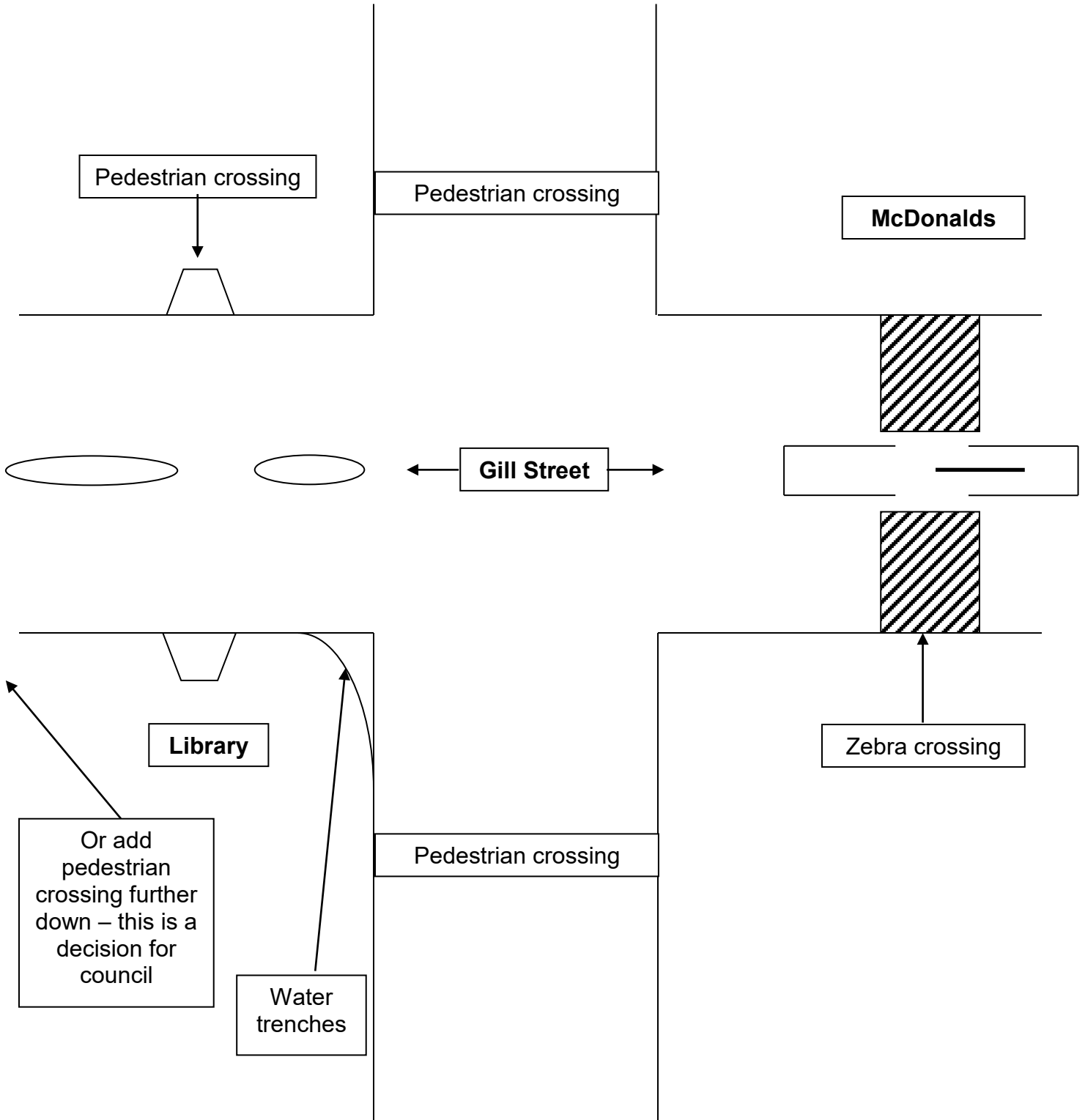




Photo 28a

Driveway at Geaney's Real Estate requires Hazard Tactile Ground Surface Indicators each side as per AS1428.4



Photos 29 and 30

Pedestrian crossing Gill and High Streets. Existing characteristics:

- Some poor kerb ramps – RE-FORM
- No designated pedestrian crossings to access businesses, Central State School and hospital. PROVIDE
- Vehicular traffic permitted to traverse Gill and High Streets straight ahead, left or right turn.

Recommendation: Council can opt for –

- (a) Traffic lights and zebra crossings
- (b) Controlled signalized pedestrian crossings on all 4 sides of the intersection.

Install kerb ramps as AS1428.2-1992 with Hazard Tactile Ground Surface Indicators connecting Elders to Vinnies, Elders to Tavern, and Tavern to hospital. Install Hazard Tactile Ground Surface Indicators from Vinnies to hospital.



Photo 31

Principle driveway to hospital requires Hazard Tactile Ground Surface Indicators each side as per AS1428.4.

Consider an auditory alarm on the gate to alert pedestrians to emergency vehicles entering the site – refer this to Queensland Health

Outside the hospital the pedestrian path of travel quickly narrows as one heads toward the ambulance building.

AS 1428.2 – 1992 requires 1200 minimum width for an accessible path of travel with 1800 preferred.

A minimum unobstructed width of 1800mm allows comfortable passing or side-by-side travel for 2 wheelchairs or prams and completion of a 180 degree turn in a mobility device. Refer AS 1428.2-1992 cl.6.5.

Ensure that other hazards, such as seating, bins, signage, bollards or other barriers do not impede a clear circulation space of 1800mm minimum clear width.



Photo 32

Nonconforming ramps such as the example photographed 30m east of the hospital entry simply pose a public liability risk for council.

Recommendation: Demolish it to eliminate the danger of injury.

The same occurs where the driveway connects with road further east.



Photo 33

At Gill and Boundary Streets (north) both footpath to road transitions are rough and bordering on dangerous. They require re-grading and smoothing out. Compliant Hazard Tactile Ground Surface Indicators also required. Refer to AS 1428.4 and the referenced document 'Tactile Ground Surface Indicators and the Law'



Photo 34 and 35

The Gill Street footpath, north side, between Boundary Street and the ambulance station requires repair and refurbishment. Currently a trip or tip over hazard and a liability risk.



Photo 36

The footpath is cracked, uneven and generally in poor condition.



Photo 37

Another nonconforming pedestrian ramp outside property no.143 Gill Street. Nonconforming ramps such as the example photographed 30m east of the hospital entry simply pose a public liability risk for council.

Recommendation: Demolish it to eliminate the danger of injury.



Photo 38

Ambulance office and museum parking:

There is on-street space for parking on an apron in front of these buildings. This area has some parking nearby but not disability parks. The consultant spoke to ambulance administrator who said the ambulance service would welcome line marking for disability and conventional bays in front of their buildings.



Photo 39

Recommendation:

Install 1 x disability bay as the first bay nearest to the driveway into the ambulance station and adjacent to the footpath to the front entry to the station.

Then line mark bays for conventional parking east for the length of the concrete apron past the museum but before the driveway.



Photo 40

Audit trail: Gill Street north side from High Street to Mosman Street.

Start point: Vinnies.

Hazard Tactile Ground Surface Indicators complying with AS1428.4 required at footpath to road transitions between hospital and Vinnies.

At driveway between 131 and 129 Gill Street Hazard Tactile Ground Surface Indicators complying with AS1428.4 are required. Also at Towers Power Equipment and the two driveways at McDonalds and the Caltex service station.



Photo 41

At the Towers driveway the footpath is broken and there is significant crossfall (noncompliant). It should be reviewed and an engineering solution provided in order to offer at grade pedestrian access.

Driveway Hazard Tactile Ground Surface Indicators required at 101 and 99 Gill Street. Also between 85 and 83, 81 and 79, 69 and 67. All in accordance with AS 1428.4



Photo 42

At 69 and 67, because the two driveways are so close together, lay one strip of Hazard Tactile Ground Surface Indicators at the no. 69 Prices Plus driveway – and one at the no. 67 Raine and Horne driveway. Refer AS 1428.4



Photo 43

Location: dress shop and Cookhouse carvery.

Sandwich boards, clothes racks and even pot plants in the pedestrian path of travel are accidents waiting to happen. If any pedestrian sustains an injury arising from these protrusions Council may find it impossible to defend. Further, the streetscape sightline is altered for pedestrians and is visually detrimental to a town whose architecture offers so much visually.

People with vision impairment often use the wall line of shops as their shoreline in order to navigate, therefore obstructions along the shop frontages create confusion.

The recommended clear unobstructed pavement width of a minimum of 1800mm is more appropriate to accommodate the typical use of the streets at peak times.

A minimum unobstructed width of 1800mm allows comfortable passing or side-by-side travel for 2 wheelchairs or prams and completion of a 180 degree turn in a mobility device. Refer AS 1428.2-1992 cl.6.5.

Ensure that other hazards, such as seating, bins, signage, bollards or other barriers do not impede a clear circulation space of 1800mm minimum clear width.

Driveway Hazard Tactile Ground Surface Indicators required between police station and Town Plaza. Comply with AS1428.4



Photo 44

The spikes on the window ledges at Town Plaza can cause serious injury.

Recommendation:

Council seek partnership with stakeholders to remove

Council seek agreement to achieve a solution to satisfy both the need to maintain heritage and public safety such as encase with transparent cover, for example, PVC so heritage is not lost and danger is removed

Consider referring to heritage architecture advisor for a solution to satisfy heritage and liability.



Photo 45

Gill and Deane Streets north side pedestrian crossing. Duplicate recommendations for south side.

Footpath to road transition requires installation of Hazard Tactile Ground Surface Indicators as per AS1428.4



Photo 46

Public toilet between Outback Traders and Westpac, comprising men's and 1 x Accessible Uni-sex toilet.



Photo 47

Many mobility device users would find this facility nonfunctional because they cannot get in. The depth for the L-shaped turning ark is 860mm. This, plus the poor pathway approach, is cause to refurbish the facility completely to meet compliance with AS1428.2.



Photo 48

The existing Accessible Uni-sex toilet is spacious but location of toilet roll holder and existing grab rail are noncompliant. Refer to AS 1428.2 – 1992 and 'Accessible unisex toilets, showers, turning circle' document.



Photo 49

The hand basin is non-usable because it is in a corner next to a wall. People in wheelchairs cannot reach it.

Redesign to meet compliance with AS 1428.2 – 1992 clause 15.7.



Photo 50

Driveway Hazard Tactile Ground Surface Indicators required between Westpac and Post Office. Comply with AS 1428.4

At the Post Office, vertical spikes on the building frontage protruding into public space can cause injury.

Recommendation:

Council seek partnership with stakeholders to remove

Council seek agreement to achieve a solution to satisfy both the need to maintain heritage and public safety so heritage is not lost and danger is removed.

Consider referring to heritage architecture advisor for a solution to satisfy heritage and liability.



Photo 51

Pedestrian crossing at Gill Street north side intersecting with Bow Street.

It is recommended this become a 'zebra' crossing. The quandary is that it is not possible to align the Post Office side kerb ramp with the Travel Experience side kerb ramp in a straight line..

Run the crossing from kerb ramp to kerb ramp. .

Engineering will have to note underground services as part of decision making. If a 'zebra' crossing is deemed acceptable, its line marking will have to dogleg or be angled to assist pedestrians to stay on its designated pathway.

The kerb ramps both sides of Bow Street require Hazard Tactile Ground Surface Indicators installed at the top of the kerb ramp to comply with AS1428.2 - 1992 Refer also to the referenced document 'Tactile Ground Surface Indicators and the Law'



Photo 52

The kerb ramp at the Travel Experience side needs refurbishment to meet AS1428.2. It is too steep at present. Try to achieve a gradient for the kerb ramp of 1: 9 or gentler.

Install Hazard Tactile Ground Surface Indicators at the top of the kerb ramp to comply with AS1428.2 - 1992.

Refer also to the referenced document 'Tactile Ground Surface Indicators and the Law'



Photo 53

Audit trail: Bow Street northward.

Start point: Post Office east side of Bow Street.

The older style seating with arm rests offer more assistance to aged users than modern seating without arm rests, an essential consideration to accommodate the needs of the aging population..



Photo 54

The disability parking bay outside the Post Office is a valued location. The crowning of the road and high kerbs are facts of life and should be generally accepted as such by majority of users.

Upgrade on ground carpark signage to use the international symbol indicating facilities for the use of people with disabilities in accordance with clause 14 of AS 1428.1 - 2001



Photo 55

Recommend extending the curved line marking for vehicles closer to the disability parking bay to give greater assurance and intuitiveness for wheelchair users who have to wheel on the road to connect from their vehicle to the kerb ramp.

Alternatively, and if space allows, consider replacing the kerb adjacent carparking bay with a lipless driveway detail to allow immediate safe access to the footpath. Refer 'Lipless driveway technical drawing' document.

Some 13m north of the above bay, the raised service pit has produced a crossfall to the gutter that has the potential to cause public liability - engineering to inspect.

Driveway Hazard Tactile Ground Surface Indicators required at Post Office parking, Telecom, Council's public car park x 2.

Council's public car park which has no time limit, should offer 1 x disability bay, for example, offer access to Retravision and local Printer.

Audit trail ends

Audit trail: Bow Street west side.

Start point: Corner of Bow and Mary Streets, Tony Ireland service centre.

Commercial driveway Hazard Tactile Ground Surface Indicators required at Tony Ireland, then Beaurepairs, then Rix's Hotel, then MacDonald's Printer in accordance with AS 1428.4

Audit trail ends



Photo 56

Audit trail: Deane Street east side.

Start point: CBA, corner Gill Street.

Plan in the future to install vehicular access way Hazard Tactile Ground Surface Indicators at the two crossings where Deane and Ryan Streets intersect. Refer AS 1428.4 for compliance.

Audit trail ends

Audit trail: Deane Street west side.
Start point: Corner Deane and Ryan Streets.

Driveway Hazard Tactile Ground Surface Indicators required at Aston Antiques.
Refer AS 1428.4 for compliance.

Audit trail ends

Audit trail: Deane Street east side.
Start point: White Horse Tavern.



Photo 57

Disability bay well located. However, line marking must present as 3200mm between lines not the current 2700mm.

Upgrade on ground carpark signage to use the international symbol indicating facilities for the use of people with disabilities in accordance with clause 14 of AS 1428.1 - 2001

Driveway Hazard Tactile Ground Surface Indicators required at CBA car park complying with AS 428.4

Audit trail ends at Hodgkinson Street.



Photo 58

Audit trail: begins at corner of Jackson and Deane Streets.

Start point: Terry Fox Motors.

Plan in the future to re-grade the crossing on the corner of Terry Fox Motors. It has a steep slope that is a potential risk.

Driveway Hazard Tactile Ground Surface Indicators required at Terry Fox Motors, then at furniture storage shed, then at Powell Lane. Comply with AS 1428.4



Photo 59

2 x disability bays are in handy location.

Upgrade on ground carpark signage to use the international symbol indicating facilities for the use of people with disabilities in accordance with clause 14 of AS 1428.1 - 2001

Remove handrails as these are a barrier to access to the footpath.

Replace kerb adjacent carparking bay with a lipless driveway detail to allow immediate safe access to the footpath. Refer 'Lipless driveway technical drawing' document.

Consider re-grading of existing kerb ramps. Try to achieve a gradient for the kerb ramp of 1: 9 or gentler.

Install Hazard Tactile Ground Surface Indicators at the top of the kerb ramp to comply with AS1428.2 - 1992.

Audit trail ends at Gill Street.

Audit trail: Church Street east side and north of Gill Street.

Start point: Caltex service station.

Driveway Hazard Tactile Ground Surface Indicators required at Caltex, Eagle Boys Pizza and Powell Lane. Comply with AS 1428.4



Photo 60

Compliant kerb ramp required corner of Church and Ryan Streets – and Hazard Tactile Ground Surface Indicators on all four crossing points. Refer to AS1428.2 for compliance. Try to achieve a gradient for the kerb ramp of 1: 9 or gentler.

Hazard Tactile Ground Surface Indicators must be located at the top of the kerb ramp to comply with AS1428.2 - 1992

An accessible path of travel to Columba School is required.

Audit trail ends Ryan Street.

Audit trail: Church Street west side.
Start point: Corner Ryan and Church Streets.



Photo 61

Driveway Hazard Tactile Ground Surface Indicators required at Uniting Church if used for parking or Church business. Comply with AS 1428.4

Audit trail ends at Gill Street.

Audit trail: Church Street east side.

Start point: Gill and Church Street from Columba Catholic College.

Only item to note is: Plan for Hazard Tactile Ground Surface Indicators at corner of Church Street and Hodgekinson Street. Refer to the referenced document 'Tactile Ground Surface Indicators and the Law'

Audit trail ends

Audit trail: Church Street west side from Hodgekinson to Gill Street.
Start point: Corner Hodgekinson and Church Streets.



Photo 62

Plan in the future to install a kerb ramp that aligns with existing pedestrian pathway across the road at Columba site.

Refer to AS1428.2 for compliance. Try to achieve a gradient for the kerb ramp of 1: 9 or gentler.

Hazard Tactile Ground Surface Indicators must be located at the top of the kerb ramp to comply with AS1428.2 - 1992



Photo 63

If a person with vision impairment or mobility device or crutches uses the existing checker plate and falls in the drain, Council will be potentially liable.



Photo 64

Disability parking essential near Library but road is heavily crowned and narrow near Gill Street.

Recommendation: Install an on street disability bay between the gated library staff park and the gated building south of the library car park. Mobility device users can have access to either gated driveway (although library driveway has the smoothest transition) to access library in Gill Street.

Ensure on ground carpark signage of the designated bays uses the international symbol indicating facilities for the use of people with disabilities in accordance with clause 14 of AS 1428.1 - 2001

Consider replacing the kerb adjacent carparking bay with a lipless driveway detail to allow immediate safe access to the footpath. Refer 'Lipless driveway technical drawing' document.

Driveway Hazard Tactile Ground Surface Indicators required at library staff car park to comply with AS 1428.4

Audit trail ends at Gill Street.



Photo 65

Audit trail: High Street east side from Gill Street.

Start point: hospital.

There is no footpath on the east side and as Queensland Health has fenced its site and there are no access points to its site, there is currently little point in planning for a footpath. But in that event, a footpath on the west side of High Street should be available.

Audit trail ends.



Photo 66

Audit trail: High Street west side.

Start point: Ryan Street and High Street.

Recommendation: Install kerb ramp at Ryan Street south west corner.

For future, plan brushed concrete footpath to connect to Gill Street. The minimum width of an accessible path of travel described in AS 1428.2 – 1992 is 1200mm. However in many situations a greater width is recommended to accommodate peak use.

A minimum unobstructed width of 1800mm allows comfortable passing or side-by-side travel for 2 wheelchairs or prams and completion of a 180 degree turn in a mobility device. Refer AS 1428.2-1992 cl.6.5.

Driveway Hazard Tactile Ground Surface Indicators required at Vinnies. Comply with AS 1428.4 and refer to 'Tactile Ground Surface indicators and the law'

Note: People with Disabilities using the disability bay forward of Vinnies driveway will have to exit onto the driveway if alighting as a passenger, or exit onto the road if a driver.

Note: Council is being very charitable in allowing such a large Vinnies bin to occupy footpath space.

Audit trail ends.



Photo 67

Audit trail: High Street east side heading south from Gill Street.

Start point: Sovereign Tavern.

Hotel signage is hazardous to pedestrians and unsightly, there are 10 billboards to avoid.

The consultant was advised that some parents had approached hotel management about the hazard to school children who use this footpath daily and were told it was “None of their damned business”.

Does the example shown above comply with Council’s signage by-laws?

The recommended clear unobstructed pavement width of a minimum of 1800mm allows comfortable passing or side-by-side travel for 2 wheelchairs or prams and completion of a 180 degree turn in a mobility device. Refer AS 1428.2-1992 cl.6.5.

Ensure that other hazards, such as seating, bins, signage, bollards or other barriers do not impede a clear circulation space of 1800mm minimum clear width.

Driveway Hazard Tactile Ground Surface Indicators are required at Tavern Drive through – entry and exit in accordance with AS 1428.4



Photo 68

This side of the street is now a footpath of concrete construction. Given the Central State School requires an accessible path of travel to connect it to the community, recommend Council invest in continuing the concrete footpath to the school.

Install kerb ramps and Hazard Tactile Ground Surface Indicators in compliance with AS1428.2 from Hodgkinson Street to Aland Street.



Photo 69

Disability parking recommendation: Where the existing disability bay is located at Central State School on High Street, do three improvements.

- (a) Create a second disability bay behind the existing bay. Allow a minimum of 3m unencumbered space beyond the line markings of each bay to provision circulation space for the ramps activating from the rear of Maxi Taxis and similar private transport.
- (b) Deconstruct kerb. Install a lipless driveway for the full length of the disability bays.
- (c) Identify the designated disability bays with on ground signage using the international symbol indicating facilities for the use of people with disabilities in accordance with clause 14 of AS 1428.1 - 2001

Note: install Hazard Tactile Ground Surface Indicators at the pedestrian crossing in front of the school gate only in accordance with AS 1428.2 at kerb ramp. No point touching opposite side of the street yet.



Photo 70 and 71

Recommend Council concrete footpath from Aland Street south east corner to special school entry, i.e. connect up to the existing concrete set down area, noting this entry point is where children assemble each morning.

Audit trail ends.



Photo 72

Audit trail: High Street west side from Mexican Street to Gill Street.

There is little point in recommending anything until Council has the funds to install a brushed concrete footpath from Mexican Street to Gill Street.

There are some businesses with driveways on this side of High Street but Hazard Tactile Ground Surface Indicators will not be required until a footpath is laid. People with vision impairment can detect when a grass surface changes to a concrete surface.

Audit trail ends at Gill Street.



Photo 73

Audit trail: Mosman Street west side from Jane to Jackson Street.

Start point: Corner Jane and Mosman Streets.

Pedestrian crossing at Jane Street and Mosman Street requires Hazard Tactile Ground Surface Indicators, both sides of Mosman Street. Refer to the referenced document 'Tactile Ground Surface Indicators and the Law'



Photo 74

If the car park area opposite the TAB is for public users then driveway Hazard Tactile Ground Surface Indicators are required. Comply with AS 1428.4

Council has provisioned disability parking at rear of its building and has signed accordingly on street.



Photo 75

Council should plan to re-design the path of travel to the entry to the Day Respite Centre. Each end of the entry to the door is sloped, with gradients equal to ramp gradients yet there are no handrails (and there should be).



Photo 76

The footpath has a trip hazard where the Council building boundary joins the proposed car park (currently a residence). When it becomes a car park the driveway will require Hazard Tactile Ground Surface Indicators in compliance with AS 1428.4..



Photo 77

2 x driveway Hazard Tactile Ground Surface Indicators required at shopping strip centre (Hollimans), also at no.9 if it is not a residence. Comply with AS 1428.4

The path of travel at the shopping strip is very rough and Council should plan for a proper footpath to connect to its existing footpaths.



Photo 78

Corner of Mosman and Mary Streets requires Hazard Tactile Ground Surface Indicators on all four corners. Refer to the referenced document 'Tactile Ground Surface Indicators and the Law'



Photo 79

The kerb ramp at the south west corner of Mary Street is nonfunctional for mobility device users due to its steepness. The recommended gradient is 1:9 or less. Redesign and re-grade. Go to checker plate or expanded mesh if you have to in order to achieve compliant gradient.



Photo 80

Driveway Hazard Tactile Ground Surface Indicators required if venue opposite Tony Ireland is a public car park, and also at Overflow store.
Comply with AS1428.4



Photo 80a

At pedestrian crossing at Elizabeth Street Hazard Tactile Ground Surface Indicators required.
Refer to the referenced document 'Tactile Ground Surface Indicators and the Law'



Photo 81

Recommend a disability bay be created at the second existing bay outside Red Rooster in Elizabeth Street. The road is flat and access is available via driveway. This would give access to nearby services.



Photo 82

The next bay west (where the blue car is) is also an option.



Photo 83 and 84

The ramp at the Information Centre requires Hazard Tactile Ground Surface Indicators as per AS1428.2 and so does the front stepped entry.



Photo 85

'Zebra' crossing connecting World Theatre and Arthur Tilley Centre requires Hazard Tactile Ground Surface Indicators. Comply with AS1428.4



Photo 86

At Marion Street the kerb ramp at the north west corner needs a complete refurbishment to comply with AS1428.2.



Photo 87

On the south west corner, re-grading is required to create a more gentle approach. Not easy as land is high above the road level.

Audit trail ends.

Audit trail: Mosman Street east side from Jackson Street to Jane Street.
Start point: Crown Hotel corner.



Photo 88

Create kerb ramp at the south east corner of Jackson Street to meet compliance with AS1428.2-1992. clause 8.4
Hazard Tactile Ground Surface Indicators required both sides of the crossing.
Refer to the referenced document 'Tactile Ground Surface Indicators and the Law'



Photo 89

At Council's car park opposite the June Black Hall there should be at least one disability bay. The issue is the crossfall. There are almost no bays that would meet 1: 40.

The one possibility for engineering to consider is the last bay in the centre strip. It would need to become 3.2m wide and that would be cribbed from the adjoining bay which could be turned into a motor cycle bay.

If no bay can be achieved, include another disability bay on street because to have only one disability bay in this precinct is insufficient.

On ground carpark signage to use the international symbol indicating facilities for the use of people with disabilities in accordance with clause 14 of AS 1428.1 - 2001

Council car park 2 x driveways require Hazard Tactile Ground Surface Indicators. Also at Rix Hotel car park.

Refer to the referenced document 'Tactile Ground Surface Indicators and the Law'



Photos 90 and 91

Where the footpath nears Tony Ireland Motors, a curiosity occurs. Showroom vehicles protrude into the pedestrian's path of travel.

Question: Does the building owner have rights to the land? If they do, then the pedestrian path of travel should be delineated by line marking to show pedestrians the path to follow. This will assist to protect Council from liability arising from pedestrian injury, for example people with vision impairment. There is no logic to this current situation and it needs to be examined in detail.



Photo 92 and 93

Regardless of the ultimate outcome about the path of travel, a compliant pedestrian crossing with Hazard Tactile Ground Surface Indicators is required to link Mosman Street at Mary Street. Refer to the referenced document 'Tactile Ground Surface Indicators and the Law'



Photo 94

At the south east corner of Ann Street, the bridging ramp connecting to the road is old and requires refurbishment to meet compliance with AS1428.2.



Photo 95

The opposite side of the street footpath pedestrian connection simply requires Hazard Tactile Ground Surface Indicators. In accordance with AS1428.4. Refer also to the referenced document 'Tactile Ground Surface Indicators and the Law'

Although there are residences in this part of Mosman Street, there is the Council Office and various businesses to link into by pedestrians and it is these service providers who will attract pedestrians to the precinct and hence the judgment to specify Hazard Tactile Ground Surface Indicators in this stretch of Streetscape.



Photo 96

Hotel/TAB driveway requires Hazard Tactile Ground Surface Indicators in accordance with AS1428.4. Refer also to the referenced document 'Tactile Ground Surface indicators and the law'

Audit trail ends.

Appendix 1 – documents contained herewith

Options for controlling relationships between motorists and pedestrians
Consultant profile

Documents being sent separately

Access hierarchy of law
Access factors and Influences
Accessible streetscapes

Documents being sent separately to head of Engineering as follows:

Accessible unisex toilets, showers, turning circle
Tactile Ground Surface Indicators and the Law
Luminance contrast tool and 'Luminance contrast between AS2700-1996 standard colours' which identifies 30%, 45% and 60% contrast
Lipless driveway technical drawing
Accessible pedestrian crossings
Accessible parklands and recreation areas

Options for controlling relationships between motorists and pedestrians:

- Traffic lights
- Controlled pedestrian crossing via signalised lights
- Pedestrian 'zebra' crossing
- Shared zone – 10km/h

Type of crossings:

- Kerb ramps
- **Footpath height 'zebra' crossings with graded sides (tapered)**
- Flat road to footpath transitions

Profile: John Mayo

In 1994, John joined the Spinal Injuries Association (formerly the Paraplegic and Quadriplegic Association of Queensland). He contributed to a national precedent anti-discrimination test case involving the Brisbane Convention and Exhibition Center that did not provide access for people unable to use steps.

With a background in communication, marketing and education, John is involved in project consultancy and training about equity and access issues to government, business and the community.

Continuous work with all levels of government, business, the judiciary and community about equitable access led to establishing a division called 'Access Solutions'.

The services available from 'Access Solutions' are audits, advice, policy development, action plans, training and solutions to:

- meet compliance with non-discriminatory and equitable access principles based on intended compliance with the Commonwealth Disability Discrimination Act, the Queensland Anti Discrimination Act and like legislation.
- maximise the performance of buildings, infrastructure, precincts, goods, services and information

The scope of work is spread across

- Buildings, infrastructure, precincts, traffic engineering, landscaping (proposed new work and refurbishments)
- Access audits
- Technical services - fixtures and fittings

John conducts research, writes papers and gives presentations about inclusive communities and equitable access to buildings, infrastructure, precincts, goods, services and information aimed at maximising the social and economic performance of venues/regions.

He is a member of various groups including:

- Anti Discrimination Commission Queensland Advocates Advisory Group
- Universal Housing Design Working Group
- Queensland Transport Smart Travel Reference Group
- Tourism Queensland Accessible Tourism Reference Group
- Department of Main Roads External Standing Reference Committee

In 2004 he was nominated 'Australian of the Year' - and was a Queensland Government nominee and recipient of the UN International Year of the Built Environment Award 2004 for his work in the area of equitable access.