

Brisbane Metro

Metro accessibility features



Dedicated to a better Brisbane

Brisbane City Council is introducing a new fleet of electric, high-frequency, high-capacity metros, which will operate along Brisbane's dedicated busways.

Here's what you need to know when travelling on a metro vehicle.



You can also scan the QR code to watch the metro vehicle accessibility video.



Real-time journey information

- Information screens with journey information, including route maps, next stop and arrival times
- Next stop audio announcements.

On board experience

- Three compartments, with all door boarding, at first, middle and rear compartments
- In-built USB charging points and on board Wi-Fi
- go card reader for customers to tap on and tap off
- Separated driver cabin, with on-board CCTV.



Accessibility and boarding

- Self-service boarding using door request button
- On-request automatic ramp at first compartment door
- A manual ramp can be requested via help phones on board or at busway stations
- Three large mobility bays in first compartment
- Ten red priority seats
- Low floor design for accessible boarding
- Next stop audio announcements and hearing loops
- Six emergency and assistance help points
- Braille and tactile signage
- Unique metro sound to play when a metro is approaching a station.

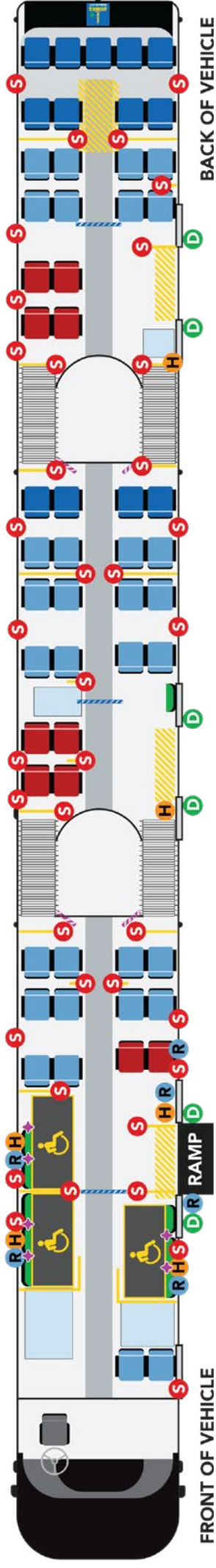
A vehicle designed for everyone

Through a unique co-design process with accessibility advocates and people with lived experience, Brisbane Metro has set new standards for public transport accessibility.

The four-year engagement process resulted in evolving the vehicle design with more than 45 design changes. Today, the metros not only exceed compliance with relevant disability standards and guidelines, but better reflect the diverse needs of our community.

Key achievements include increasing the number and size of mobility bays and the number of priority seating areas, making this one of Australia's leading accessible public transport options.





Boarding a metro

- To catch a metro, you will still need to hail the service, or use the help phone on the platform to request the service.
- Once the metro has arrived at the platform, you will need to press the yellow button located in the centre of one of the three passenger doors to enter and exit the metro.
- There is also a blue ramp request button on the first passenger door.

Assisted boarding

Customers with mobility requirements are encouraged to board at the first compartment door. There are three large mobility bay areas located in the first compartment, which can be accessed via the automatic on-request ramp.

To request a ramp to board a metro:

- An automatic on-request ramp is available at the first compartment door.
- To deploy the ramp, press the blue ramp request button located on the left side of the first compartment door.
- Once requested, an audio announcement will alert you to move back, to allow the ramp to be deployed.
- Before the ramp is deployed, the metro will lower – allowing for smoother boarding.
- The ramp will deploy, and once complete the doors will open, allowing you to board.
- Alternatively, you can use a help phone at any busway station to request the automatic ramp or manual ramp ahead of the arrival of the next metro.

To request a ramp to exit the metro:

- Press a ramp request button, located in each mobility bay and priority seating area in the first compartment.
- Alternatively, you can use one of the help points, located in the mobility bay area to communicate directly to the driver. Please note, the driver will respond when safe to do so. The manual ramp can be requested if preferred.
- Once requested, an audio alert will sound and an icon will appear on the passenger information screens.
- Once the metro arrives at your stop, an audio announcement will alert passengers to keep clear while the ramp is being deployed.

Help points

- Help points include a two-way speaker and camera to provide direct communication between you and the driver.
- There are six help points located on board a metro. Three are located at each mobility bay area in the first compartment and three are located adjacent to each door.
- Press the help point button and hold for three seconds to speak to the driver.
- The driver will receive the call and video alert and will answer when it is safe to do so.

Real-time journey information

- Information screens are located in each compartment and display real-time journey information including route maps, next stop and arrival times.
 - There are six information screens located throughout the vehicle.
 - There are also six LED screens throughout the vehicle, with scrolling station information.
- Audio announcements will play throughout your journey to notify customers of the next stop.

For more information

Visit Council's website at brisbane.qld.gov.au and search for 'Brisbane Metro'.
 Email metro@brisbane.qld.gov.au
 Contact the project team on **1800 692 333** (business hours).