

Accessible Transport Plan

BARRIER	STRATEGIES	TIMEFRAME
1) Information about services		
People with a disability do not always have alternative access to information.	<p>Provide information on a website in accordance with Web Accessibility Guidelines.</p> <p>Develop a customer charter to improve the quality of information on customer service for people with disabilities.</p> <p>Implement revised format for bus timetables with an accessible format and font.</p>	<p>Fully completed by October 2005. Continually updated monthly, or as required, thereafter.</p> <p>In development.</p> <p>Completed September 2005.</p>
2) Physical Access to Services and Infrastructure		
<p>Bus services are not fully accessible.</p> <p>The corporate facilities of the transport provider may not be fully accessible to people with disabilities.</p>	<p>Increase the proportion of accessible buses in the fleet. Currently we are online to receive another 4 low floor buses in 2008 and 2009. This fleet replacement program will keep us above the 25% for timetable services. It is envisaged that with the Network Service Plan, we will reprint timetables to show more low floor buses availability.</p> <p>Review services to develop a route priority policy for accessible buses.</p> <p>Undertake an access audit of the depot as part of an overall Asset Management Plan and make changes where required.</p>	<p>25% of the services to be accessible by the end of 2007 (completed)</p> <p>Accessible buses to feature on timetabled routes on commencement of contract.</p> <p>Up grade facilities at the depot. A ramp for wheel chair access plus build reconstruction if required.</p>
3) Complaints Procedures		
Complaint mechanisms are not fully accessible.	Develop a new customer feedback system via the website and liaise with the 131500 system to develop including facilities for hearing-impaired persons (eg: TTY Telephone Typewriter facility).	Complaint mechanisms fully accessible to people with disabilities by December 2005.
4) Staff Training and Employment Practices		
<p>Employees require disability awareness training.</p> <p>Employees may not be aware of the specific safety needs of people with disabilities.</p> <p>Corporate planning may not include consideration of employees with disabilities.</p>	<p>Engage a consultant to provide disability awareness training to all staff.</p> <p>Include safety concerns of people with disabilities in safety training for staff.</p> <p>Develop strategies to assist employees with disabilities including:</p> <ul style="list-style-type: none"> • Workplace adjustment strategies to cope with specific disabilities, including alternate technology; • Flexible working arrangements; and • Regular surveys of staff disability profiles. 	<p>All staff to have received disability awareness training by December 2007.</p> <p>All staff to have received safety training including a disability safety module by December 2007.</p> <p>Survey of staff disability profile to be completed by December 2005 (completed).</p> <p>Alternate technologies provided for employees with disabilities December 2005 (completed).</p>
5) Promoting Positive Community Attitudes		
Passengers without disabilities may not be aware of the access needs of passengers with disabilities.	Promote transport initiatives that demonstrate that improved access is beneficial for the whole community.	All future initiatives for people with disabilities should be marketed to include the wider community.