OPERATING PLAN

Accessible Transport Action Plan

Transit Systems NSW

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# introduction

Transit Systems is committed to providing high quality public transport services that are convenient, desirable, and accessible for all in our community.

An accessible public transport network helps many of our customers, including those with physical or mental disability, seniors, parents with prams, those with temporary impairments, and people that are unfamiliar with public transport services.

Working in partnership with local communities and Transport for NSW (TfNSW), we will deliver services that encourage greater use of public transport and a more sustainable lifestyle and future for our cities.

While we endeavor to continually improve access to our services, it should be recognised that it will not always be possible to accommodate individual requests within a public transport network. Meeting the needs of individuals in a large and diverse community places a great responsibility on our Company and our staff, and the planning and operation of public transport networks involves many undertakings, not all within our control. However, through the implementation of this Accessible Transport Action Plan, Transit Systems NSW will demonstrate its commitment to improve the quality and equity of services offered to the community.

# Commitment

It is our intention to ensure this Accessible Transport Action Plan meets our obligations under all relevant legislation and standards, including the:

* Disability Discrimination Act 1992 (Cth)
* Disability Standards for Accessible Public Transport 2002 (Cth)
* Anti-Discrimination Act 1977 (NSW)
* Disability Inclusion Act 2014 (NSW)
* Guidelines for Disability Action Planning by NSW Government Agencies (2008)

The above guidelines and legislation are in place to ensure that we, as a public transport provider, provide barrier-free transport options and access to information for all customers travelling on our network, and that our staff are equipped with the skills and knowledge to welcome and interact with customers from all backgrounds and levels of ability. They also ensure that we continue to evolve our services to cater for changing customer needs.

Our Accessible Transport Action Plan has been developed with these guidelines and legislation in-mind and covers all aspects of our operations that are within our control (as the operator of bus services), including the:

* accessibility of our fleet
* accessibility of our customer information and feedback channels
* compliance of bus stop infrastructure (Wayfinding) to TfNSW guidelines and DDA requirements
* accessibility of our network
* accessibility of our depots for visitors and employees
* training of our staff to ensure they can effectively assist people with a disability when using our services.

# Initiatives

## Accessibility of our fleet

### Accessible buses

Goal/Target: All trips are operated by buses that are fully accessible, with functioning wheelchair ramps (as per the Disability Standards for Accessible Public Transport).

Strategy:All new buses are fully accessible and feature low-floors, kneeling suspension, ramps, and dedicated accessible spaces.

OWNER: Asset Manager

REVIEW: Continuous – functionality of wheelchair ramps are checked by drivers in their pre-departure checks and serviced as required.

### Access for customers using mobility devices.

Goal/Target:All buses to be fitted with features to allow standard mobility devices and scooters to travel safely.

Strategy:All buses will be able to accommodate customers using mobility aids. To ensure the safe use of boarding ramps and to fit within allocated wheelchair spaces, mobility aids must be:

* 1300mm or less in length;
* 800mm or less in width;
* A maximum of 300kg in weight, including the occupant, their personal items and anyone required to assist on the boarding ramp; and
* Free from protruding items such as visors and flags.

Owner: Asset Manager

REVIEW: Continuous – as new buses are purchased.

### Accessible information signage on buses

Goal/Target: All buses display appropriate signage to denote their accessibility.

Strategy: Internal and external decals are affixed to relevant buses to indicate that they are fully accessible, to denote allocated wheelchair and priority seating areas and the correct method of travel for customers using these areas to ensure safe travel.

Owner: Asset Manager

Review: Condition of signage to be inspected during routine vehicle maintenance.

### External bus advertising and visibility.

Goal/target: Ensuring that visibility through bus doors and windows is provided.

Strategy: All advertising on bus windows is designed to be transparent, allowing a level of visibility out of the windows.

The front doors, the kerbside windows between the front and centre doors and most of the centre door areas remain free from advertising, providing customers with full visibility in this area.

Owner: Asset Manager, Communications and Engagement Manager

Review: Collaboration between Transit Systems and the advertising contractor, and ensuring the adherence to contract requirements

## Accessibility of customer information and feedback channels

### Audible and visual service information on buses.

Goal/Target: Passenger information display systems (PIDS) installed on buses to assist customers with hearing and visual impairments find their way.

Strategy: All new buses will be fitted with internal passenger information display systems (PIDS). All buses to have bright, easy-to-read external destination displays on the front, side, and rear of the vehicle. New buses will also feature LED displays with improved clarity.

Owner: Asset Manager, Communications and Engagement Manager

Review: New buses will have passenger information display systems (PIDS) fitted.

External destination displays and internal passenger information display systems will be inspected during routine maintenance to ensure they function correctly.

### Trip planning and service information

Goal/target: Trip planning services and public timetables provide information regarding the operation of accessible bus trips.

Strategy: Trip planning data and timetable information includes details of trips that are scheduled to be operated using fully accessible buses.

Changes to services that impact our customers are communicated to TfNSW for inclusion on the Transport Info website, social media and third-party apps.

Continue to collaborate with TfNSW to implement approved standards for communications material with a consistent appearance, and to promote the suite of third-party transport apps that use TfNSW data for trip planning purposes.

The Transit Systems website will meet WCAG 2.0 requirements.

Owner: Network Optimisation Manager, Communications and Engagement Manager

Review: Continuously - as service proposals are developed and new fully accessible buses enter service.

### Bus stop information and Wayfinding infrastructure

Goal/target: Implement TfNSW’s Wayfinding system at all bus stops. Carry out our accessibility obligations relating to Transit Stops and Transit Stop signage.

Strategy: Implement the rollout plan developed in conjunction with TfNSW to ensure a standard, consistent approach to signage infrastructure and information at bus stops.

Consult with TfNSW, local government and other government agencies with responsibilities relevant to Transit Stops.

Owner: Communications and Engagement Manager

Review: Work with TfNSW to implement and review the rollout plan.

Collaborate with TfNSW on any improvement opportunities that may be identified to improve the standard of accessible bus stop information, as well as State and Local governments and private enterprise where relevant.

### Customer feedback channels

Goal/target: Provide multiple, easy and accessible channels for customers to provide feedback.

Strategy: Promote a range of contact options for customers including online, telephone and written channels.

Record and catalogue accessibility issues received as customer feedback.

Work closely with TfNSW to advertise the National Relay Service contact number on timetables and bus stop material as part of the information rollout strategy.

OWNER: Communications and Engagement Manager

REVIEW: Report and review accessibility issues at regular management meetings.

### Customer feedback regarding accessibility

GOAL/TARGET: Record and investigate all feedback relating to accessibility issues, with responses to be made within two business days.

STRATEGY: The bus type to be used to operate each trip is displayed on the bus dispatch system to ensure that the correct vehicle is allocated.

Manage requests for accessible vehicles and trip planning assistance.

Contact details for trip planning and customer assistance will be promoted across information channels wherever possible.

OWNER: Operations Managers, Communications and Engagement Manager

REVIEW: Daily dispatch and KPIs are monitored.

Continuous review as timetable changes occur.

## Accessibility of our network

### Service planning and design

GOAL/TARGET: Any new service initiatives will take accessibility issues and requirements into consideration.

STRATEGY: Work with stakeholders to deliver accessible transport solutions.

Collaborate with State and Local governments during project planning stages.

OWNER: Network Optimisation Manager

REVIEW: Take customer feedback and suggestions into consideration.

Review and consider comments received though community consultation.

### Network infrastructure improvements

GOAL/TARGET: Advocate accessibility improvements across our operating network.

STRATEGY: Work with stakeholders and owners of network infrastructure to improve accessibility standards.

OWNER: Network Optimisation Manager

REVIEW: Collaborate with State and Local governments, and private enterprises where relevant.

## Building accessibility

### Accessibility of our depot premises

GOAL/TARGET: Ensure accessible offices for visiting customers at all bus depots to facilitate meetings and enquiries.

STRATEGY: Hoxton Park and Smithfield depots were recently constructed, and feature elevators and accessible design. Bankstown and South Granville depots will be assessed for their accessibility.

Accessible strategies/options will be provided to employees and customers at all depot sites. This may include alternative depot access if accessibility works is not feasible.

OWNER: Managing Director

REVIEW: Regular accessibility audit of all depot sites.

## Accessibility training for staff

### Disability awareness training

GOAL/TARGET: All driving staff are trained in disability awareness, and the correct use of buses and their features.

STRATEGY: Our program trains staff in the correct way to assist customers with reduced mobility and instructs and tests the abilities of all new staff in the operation of the features and equipment on buses.

Such training includes:

* Providing assistance to customers with a restraint or tethering device when required.
* Priority policies, including providing assistance to vacate priority seating areas for those that need it.
* Recognition of assistance animals and understanding the rights of customers travelling with them.
* Remaining alert for customers waiting at bus stops that may have vision impairment.

Training materials will be reviewed regularly, with advice from disability groups, to ensure training is relevant and effective.

OWNER: Learning and Development Manager

REVIEW: Any concerns raised through customer feedback are investigated.

Driver evaluation checks are regularly performed, including ‘mystery shopper’ journeys to identify improvement opportunities with the customer experience.

### Recruitment of Customer Experience and Inclusivity Officer

GOAL/TARGET: Greater awareness and identification of areas for improvement regarding accessibility and inclusivity within the business.

STRATEGY: Recruitment of a person with a disability to assist the company identify areas of improvement regarding disability and inclusivity.

Work with Disability groups to ensure our driver training is effective and current.

Work with the community to identify accessibility issues or hinderances for people with a disability travelling on our services.

OWNER: Senior People and Culture Manager, Communications and Engagement Manager

REVIEW: Any concerns raised via customers or disability groups are investigated, and where possible actions/rectified.

## Feedback or comments

If you have any comments or suggestions regarding this Plan, we encourage you to contact us so that we can work with you to understand your particular request.

Email: [customerservicensw@transitsystems.com.au](mailto:customerservicensw@transitsystems.com.au)

Phone: 02 8118 7102

Customer Feedback: [www.transportnsw.info/contact-us/feedback](http://www.transportnsw.info/contact-us/feedback)