

Accessible Transport Plan

Red Bus Services is committed to providing high quality services that are convenient, desirable and accessible for our customers. Working in partnership with local communities and Transport for NSW, we will deliver services that encourage greater use of public transport and a more sustainable lifestyle and future of our cities.

TASK 1: PROVIDE INFORMATION ABOUT REDBUS SERVICES ALTERNATIVE FORMS

Objective: To reduce the barrier for people with a disability by providing alternative information sources to ensure information is accessible to all.

Target: No incidences or complaints reported highlighting non –compliance

TASK 2: CONTINUE TO IMPROVE PHYSICAL ACCESS TO BUSES AND INFRASTRUCTURE

Objective: To improve the journey experience of people with a disability while using our services.

Target: No incidences or complaints reported highlighting non –compliance

TASK 3: CONTINUE TO IMPROVE THE ACCESSIBILITY OF BUS NETWORK

Objective: To improve the journey experience of people with a disability while using our bus network.

Target: No incidences or complaints reported highlighting non -compliance

TASK 4: STAFF TRAINING AND EMPLOYMENT PRACTICES

Objective: To reduce transport disadvantages for people with disability.

Target: No incidences or complaints reported highlighting non-compliance

TASK 5: REDUCING TRANSPORT DISADVANTAGES FOR PEOPLE WITH DISABILITY

Objective: To assist stakeholders with training people with disability and to promote positive community attitudes.

Target: No incidences or complaints reported highlighting non-compliance

TASK 6: EQUAL EMPLOYMENT OPPORTUNITIES FOR PEOPLE WITH DISABILITIES

Objective: To ensure equal employment opportunities for people with disabilities.

Target: No incidences or complaints reported highlighting non-compliance.

TASK 7: PROMOTING POSITIVE COMMUNITY ATTITUDES

Objective: Promote positive community attitudes

Target: No incidences or complaints reported highlighting non-compliance.

TASK 1: PROVIDE INFORMATION ABOUT REDBUS SERVICES ALTERNATIVE FORMS

Objective: To reduce the barrier for people with a disability by providing alternative information sources to ensure information is accessibility to all.

Target: No incidences or complaints reported highlighting non -compliance

Action No.	Action	Activities	Responsibility	Timeframe
1	Website Accessibility	Maintain a website that is in accordance with W3C AA Web Accessibility Guidelines.	General Manager	Ongoing
2	Website to provide accessibility information to assist customer	To update website so that accessibility information for customers is easily found.	General Manager	December 2014
3	Provide DDA Compliant timetables	<ul style="list-style-type: none"> • Make it easy to access large print timetables for customers on website. • Remind staff members that large print timetables are available for customers on request. 	General Manager	December 2014
4	Promote 131500	Maintain promotion of 131500 at bus stops, website, timetables and any other promotions material to ensure customers are aware of this information resource.	General Manager	Ongoing
5	Kerbside Infrastructure Signage	Ensure that all signage placed in timetable cases are accordance with AS1428.2 (1992) Design for access and mobility set.	General Manager	Ongoing
6	Customer Communications	Maintain a database to record and catalogue all accessibility issues.	General Manager	July 2014

TASK 2: CONTINUE TO IMPROVE PHYSICAL ACCESS TO BUSES AND INFRASTRUCTURE

Objective: To improve the journey experience of people with a disability while using our services.

Target: No incidences or complaints reported highlighting non-compliance

Action No.	Action	Activities	Responsibility	Timeframe
7	Increase the number of fully accessible buses	Purchase only low floor accessible vehicles.	Depot and Fleet Manager	Ongoing
8	Accessible Office Amenities	Maintain accessible office amenities.	General Manager	Ongoing
9	Accessible Kerb Side Infrastructure	Liaise with local authorities to ensure kerb side infrastructure improvements are accessible compliant.	General Manager	Ongoing
10	Accessible Interchanges	Liaise with Shopping Centres, RMS and TFNSW to ensure interchange infrastructure improvements are accessible compliant.	General Manager	Ongoing

TASK 3: CONTINUE TO IMPROVE THE ACCESSIBILITY OF BUS NETWORK

Objective: To improve the journey experience of people with a disability while using our bus network.

Target: No incidences or complaints reported highlighting non-compliance

Action No.	Action	Activities	Responsibility	Timeframe
11	Place accessible buses on priority routes and expand timetabled accessible services.	Whilst performing a service review ensure that all opportunities to convert additional routes to be operated as accessible services is considered.	General Manager	Annually
12	On-board passenger information	Explore the opportunity to invest in On-board information screens that can utilise the Ptips information.	Depot and Fleet Manager	December 2014
13	Install hearing loops on new buses	Explore the opportunity to invest in fitting hearing loops into new buses.	Depot and Fleet Manager	December 2014
14	Liaise with local councils to ensure bus routes can accommodate accessible buses.	Attend both Wyong Shire and Gosford City Council Traffic Committee meetings	Planning and Development Officer	Ongoing

TASK 4: STAFF TRAINING AND EMPLOYMENT PRACTICES

Objective: To reduce transport disadvantages for people with disability.

Target: No incidences or complaints reported highlighting non-compliance

Action No.	Action	Activities	Responsibility	Timeframe
15	Provide training to drivers in regards to the use of ramps and other accessibility equipment.	<ul style="list-style-type: none"> • Training is provided in the induction process and on regular basis for all staff when required. • Instructions are provided in staff handbook. 	General Manager	When required
16	TfNSW passenger evacuation guidelines.	<ul style="list-style-type: none"> • Training is provided in the induction process and on regular basis for all staff when required. • Evacuation procedure is provided to all drivers in the staff handbook. 	General Manager	When required
17	Ensure drivers are well equipped to assist passengers with all types of disabilities.	<ul style="list-style-type: none"> • Drivers are given the opportunity to complete Certificate III in Driving Operations (Bus) that will provide drivers with the necessary tools to cope with passenger with all types of disabilities such as mental illness. • When required external consultant are engaged to assist drivers with disability awareness training, such as the Blind Institute. 	General Manager	Ongoing
18	Provide awareness training to drivers in regards to specific safety needs of people with disabilities.	<ul style="list-style-type: none"> • Training is provided in the induction process and on regular basis for all staff when required. • Instructions are provided in staff handbook. 	General Manager	When required

TASK 5: REDUCING TRANSPORT DISADVANTAGES FOR PEOPLE WITH DISABILITY

Objective: To assist stakeholders with training people with disability and to promote positive community attitudes.

Target: No incidences or complaints reported highlighting non –compliance.

Action No.	Action	Activities	Responsibility	Timeframe
19	Assist stakeholders with training people with disability.	Provide opportunities to assist stakeholders with training people with disability, such as; <ul style="list-style-type: none"> • Safety School Program • Access to buses for the assistance of integrating people with disability into the use of public transport. • Access to buses for the assistance of training passengers on safe entry and exit of buses for mobility device users. 	General Manager	Ongoing
20	Promote accessibility to stakeholders.	<ul style="list-style-type: none"> • Visit retirement villages and handout information packs throughout the year. • Any future initiatives for people with disabilities 	General Manager	Ongoing
21	Community feedback on accessible services.	<ul style="list-style-type: none"> • Record daily bus type allocation and despatch. • Manage requests for accessible vehicles or trip planning assistance. • Provide contact information on all public timetables. 	General Manager	Ongoing

TASK 6: EQUAL EMPLOYMENT OPPORTUNITIES FOR PEOPLE WITH DISABILITIES

Objective: To ensure equal employment opportunities for people with disabilities.

Target: No incidences or complaints reported highlighting non –compliance.

Action No.	Action	Activities	Responsibility	Timeframe
22	Ensure employment policies, procedures and practices comply with and support equity and diversity principles, policies and legislation.	Maintain policies, procedures and practices.	General Manager	Ongoing
23	Apply accessibility standards at depot for all buildings that a new or refitted.	All new buildings or refurbished buildings to be 100% compliant.	Managing Director	When required

TASK 7: PROMOTING POSITIVE COMMUNITY ATTITUDES

Objective: Promote positive community attitudes

Target: No incidences or complaints reported highlighting non –compliance.

Action No.	Action	Activities	Responsibility	Timeframe
24	Ensure employment policies, procedures and practices comply with and support equity and diversity principles, policies and legislation.	Maintain policies, procedures and practices.	General Manager	Ongoing
25	Apply accessibility standards at depot for all buildings that are new or refitted.	All new buildings or refurbished buildings to be 100% compliant.	Managing Director	When required