

Accessible Transport Action Plan

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Introduction

This Accessible Transport Action Plan outlines ComfortDelgro Cabcharge objectives and initiatives to comply with the:

- Disability Discrimination Act 1992 (Cth);
- Disability Standards for Accessible Public Transport 2002 (Cth);
- Anti-Discrimination Act 1977 (NSW);
- Principles in Schedule 1 of the Disability Services Act 1993 (NSW); and
- Guidelines for Disability Action Planning by NSW Government Agencies.

This plan is focused on:

- Providing information on bus services in an accessible form
- Improving physical access to services and infrastructure
- Ensuring that timetables are produced which identify DDA compliant services
- Training staff to increase disability awareness
- Reviewing employment practices to develop strategies to assist employees with disabilities
- Promoting a positive community attitude toward assisting people with disabilities.

Requirement	Current Activities / Future Initiatives	Performance Measures	Status
Information on Bus Services	<ul style="list-style-type: none"> Provide information on our website in accordance with W₃C Web Accessibility Guidelines. 	Website completed to W3C Priority 1 (Level A).	Complete. Website address is www.cdcbus.com.au
	<ul style="list-style-type: none"> Review the Customer Charter to improve the quality of information on customer service for people with disabilities. 	Customer Charter reviewed and published.	CDC periodically reviews and refreshes our commitments
	<ul style="list-style-type: none"> Implement revised format for bus timetables with an accessible format and font. 	Timetables in new format published and available via website.	All timetables have been produced in the accessible format, both print and online.
Service planning & design	<ul style="list-style-type: none"> The planning and design of new services at CDC take into consideration potential accessibility issues 	CDC to work with TfNSW and local councils to identify, review and action on accessibility issues	On-going
Physical access to services and infrastructure	<ul style="list-style-type: none"> All new regular route buses to be DDA compliant (excluding School Buses). New buses will have a “kneeling” suspension, an extending wheelchair ramp for level entry and a flat no-step floor making it easier for less mobile people to board and alight the bus. In addition, new buses will also have priority seating and improved destination signs. 	Scheduled wheelchair accessible trip percentage to be greater than Commonwealth DDA requirement	Fleet composition already exceeds DDA requirement and services are timetabled above the DDA target levels where feasible

	<ul style="list-style-type: none"> Review services to develop a route priority policy for accessible buses 	<p>Since 2012 more than 55% of CDC’s services have been provided by low-floor buses and 80% of services will be accessible by end of 2017</p>	<p>Hillsbus is fully compliant and exceeds DDA requirements, and has timetabled services to ensure >55% accessibility across all routes & services</p>
Staff training	<ul style="list-style-type: none"> Provide disability awareness training to staff 	<p>Completed</p>	<p>On-going program, Bus Operator training conducted through the Driver Education Centre of Australia (Deca)</p>
	<ul style="list-style-type: none"> Include safety concerns of people with disabilities in safety training for staff 	<p>Training provided for all new staff during induction</p>	<p>On-going Program, including Guide Dogs NSW facilitators</p>
Employment practices	<ul style="list-style-type: none"> Develop strategies to assist employees with disabilities including: <ul style="list-style-type: none"> Workplace adjustment strategies to cope with specific disabilities, including alternate technologies; Flexible working arrangements; and Regular surveys of staff disability profiles. 	<p>Staff with disabilities to be provided with alternate technologies and/or processes where possible</p> <p>Supportive environment for the employment of people with disabilities</p>	<p>Medical assessments to determine any disability or special needs.</p> <p>On-going Program.</p>