

# 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
<b>Information on Bus Services</b>	<ul style="list-style-type: none"> <li>Provide information on our website in accordance with W<sub>3</sub>C Web Accessibility Guidelines.</li> </ul>	Website completed to W3C Priority 1 (Level A).	Complete. Website address is <a href="http://www.cdcbus.com.au">www.cdcbus.com.au</a>
	<ul style="list-style-type: none"> <li>Review the Customer Charter to improve the quality of information on customer service for people with disabilities.</li> </ul>	Customer Charter reviewed and published.	CDC periodically reviews and refreshes our commitments
	<ul style="list-style-type: none"> <li>Implement revised format for bus timetables with an accessible format and font.</li> </ul>	Timetables in new format published and available via website.	All timetables have been produced in the accessible format, both print and online.
<b>Service planning &amp; design</b>	<ul style="list-style-type: none"> <li>The planning and design of new services at CDC take into consideration potential accessibility issues</li> </ul>	CDC to work with TfNSW and local councils to identify, review and action on accessibility issues	On-going
<b>Physical access to services and infrastructure</b>	<ul style="list-style-type: none"> <li>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.</li> </ul>	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"> <li>Review services to develop a route priority policy for accessible buses</li> </ul>	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	CDC is fully compliant and exceeds DDA requirements, and has timetabled services to ensure >55% accessibility across all routes & services
<b>Staff training</b>	<ul style="list-style-type: none"> <li>Provide disability awareness training to staff</li> </ul>	Completed	On-going program, Bus Operator training conducted through the Driver Education Centre of Australia (Deca)
	<ul style="list-style-type: none"> <li>Include safety concerns of people with disabilities in safety training for staff</li> </ul>	Training provided for all new staff during induction	On-going Program, including Guide Dogs NSW facilitators
<b>Employment practices</b>	<ul style="list-style-type: none"> <li>Develop strategies to assist employees with disabilities including:               <ul style="list-style-type: none"> <li>Workplace adjustment strategies to cope with specific disabilities, including alternate technologies;</li> <li>Flexible working arrangements; and</li> <li>Regular surveys of staff disability profiles.</li> </ul> </li> </ul>	<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>