



Accessible Public Transport in the ACT

Action Plan 2009-2012

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Minister's Foreword

This Action Plan, with its focus on the ACT public transport system, is the third such Plan developed in recent years to assist public transport service and infrastructure providers to eliminate discrimination against people on the grounds of disability.

The Government is committed to improving the level of participation by people with disabilities in general community activities and services. The availability of an accessible public transport system is an essential element for the integration of people with disabilities into the wider community. It provides the opportunity to participate in general community affairs in areas such as education, the workplace, and in recreational and other social activities.

The comprehensive review of ACT public transport services and infrastructure undertaken as part of the development of this Action Plan identified areas where progress in recent years has been made in improving accessibility and also areas where further effort is required to achieve a truly accessible public transport system.

A key goal under this Action Plan is to increase the awareness in the community of disability access and transport. The actions proposed to achieve this include a public awareness/education campaign, increased training for transport personnel and the development of customized Action Plans by public transport service and infrastructure providers to assist them in their efforts to meet their obligations in removing discrimination from the services they provide.

I would like to thank all those who assisted in the development of this Action Plan, particularly those people with a disability who gave of their time to provide first hand accounts of their experience, and suggestions to improve, the ACT public transport system.

Jon Stanhope MLA
Minister for Transport





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Executive Summary

The Australian Capital Territory Government is committed to removing discrimination from public transport in the ACT. The first Action Plan for Accessible Public Transport was released in 2000 and was updated in 2004. The 2004 – 2007 Action Plan has been reviewed and an appraisal made of progress in improving accessibility. Consultation has occurred with a wide range of stakeholders in order to develop this current Action Plan for Accessible Public Transport in the ACT 2009 – 2012.

This Action Plan identifies areas in public transport service and infrastructure provision that need to be addressed by both public and private providers. In order to address these needs, recommendations are made that public transport service and infrastructure providers develop their own customised Action Plans appropriate to the context of the service they offer. The Action Plan also addresses the Department of Territory and Municipal Services' (TAMS) role in monitoring and reporting on public transport service and infrastructure providers' efforts to remove discrimination from ACT public transport services.

The key issues that came out of the evaluation process, and are addressed in the Action Plan are:

- A review is needed to determine the appropriate number of wheelchair accessible taxis (**WAT vehicles**), licences, and drivers in the ACT to ensure that WAT response times are satisfactory.
- There is a need for investigation of options for broad scale **safety** improvements to secure mobility aids in buses and taxis. This would need to be undertaken collaboratively by State, Territory and Australian Governments.
- A review is required of the compliance status against the Disability Standards for **infrastructure components** (e.g. pathways, lighting, signage etc) of bus stops, interchanges, and taxi ranks. Suggested priorities for upgrade that were highlighted during consultations included signage at bus stops and upgrade of bus shelters and taxi ranks.
- Maintain existing **communication networks** between TAMS, public transport service and infrastructure providers, people with disabilities and other relevant agencies to facilitate service provision and coordination of upgrades.
- There is a **lack of awareness** of the rights and needs of people with disabilities amongst drivers, customer service staff, and the general public. Improved internal training and a public education campaign would help to address this barrier.

- There is a lack of **alternative formats** of information about public transport services and a need to be fully accessible eg audio for provision of real time information on bus movements, particularly when delays occur.
- There is also a **lack of awareness** of complaint mechanisms. The existing mechanisms need to be promoted and simplified to enable people to know how and where they can make complaints.
- While there was much praise over the positive and helpful **attitudes** of some drivers and staff, there were some less positive accounts received during the consultation processes. A review and update of driver and customer service staff training is required.
- Regarding the **financial aspects** of bus and taxi travel, efficiency and equity improvements could be made for passengers and taxi drivers/operators (e.g. review options to extend free bus travel, review the Taxi Subsidy Scheme and investigate driver incentives).

1. Context

1.1 Introduction

Both government and non-government public transport service and infrastructure providers are responsible for meeting the requirements of the Disability Standards for Accessible Public Transport (DSAPT) (Australian Government, 2002). This may involve the development of a customised Action Plan to assist with planning, budgeting for, and implementing the activities needed to meet the specific DSAPT compliance targets.

The ACT Government released its first Action Plan for Accessible Public Transport in 2000. In 2004, this was reviewed, progress was evaluated, and the Action Plan was updated to form the Updated Action Plan for Accessible Public Transport in the ACT 2004 – 2007. The 2004 – 2007 Action Plan has been reviewed and an appraisal made of progress in improving accessibility. A wide range of stakeholders has been consulted in order to develop this current Action Plan for Accessible Public Transport in the ACT 2009 – 2012.

This Action Plan identifies key areas that need to be addressed by public transport service and infrastructure providers. It recognises the variety of barriers and access challenges, often created unintentionally, which impede access to public transport. In order to address the details of these key areas, recommendations are made that operators and providers develop their own customised Action Plans appropriate to the context of the service they offer.

This Action Plan also addresses the Department of Territory and Municipal Services' (TAMS) role in monitoring and reporting, and planning and regulation of public transport service and infrastructure providers' efforts to remove discrimination from public transport in the ACT.

Information gained from the consultation undertaken as part of developing this plan is important to consider in the development of customised plans and fulfilment of this Action Plan. A summary of this information can be found in the Evaluation Report (Maunsell, 2008d), while the feedback and specific details, which are also useful, can be found in preceding reports produced as part of developing this plan i.e. the Appraisal Report, Consultation Report, and Survey Report (Maunsell 2008a, 2008b, 2008c, respectively). These reports can be found on the TAMS website (www.tams.act.gov.au). Other contact details for TAMS can be found in Appendix C.

1.2 Background

Access to public transport is vital as it assists individuals to participate more fully in community life, particularly people with disabilities or older adults who may have no other personal means of transport. Being able to access public transport is beneficial to individuals and therefore the community as a whole as it:

- Promotes individuals' independence and autonomy.
- Decreases isolation and increases social inclusion.
- Enables access to services such as health care and shopping facilities.
- Enables participation in employment and education opportunities.
- Provides opportunities for enjoyment of entertainment and recreation.

There are benefits to the wider community when people with disabilities, parents with strollers and older adults are able to access public transport independently, such as relieving the dependence on family/friends, enhancing community spirit and diversity, and contributing to the local economy.

People aged 65 years and over accounted for approximately 9% of the population in the ACT in 2002. This is expected to increase to 22% by 2032 (ACT Information for Older Road Users, 2008). In a recent ACT Council of the Ageing Survey, 14% of people over 55 years of age were found to be reliant on public transport (COTA (ACT), 2008). An increasing aging population will result in a continually increasing need for more accessible transport in the ACT.

1.3 What is a disability and discrimination?

The terms disability and discrimination are central to the Disability Discrimination Act 1992 (Cth) (DDA) and the formulation of this Action Plan.

1.3.1 What is a disability?

'Disability' for the purpose of this Action Plan has the same meaning as the definition provided in the DDA. The DDA adopts a very broad definition of 'disability' covering a range of disabilities, including physical disfigurement and the presence in the body of an organism capable of causing disease, such as HIV (the virus which causes AIDS).

It includes the following forms of disabilities:

- **Physical** - affecting mobility and/or a person's ability to use their upper or lower body.
- **Sensory** - affecting the senses (e.g., vision and/or hearing).
- **Neurological** - affecting a person's ability to control movements (e.g., epilepsy or stroke).
- **Intellectual** - affecting judgement, ability to learn and communicate.

- **Cognitive** - affecting thought processes personality and memory (e.g., injury to the brain, dementia, or Alzheimer's disease).
- **Psychiatric** - affecting a person's emotions, thought processes and behaviour (e.g., schizophrenia or depression).

The definition includes a disability that:

- Presently exists.
- Previously existed but no longer exists (e.g., a person who has had a back injury, heart attack, or an episode of mental illness).
- Predisposition to disease (such as Huntingdon's disease, heart disease, or a person who is HIV positive).
- Is imputed to a person (e.g., assuming that a person living with an infectious disease has the disease).

A disability may not in itself limit a person's independence or ability to live as they wish, however their lives may become more complicated or additionally difficult in a world designed for people who are able bodied.

1.3.2 What is discrimination?

Discrimination is defined as treating people with a disability less favourably than people without the disability would be treated under the same circumstances (**direct discrimination**).

Discrimination also exists where there is a condition or requirement imposed which may be the same for everyone, but which unfairly, excludes or disadvantages people with a disability (**indirect discrimination**).

The DDA makes it unlawful to discriminate against a person on the basis of a disability that he or she has, had, may have in the future or is assumed to have. It also makes it unlawful to discriminate against a person on the basis that her or his associate (partner, carer, friend or family member) has a disability. Different treatment of people with a disability is not unlawful discrimination where it is reasonably intended to ensure that they have equal opportunities or to meet their special needs.

1.4 Legislative framework

The ACT Action Plan for Accessible Public Transport builds on and is supported by a number of pieces of legislation which create legal obligations for public transport service and infrastructure providers to address discrimination in the provision of public transport. Legally binding obligations exist under the Disability Standards for Accessible Public Transport 2002, the *Disability Discrimination Act 1992* (Cth), the *Discrimination Act 1991*, the *Human Rights Act 2004* and the United Nations Convention on the Rights of Persons with Disabilities 2008.

ACT Discrimination Act 1991

The ACT Discrimination Act seeks to eliminate, as far as possible, discrimination (regarding a number of attributes, not only disability), and to promote acceptance within the community of the principle of equality of opportunity for all people.

Disability Discrimination Act 1992 (Cth) (DDA)

The Disability Discrimination Act 1992 (DDA) seeks to eliminate discrimination 'as far as possible', against people with disabilities. Commonwealth, State and Territory departments and agencies and local government authorities have responsibilities under the DDA. The DDA also applies to independent authorities established by statute, such as State and Territory Law Reform Commissions, Maritime Services Boards, courts, and tribunals.

The DDA does not require the development of Action Plans by service providers, however if Action Plans are developed, Section 61 specifies a number of inclusions. These inclusions are outlined in Section 1.6.2 of this report.

Disability Standards for Accessible Public Transport 2002 (DSAPT)

The Disability Standards for Accessible Public Transport 2002 (DSAPT) followed from the DDA and provide a framework to enable public transport service and infrastructure providers to remove discrimination from public transport services. The DSAPT incorporate Australian Standards, Australian/New Zealand Standards, and Australian Design Rules, and specify the minimum technical requirements acceptable for the provision of accessible public transport for conveyances, premises, and infrastructure.

The purpose of the DSAPT is to enable public transport service and infrastructure providers to remove discrimination from public transport services. The DSAPT specify what is required to make public transport accessible and are intended to apply to the widest possible range of people with disabilities. They prescribe physical standards for the built environment so that people with a disability can have access to public transport services equivalent to the public in general. The DSAPT also include concepts of amenity, availability, comfort, convenience, dignity, cost, and safety as features of transport to be taken into account in determining equivalence. The DSAPT prescribe an incremental timetable for implementation. A copy of the DSAPT is available in <http://www.comlaw.gov.au/>.

It is expected that public transport services and infrastructure will be fully accessible by 2022, and a timeframe with interim compliance goals is set with target dates of (2007), 2012, and 2017.

Disability Standards for Accessible Public Transport Guidelines 2004 (No 3)

The Disability Standards for Accessible Public Transport Guidelines 2004 (No 3) provides extra information to assist with the comprehension and interpretation of the DSAPT. It lists assumptions underlying the DSAPT including technical and design specifications (Part 40) and a certain level of ability of passengers (Part 1).

ACT Human Rights Act 2004

Section 8(3) of the *Human Rights Act 2004* provides that everyone is equal before the law and is entitled to the equal protection of the law without discrimination. In particular, everyone has the right to equal and effective protection against discrimination on any ground. This section of the Act is particularly relevant in the context of this Action Plan, as it is important that public transport service and infrastructure providers are mindful of their legal obligations not to discriminate in the provision of public transport.

These obligations have been further strengthened by recent amendments to the Act, which create an obligation on ‘public authorities’ to act consistently with human rights and give proper consideration to relevant human rights when making decisions. If a person believes that a public authority¹ has breached their human rights (as defined in the Act), S40C(2) of the Act provides that a person may start a proceeding in the Supreme Court against the public authority, or rely on the person’s rights under this Act in other legal proceedings.

United Nations Convention on the Rights of Persons with Disabilities 2008

Australia ratified the Convention on 17 July 2008, making it one of the first Western countries to do so. By ratifying the Convention, Australia has joined other countries around the world in a global effort to promote the equal and active participation of all people with disability.

The purpose of the Convention is to promote, protect and ensure the full and equal enjoyment of all human rights and fundamental freedoms by all persons with disabilities, and to promote respect for their inherent dignity. Persons with disabilities include those who have long-term physical, mental, intellectual or sensory impairments which, in interaction with various barriers, may hinder their full and effective participation in society on an equal basis with others.

More details can be found at

<http://www.un.org/disabilities/convention/conventionfull.shtml>.

¹ Section 40(1)(g) of the Human Rights Act 2004 states that the meaning of a public authority includes: an entity whose functions are or include functions of a public nature, when it is exercising those functions for the Territory or a public authority (whether under contract or otherwise). Section 40A(3)(b)(v) of the Human Rights Act 2004 states the meaning of functions of a public nature include the provision of public transport services.

Other legal instruments

The following instruments provide design standards to assist public transport service and infrastructure providers to meet their obligations under the DDA.

- Building Code of Australia (BCA)
- Australian Standards for Access and Mobility (AS1428 Suite of Standards)
- Urban Services Design Standards for Urban Infrastructure, Part 13, and Standard Drg DS13-03-1 and DS13-03-2, dated 18 June 2007

1.5 Role of Government, Public Transport Service and Infrastructure Providers, and Community

1.5.1 Government

The roles and responsibilities of the ACT Government in respect of people with disabilities are clearly identified in the above mentioned legal instruments.

In simple terms, people with disabilities have the same rights as all other Australians and an obligation is placed on others to recognise these rights. As a key planner and provider of physical and social infrastructure, the ACT Government has an obligation to ensure that people living with a disability can participate in a broad range of community activities.

Within TAMS, the Transport Regulation and Planning (TRAP) Branch has the role of developing policy in relation to public passenger services and regulating public passenger services, including accreditation of operators and licensing of drivers. TRAP is also responsible for monitoring and reporting on the progress of public transport accessibility.

1.5.2 Providers

Buses/Coaches

Buses perform a pivotal role in providing local transport services in the ACT. ACTION is the primary provider of local bus services in ACT and is managed by TAMS. Deane's Buslines, operating out of Queanbeyan, also provide some bus services between Queanbeyan, the Airport, and City. There are also a number of other private bus and coach operators servicing the ACT, including several interstate coach operators.

Taxis/Wheelchair Accessible Taxis (WATs)

Individual taxi operators are primarily responsible for DSAPT compliance of taxis. The operator is responsible for ensuring that the vehicle and its equipment meets DSAPT requirements. Networks and operators are responsible to ensure that drivers are properly trained and informed regarding their responsibilities to all passengers.

Infrastructure

Roads ACT, an agency within TAMS, is responsible for the provision of bus stop, footpath and taxi rank infrastructure.

The owners and management of the Jolimont Centre in Canberra City are responsible for the infrastructure at the interstate coach terminal.

Relevant infrastructure at Canberra Airport is the responsibility of the Canberra International Airport .

1.5.3 Community

Community involvement in the development of the Action Plan included:

- Feedback during the review of the previous plan through various processes (see Section 1.6.3).
- Oral and written communications with TAMS at other times, via telephone, fax, email and post.

1.6 What is a Disability Action Plan?

The Australian Human Rights Commission (AHRC) defines an Action Plan as a way for an organisation to plan the elimination, as far as possible, of disability discrimination from the provision of its goods, services and facilities. Although the DDA defines Action Plans in terms of service provision, it makes sense for such plans to address business policies and practices. In so doing, an organisation can more adequately address responsibilities under the DSAPT.

Developing and implementing an Action Plan is a voluntary, proactive approach to DSAPT compliance. It has benefits both for organisations and for people with disabilities. For organisations, the development and implementation of Action Plans has benefits in terms of not only delivering more compliant services but also accessing a wider market and enhancing corporate image.

Organisations that have Action Plans need to consult with people with disabilities and/or their representative organisations, review their policies and practices, identify barriers for people with disabilities in accessing services, and plan strategies to eliminate these barriers.

For people with disabilities, the implementation of Action Plans mean that eliminating disability discrimination is not solely dependent on complaints being made against organisations. Effective Action Plans can make discrimination less of a factor in everyone's lives.

1.6.1 Why prepare an Action Plan?

The creation of an Action Plan provides a framework to:

- Assist ACT public transport service and infrastructure providers to meet their responsibilities under the DSAPT.
- Commit to the elimination of discrimination against people with disabilities.
- Promote access and equity strategies that address the barriers experienced by people with disabilities.
- Enable the progressive implementation of an integrated and accessible public transport network.
- Serve the whole community – people with a disability represent 20% of the Australian population (Australia Bureau of Statistics, 2003).
- Benefit all users of public transport, as changes to encourage people with disabilities to use transport services will also benefit other members of the community.

1.6.2 What should an Action Plan include?

Section 61 of the DDA specifies a number of elements to be addressed in Action Plans, as follows:

- a) The devising of policies and programs to achieve the objects of the DDA.
- b) The communication of these policies and programs to persons employed by the service provider.
- c) The review of practices by service providers with a view to the identification of any discriminatory practices.
- d) The setting of goals and targets, which may reasonably be assessed to determine the success of the plan in achieving the objects of the Act.
- e) The means, other than those referred to in paragraph (d), of evaluating the policies and programs referred to in paragraph (a).
- f) The appointment of persons by service providers to implement the provisions referred to in paragraphs (a) to (e) (inclusive).

1.6.3 How was the Action Plan developed?

The 2009 – 2012 Action Plan was developed following a comprehensive appraisal of progress in improving accessibility and extensive stakeholder consultation in 2008. The findings are summarised in the Evaluation Report (Maunsell 2008d), while specific details are contained in individual reports produced as part of developing this Action Plan. A review of these findings and the previous Action Plan formed the basis for the actions in this current Action Plan which follows in Chapter 2.0. The actions align with the requirements of the DSAPT and DSAPT Guidelines.

The appraisal and consultation involved six different methods of information gathering from a range of stakeholders and sources and was assisted by members of the project Advisory Body (see Appendix B). These methods are outlined below.

Appraisal of progress to date

Feedback was obtained by TAMS from ACT public transport service and infrastructure providers regarding progress made since the release of the Updated Action Plan for Accessible Public Transport in the ACT 2004 – 2007. There is no statutory reporting requirement and data was not used to audit individual operators. The purpose was to provide a general overview of the actions implemented to date to improve accessibility of public transport in the ACT.

A summary of the findings from the Appraisal of progress to date follows in Section 1.7. The detailed findings from the Appraisal can be found in the Appraisal Report (Maunsell 2008a).

Workshops

Five half-day workshops were conducted with key stakeholders to identify key issues and achievements. Workshops were held with community members (specifically people with disabilities and older adults), bus and coach companies, taxi networks and operators, government and non-government agencies with an interest in issues affecting the disabled in the community and public transport infrastructure asset managers.

User Activity Experiences

People with disabilities were accompanied on seven planned excursions by bus and standard taxi to observe first hand the “whole of trip” experience, noting both the positive aspects and those which were obstacles to transport access. Plans were made to accompany users of wheelchair accessible taxis (WAT vehicles), but these were cancelled by the participants due to unforeseen circumstances. Other observations about accessibility were also made during these trips. The detailed findings from the workshops and user activity experiences can be found in the Consultation Report (Maunsell 2008b).

Surveys

In order to gather statistical data and ascertain the views of a greater number of people than could be reached by the above methods alone, a survey was conducted. This was completed via post or email. There were over 200 responses received from people with disabilities, their carers, or the elderly who either used public transport or wanted to use public transport but were unable to do so.

Interviews

Ten face to face interviews were conducted with people with disabilities and/ or the elderly to discover in more detail their everyday experiences and the concerns they face when using public transport. It highlighted the significance public transport plays in their lives and their dependence on it for, particularly, getting to work and having a social life. The detailed findings from the surveys and interviews can be found in the Survey Report (Maunsell 2008c).

Research

Research into various Action Plans from both Australia and overseas was undertaken in order to determine the preferred style and format for this Action Plan.

1.7 Progress towards improving access

Progress measured against the 2004 – 2007 Action Plan

Progress in removing barriers identified in the Updated Action Plan for Accessible Public Transport – 2004 – 2007 is summarised in Table 1. The results are expressed as a percentage of the barriers that have been addressed during this period for each mode and barrier theme².

The data provided to develop Table 1 was based on an analysis of the responses to a self assessment pro-forma distributed to public transport service and infrastructure providers by TAMS. Note: not all the barriers in the Action Plan were included in the distributed pro-forma, therefore the number in the 'Number of Barriers' column is not the actual number of barriers listed in the 2004 – 2007 Action Plan.

The results in the table indicate that, on the whole, while most barriers were not fully addressed, progress is being made towards making public transport in the ACT more accessible.

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- 2 The barriers in the Action Plan are collated under the following headings (themes):
- a) Physical barriers – access to and within vehicles
 - b) Physical barriers – access to infrastructure
 - c) Communication barriers
 - d) Attitudinal barriers

Table 1: Progress Against the barriers identified in the 2004-2007 ACT Action Plan

Mode	Theme	Number of Barriers	Barriers fully addressed (%)	Barriers partially addressed (%)	Barriers not addressed (%)	Barriers not applicable (%)
Buses	Access to vehicles	17	0	94	6	0
	Access to infrastructure	1	0	100	0	0
	Communication	9	0	100	0	0
	Attitudes	4	0	75	25	0
Coaches	Access to vehicles	17	35	47	12	6
	Access to infrastructure	3	0	0	33	67
	Communication	8	0	88 ³	0	12
	Attitudes	4	75	0	25	0
Taxis	Access to vehicles	0				
	Access to infrastructure	0				
	Communication	7	14	71	14	
	Attitudes	3	100	0	0	
WATs	Access to vehicles	0				
	Access to infrastructure	1	100	0	0	
	Communication	3	67	33	0	
	Attitudes	5	100	0	0	

Source: Appraisal Report (Maunsell, 2008a)

3 Three of those 'partially addressed' barriers were also stated by some providers as 'not applicable'.

Progress measured against the DSAPT compliance targets

It is difficult to quantitatively assess progress against the December 2007 DSAPT compliance targets as the feedback that was submitted did not directly correlate with the requirements set down in the DSAPT. As mentioned earlier, the information gathered during the Appraisal process was not for the purpose of auditing individual public transport service and infrastructure providers; rather it was aggregated to provide an overview of the implementation of the Action Plan in the ACT and the degree to which compliance with the DSAPT may have been achieved. The tables produced in the Appraisal Report (Maunsell, 2008a) are not sufficiently meaningful to reproduce here to demonstrate DSAPT compliance levels. Obtaining relevant quantitative data will need to be addressed in future audits. One means of improving the monitoring of progress against the DSAPT targets is for TAMS to issue a table like the one shown in Appendix E for the next review of accessible public transport in the ACT.

On this issue, the January 2008 draft report – Review of the Disability Standards for Accessible Public Transport, prepared by the Allen Consulting Group for the Australian Government, recognised the lack of a standard compliance reporting framework as problematic in monitoring compliance or non compliance with the DSAPT requirements and recommends that such a reporting framework be developed.

For the ACT Government's part, its commitment to providing an accessible public transport service is reflected in the bus replacement and capital works programs which are progressively making the ACTION bus fleet and public transport infrastructure more accessible. Key aspects of progress are:

- ACTION complied with the DSAPT requirements in regard to conveyances, with 25% of the fleet being accessible buses. It also has a bus fleet replacement program to ensure compliance with future DSAPT targets in this regard. It is expected that as the percentage of accessible buses increase, so too, will the number of accessible bus routes.
- Progress also continues in making bus information more accessible through different formats, including large print, audio, web based and dedicated phone numbers for route and timetable information.
- The capital works program includes a rolling bus stop upgrade program to meet the DSAPT requirements. Although it is estimated that around 20% of bus stops were fully compliant by June 2008, there were many other bus stops where remedial works were undertaken to improve accessibility, but because not all bus stop features were addressed, could not be considered fully accessible. For example, access paths, manoeuvring areas, ramps and tactile ground surface indicators (TGSIs) may have received treatment, but signs or information did not.
- Bus interchanges have received treatments such as TGSIs, information reproduced in Braille to indicate bus bays, and three interchanges have been enhanced with unconfined layouts on street level to enable unhindered access to and through the interchanges.

- Work has commenced on a new Belconnen Bus Interchange which will have, incorporated within the shopping mall, an airport style waiting area that will be fully compliant with the DSAPT requirements.

An important aspect of assessing progress to date comes from people with disabilities themselves who use, or would like to use, public transport in the ACT. Key features that they saw as improvements and achievements to date follow:

Buses and coaches

Buses and coaches – vehicle accessibility:

- The provision of the 300-series **low floor buses**, with future plans to increase the number of wheelchair accessible buses.
- The provision of **space, handrails, and ramps** on the accessible buses for wheelchairs and other mobility aids.
- Enhancement of **priority seating** by using colour contrast.
- **Concession cards** which help to ease the financial costs associated with travel (i.e. the Gold Card, Seniors Card, and card for People with Vision Impairment).
- Increase in accessible **community buses** (e.g. DHCS program of six government funded Regional Community Services community buses leased to ACTION).
- The availability of wheelchair accessible buses for hire through private companies such as Greyhound Australia).

Some barriers are removed through 'equivalent access by direct assistance' (e.g. the use of mini steps to assist passengers in boarding and tickets being handled by the driver rather than a machine). Safety was also considered as something 'liked' by respondents in the survey, as well as cleanliness and comfort.

Buses and coaches – infrastructure accessibility:

- **Bus stops** and **shelters** have improved in design, have been upgraded, and/or the Adshel bus stops are in the process of being rolled out. Having a bus stop near residences also improves accessibility.
- **Seating** at bus stops has improved.
- The use of **TGSIs** has improved at some interchanges.
- The provision of a designated **bus lane** was seen by the community as a positive.
- A **kiosk** selling food and coffee was noted to be at an accessible height.
- Bus interchanges and bus routes were liked by some the of survey respondents.

Buses and coaches – communication

- Accessible travel information is provided on **ACTION's website**.
- Provision by ACTION of a **complaints** and **feedback** form.
- The development and review of the **Disability Action Plan**.
- The provision of a **phone-up service** for vision impaired to check bus timetables.
- There has been an increasing **number** of people with disabilities travelling on buses.
- There has been increased **publicity** regarding the need to address access issues, including provision of information in alternative formats.

Buses and coaches – attitudes

- There has been increased recognition by the government regarding access to public transport.
- A number of drivers were friendly and helpful, with some drivers noted to provide exceptional customer service. This was particularly observed during the user activity experiences and commented upon in the interviews.
- The attitude and help of some other passengers was also raised as a positive aspect of bus travel.

Taxis and Wheelchair Accessible Taxis (WATs)

Taxis and WATs – vehicle accessibility

- There was an increase in the number of **WATs**.
- There was also an additional **taxi company** and an increase in the number of **standard taxis**.

Taxis and WATs – communication

- There has been increased **publicity** regarding the need to address access issues.
- There is increased awareness of informative material that needs to be available in **alternative formats**.
- **Disability training** provided for drivers, however this mainly relates to physical and vision impairments.

Taxis and WATs – attitudes

- There is increased **government recognition** that access is a right.
- **Driver manner** and **customer service** has improved. Friendly and helpful drivers, with some providing extra assistance to older adults and people with disabilities.
- **Job satisfaction** experienced by WAT drivers has improved.

- **The industry wide** standard uniform presents a cleaner, smarter image.
- Passengers find having the **personal phone number** of the driver is more reliable and improves the overall experience⁴.

1.8 Key areas for reform

The key areas for reform identified in the evaluation of feedback are as follows:

Physical access to and within vehicles

- For buses and coaches, there is a need to continue to plan and budget for an increase in the accessible bus fleet to meet or exceed DSAPT targets.
- For buses, to increase the number of accessible routes serviced by accessible buses at all times.
- For WATs, response times (pick up times) are not satisfactory indicating either a lack of WAT vehicles and drivers in the ACT, or an insufficiency in the system whereby there is no guarantee how many WATs are on the road at a given time. WAT response times need to improve and one way would be to increase the number of WATs and WAT licences.
- For standard taxis, availability during peak times and the ability to adequately carry mobility aids are concerns.
- For buses and WATs, options for broad scale safety improvements need to be investigated in conjunction with the Australian Government to produce new standards (e.g. provision of straps, tie down points and accessible handrails), as well as enhanced driver training to assist with passenger safety e.g. buses should depart only once passengers are seated/stable, gentle acceleration/deceleration.
- A lack of measurement data to enable proper monitoring of public transport vehicles in relation to DSAPT targets.

Physical access to infrastructure

- Continue to plan and budget for infrastructure upgrades (bus stops, interchanges, signage, security, etc.) in order to meet DSAPT targets. Consultation suggested signage at bus stops and improvements to bus shelters were considered priorities. Taxi ranks also needed these issues to be addressed.
- Pathways were the most significant issue raised during consultation (e.g. inadequate or inappropriately installed TGSIs, obstructions on pathways, etc). The lack of well maintained accessible toilets at key locations in the public transport network was also an important issue.

⁴ This is not a practice supported by the taxi companies and is only used as a workaround by people to mitigate the effects of an unreliable booking system. This practice disadvantages people with a disability who follow proper processes for booking taxis and are unable to secure bookings due to unavailability.

- A lack of measurement data to enable proper monitoring of public transport infrastructure in relation to DSAPT targets.

Communication

- Maintain existing communication networks between TAMS, public transport service and infrastructure providers, people with disabilities and other relevant agencies to facilitate service provision and coordination of upgrades.
- There is a perceived lack of awareness amongst not only drivers and staff of public transport service providers with regards to the rights and needs of people with disabilities, but also the general public. There is also a lack of awareness of the legislation, department/company policies and procedures, and complaints mechanisms by the general public. A public education campaign would help to address this gap.
- There is a lack of alternative formats of information about public transport services and a need for provision of real time information on bus movements (e.g. information regarding wait times for accessible buses on accessible bus routes).
- There is a lack of statistical and demographic information available to prioritise access improvements to bus routes and stops, as well as the use of community bus services.
- The automated taxi booking system is not user friendly for people with disabilities.

Attitudes

- While there was much praise over the positive and helpful attitudes of some drivers and staff, there were some less positive accounts received during the consultation processes.
- A review and update of driver and customer service staff training is required to ensure comprehensive education about the needs and rights of people with disabilities is covered, including improving knowledge, understanding, and practical skills to assist people with disabilities in accessing public transport services.

2. 2009-2012 Action Plan

The purpose of this Action Plan is to assist public transport service and infrastructure providers to achieve their DSAPT compliance targets and make public transport in the ACT more accessible. It is important to note that compliance with the Action Plan does not necessarily constitute compliance with the DSAPT.

The Action Plan provides directions for suggested actions that are the responsibility of public transport service and infrastructure providers. These actions are derived from the findings from the appraisal and consultation process (described in Section 1.6.3) and summarised in the Evaluation Report (Maunsell, 2008d).

This Action Plan also assists TRAP in its role of monitoring and reporting on progress of public transport accessibility.

The tables that follow include:

- A description of the goal to address each barrier;
- A description of actions to achieve this goal;
- The organisations responsible for the actions ;
- The date by which these actions should be taken; and
- The means which the actions will be evaluated.

They address the key areas for reform identified through the various consultation processes undertaken during this project and the appraisal of progress with the 2004 – 2007 Action Plan. More specific details will need to be included in customised Action Plans to be created by public transport service and infrastructure providers, especially with regard to specific DSAPT and funding requirements.

2.1 Access to and within vehicles

Barrier 1: Some public transport vehicles are inaccessible.

Goal	Action number	Actions	Responsibility, position	Date of completion
People with disabilities will be able to access public transport services.	1.1	<ul style="list-style-type: none"> Review, and update as necessary, the Bus Replacement Strategy to ensure that all new vehicles purchased meet DSAPT requirements. Consider incorporating the Bus Replacement Strategy into part of a customised Action Plan (see Barrier 7). 	ACTION Coach operators	Review annually to Dec 2012
	1.2	<ul style="list-style-type: none"> Increase the number of accessible routes serviced by accessible buses, giving priority to routes with greatest demand for accessible transport. 	ACTION	Review annually to Dec 2012
	1.3	<ul style="list-style-type: none"> Investigate options for broad scale safety improvements to secure mobility aids in buses and taxis in conjunction with the Australian Government (e.g. provision of straps, tie down points and accessible hand rails) and recommend a program of implementation. 	Australian, State and Territory Governments	Dec 2012
	1.4	<ul style="list-style-type: none"> Review number of WAT vehicles and drivers and ascertain need for more WAT vehicles and licences. Review the system of when drivers are on the road, investigate other systems of organisation e.g. rostering. Consider minimum quotas on the number of wheel chair pick ups per month and compliance with pick up times as a possible condition for WAT licence renewal. 	TRAP Taxi network operators	Review annually to Dec 2012

Goal	Action number	Actions	Responsibility, position	Date of completion
	1.5	<ul style="list-style-type: none"> • Work with taxi networks/operators to maintain recording of response/waiting times. • TAMS to work with the taxi industry to improve service. • Networks to continue to report on their service delivery monthly to ensure early interventions if response times are not equivalent to that for standard taxis. 	TRAP Taxi network operators	Report biannually to Dec 2012
Evaluation:				
<ul style="list-style-type: none"> • The DSAPT compliance targets for accessible buses/coaches and taxis will be met (see Appendix E). • WAT response times will be equivalent to that of standard taxis (DSAPT December 2007 target). • Feedback from the consultation processes of the next review and update of the Action Plan will show an increase in positive responses regarding vehicle accessibility (gather quantitative and qualitative data). 				
Dec 2012				

Note: Refer to the DSAPT for specific requirements for vehicles (Australian Government, 2002, 2004).

2.2 Access to infrastructure

Barrier 2: Some public transport buildings and infrastructure are inaccessible.

Goal	Action number	Actions	Responsibility, position	Date of completion
People with disabilities will be able to access public transport buildings and infrastructure.	2.1	<ul style="list-style-type: none"> Communicate and collaborate with public transport infrastructure providers to enable the DSAPT compliance targets relating to infrastructure to be met. Liaise with the Canberra International Airport to ensure that a coordinated approach is taken to achieving DSAPT compliance targets. 	TRAP	Review annually to Dec 2012
	2.2	<ul style="list-style-type: none"> Develop a program to incrementally upgrade infrastructure assets to achieve the 2012 DSAPT compliance targets. Schedule upgrades and replacements for accessible buildings, shelters, and facilities in accordance with demand. All new infrastructure will meet DSAPT compliance requirements and targets. 	ACTION Roads ACT Interstate Coach terminal (Jolimont) owners/managers	Review annually to Dec 2012
<p>Evaluation:</p> <ul style="list-style-type: none"> The extent to which DSAPT compliance targets have been achieved will be evaluated (see Appendix E). Feedback from the consultation processes of the next review and update of the Action Plan will show an increase in positive responses regarding infrastructure (gather quantitative and qualitative data). 				
				Dec 2012

2.3 Communication

Barriers three to seven relate to the Communication theme.

Barrier 3: Inadequate network for communication and knowledge sharing between the relevant agencies and providers.

Goal	Action number	Actions	Responsibility, position	Date of completion
Communication networks will be established and maintained to promote cooperation and collaboration.	3.1	<ul style="list-style-type: none"> Establish a network of stakeholder representatives to promote collaboration and coordination of accessible public transport services and infrastructure. Maintain a program of regular meetings with stakeholder representatives. 	TRAP	Dec 2009
	3.2	<ul style="list-style-type: none"> Monitoring and review: Interim Reports (feedback) will be submitted annually to TAMS on progress to date and future plans in order to ascertain whether compliance with the DSAPT 2012 targets will be or has been achieved. 	Public Transport Service and Infrastructure Providers	Annually to Dec 2012
	3.3	<ul style="list-style-type: none"> Consider annual reporting as a requirement of accreditation. 	TRAP	Dec 2012
Evaluation:				
<ul style="list-style-type: none"> There will be increased dialogue between public transport service and infrastructure providers, and other agencies (evidenced by meeting minutes). Reports will be submitted to TRAP from public transport service and infrastructure providers annually and include progress to date and future plans. Feedback from public transport service and infrastructure providers at the next review and update of this Action Plan will show an increase in positive responses regarding communication and collaboration between these groups. 				

Note: Refer to Parts 36 and 39 of the DSAPT Guidelines for further details (Australian Government, 2004).

Barrier 4: There is a lack of reliable information in alternative formats.

Goal	Action number	Actions	Responsibility, position	Date of completion
More information will be available in a wider range of accessible and alternative formats.	4.1	<ul style="list-style-type: none"> Review and assess the information currently provided and ascertain where gaps exist. Refer Evaluation Report (Maunsell, 2008d). Review and assess methods of information provision appropriate to the business operation and its clients. Commence or continue the investigation of real time information provision, including an information hot line. 	Public transport service providers	Dec 2009
	4.2	<ul style="list-style-type: none"> Review and update automated taxi booking system. Investigate and adopt other appropriate accessible means of taxi booking systems. Review and update the Passenger Profile system (see note 2). 	Taxi Networks	Dec 2010
Evaluation:				
<ul style="list-style-type: none"> Information will be readily available in alternative formats (if requested). Feedback received during the next review and update of the Action Plan will show an increase in positive responses. 				

Note: 1. Refer to Parts 17 and 27 of the DSAPT and DSAPT Guidelines for further details (Australian Government, 2004).

2. Passenger Profile system is a database of individual passengers and their particular access requirements.

Barrier 5: There is a lack of statistical data to determine priorities for accessible public transport.

Goal	Action number	Actions	Responsibility, position	Date of completion
<p>Statistical data will be available to determine priorities.</p>	<p>5.1</p>	<ul style="list-style-type: none"> Consider undertaking a study to gather statistical and demographic information in order to prioritise improvements to bus routes, community transport services, and resources. Provide ongoing opportunities for people with disabilities to convey what their specific needs are in order to help prioritise future improvements and upgrades (e.g., which bus routes and bus stops). This can be via feedback forms, websites, telephone line, as well as at intermittent times by such means as surveys and as part of a public awareness/education campaign. Consider whether the communication network (see Barrier 3) could have a role in gathering data. 	<p>ACTION DHCS ACTION, DHCS, Roads Act, Disability Organisations ACTION</p>	<p>Dec 2010</p>
<p>Evaluation:</p> <ul style="list-style-type: none"> Data will be available to assist in determining priorities. 				
<p>Dec 2010</p>				

Barrier 6: There is a lack of awareness of complaint mechanisms.

Goal	Action number	Actions	Responsibility, position	Date of completion
People will be more aware of and able to use feedback (complaints and compliments) mechanisms	6.1	<ul style="list-style-type: none"> Review and upgrade complaint mechanisms: <ul style="list-style-type: none"> - Alternative formats for presenting complaint mechanisms. - Policies about complaints handling e.g. time frames for responses. - Responses to complaints. Work with other public transport service and infrastructure providers to promote 'Complaint and Compliment' mechanisms. 	Public transport service and infrastructure providers	Dec 2010
	6.2	<ul style="list-style-type: none"> Disseminate information to members regarding making complaints and compliments associated with accessible public transport and update as necessary. 	Taxi Networks	Review annually to Dec 2012
Evaluation: <ul style="list-style-type: none"> Complaint mechanisms and responses will be available in alternative formats. Feedback received during the next review and update of the Action Plan will show an increase in awareness of available 'Complaint and Compliment' mechanisms. Information disseminated to members of peak disability organisations. 				
Dec 2012				

Note: Refer to Parts 27 and 35 of the DSAPT Guidelines for further details.

Barrier 7: Transport operators and providers do not have customised action plans to assist them to reach the incremental DSAPT targets.

Goal	Action number	Actions	Responsibility, position	Date of completion
Public transport service and infrastructure providers will develop customised Action Plans.	7.1	<ul style="list-style-type: none"> Encourage and assist public transport service and infrastructure providers to develop customised action plans, as appropriate, to assist them to meet their DSAPT compliance targets and the issues raised during consultation (see note 2). 	TRAP	Dec 2009
	7.2	<ul style="list-style-type: none"> Draft an Action Plan template (based on the four themes of physical access to and within vehicles, physical access to infrastructure, communication, and attitude). Include recording and annual reporting to TAMS as one of the communication goals (refer also to Action 3.2) 	TRAP Public Transport Service and Infrastructure Providers	Dec 2010
	7.3	<ul style="list-style-type: none"> Undertake a review and update of progress to date under the 2009 – 2012 Action Plan. <p>To gauge more accurately against the DSAPT, request that quantitative data (i.e. transport operators and providers to report on the % compliance against the Disability Standards); and qualitative data (feedback/discussion) is provided.</p>	TRAP	Dec 2012
Evaluation:				
<ul style="list-style-type: none"> There will be an increase in transport operators and providers having customised Action Plans (note for small operators this may be a document of only a few pages). 				

Note: 1. Refer to Part 35 of the DSAPT Guidelines, the Action Plan pages of AHRC website (www.hreoc.gov.au), and DDA 1992 Section 61 for further details (Australian Government, 1992).

2. Before customised Action Plans are created by those responsible for providing public transport services and infrastructure, it is recommended that this report is read in conjunction with the relevant legislation noted in Section 1.4. Notwithstanding legal requirements, the creation of customised Action Plans must take into consideration the key issues arising from the consultation that was undertaken as part of this review (Maunsell 2008a, b, c and d) and the guidelines in the AHRC website (www.hreoc.gov.au).

2.4 Attitudes

Barrier 8: Attitudes and abilities of some drivers and customer service staff can be barriers to accessing public transport.

Goal	Action number	Actions	Responsibility, position	Date of completion			
Attitudes and abilities of drivers and customer service staff do not create barriers to bus and taxi services.	8.1	<ul style="list-style-type: none"> Public transport service and infrastructure providers to ensure that their customised Action Plans address the need for staff to deliver a quality level of service to people with disabilities. 	Public transport service and infrastructure providers	Dec 2010			
	8.2	<ul style="list-style-type: none"> Conduct appraisal of training and ascertain gaps using a registered training organisation where appropriate. Ensure training targets a range of issues related to access and all forms of disability. Investigate the options of specific training provided by access training consultants. 	Public transport service and infrastructure providers	Dec 2010			
	8.3	<ul style="list-style-type: none"> Ensure training will educate and improve awareness of staff towards people with disabilities, and their ability to provide assistance. Gather data on customer complaints regarding staff attitudes toward people with disabilities. Maintain a register of training undertaken, including updates, of drivers and customer staff. 	Public transport service and infrastructure providers	Review annually to Dec 2012			
Evaluation: <ul style="list-style-type: none"> There will be fewer customer complaints regarding staff attitudes. There will be increased positive feedback from customers regarding staff attitudes. Feedback from the consultation processes of the next review and update of the Action Plan will show an increase in positive responses regarding attitudes. 							Review annually to Dec 2012.

Note: Refer to Part 37 of the DSAPT Guidelines for further details (Australian Government, 2004).

Barrier 9: Lack of community awareness regarding public transport and accessibility.

Goal	Action number	Actions	Responsibility, position	Date of completion
<p>There will be an increased awareness in the community regarding issues of disability, access, and transport.</p>	9.1	<ul style="list-style-type: none"> • For both bus and taxi services, investigate options for a Public Awareness/Education campaign to: <ul style="list-style-type: none"> - Promote the needs and rights of people with disabilities. - Promote a positive and progressive attitude toward improving accessibility. - Promote good driver – passenger relationships. - Promote complaint and compliment mechanisms, including feedback and suggestions (see Barrier 5). - Promote the accessible features of the ACT public transport system (e.g. Passenger Profile system, wheelchair accessible buses). - Promote a better understanding of disability access legislation and departmental policies (including Action Plan). • Attract customer service focussed people in recruitment advertising. 	<p>TRAP, Disability Group reps, Public transport service and infrastructure providers, other government agencies, e.g. HRC and DHCS</p>	<p>July 2010</p>
	9.2	<ul style="list-style-type: none"> • Provide a copy of this Action Plan to HRC. • Encourage transport operators and providers to provide copies of their Action Plans to HRC. 	<p>TRAP</p>	<p>July 2009 Dec 2010</p>
<p>Evaluation:</p> <ul style="list-style-type: none"> • Responses from the consultation process in the next review and update of the Action Plan will indicate an increase in positive responses with regards to attitude of drivers, customer service staff, and the general public. 				

2.5 Financial System

Barrier 10: There are inadequacies regarding the financial aspects of public transport services.

Goal	Action number	Actions	Responsibility, position	Date of completion
Improve efficiency and equity aspects for passengers, and taxi service providers.	10.1	<p>Regarding cost to taxi passengers with disabilities:</p> <ul style="list-style-type: none"> Review the Taxi Subsidy Scheme e.g. eligibility, distance allowed, and subsidy amount provided to passengers. Investigate a nationalised approach to coordination of subsidy schemes, including a Smart Card system, for ease of use by passengers when travelling interstate. 	DHCS	Dec 2012
	10.2	<p>Regarding cost to taxi operators:</p> <ul style="list-style-type: none"> Consider an increase in the Lift Fee. Investigate systems in other States e.g. lower fees and other incentives. 	TRAP	Dec 2012
	10.3	<ul style="list-style-type: none"> Consider the provision of free bus travel for people with disabilities / and their accompanying carers/children. Review criteria required for issuance of Gold Card tickets. 	ACTION DHCS	Dec 2012
<p>Evaluation:</p> <ul style="list-style-type: none"> The extent to which the Taxi Subsidy Scheme has been reviewed and improved will be evaluated. Feedback from the consultation processes of the next review and update of this Action Plan will show an increase in positive responses regarding financial aspects of accessibility to public transport. 				

3. Monitoring and Review

Monitoring ensures that the Action Plan's strategies are being implemented by checking that the individual tasks are completed. Monitoring also allows implementation problems to be identified.

TRAP staff will coordinate the development, implementation and monitoring of the plan by:

- distributing the adopted Plan to all relevant stakeholders, including officers within each department for action;
- referring any comments received, such as via the Feedback form at Appendix C, to the relevant area for attention;
- developing a clear process for public transport service and infrastructure providers to provide updates on an annual basis on the progress of implementing actions included in the Action Plan;
- reporting the review of the Action Plan to the Minister;
- registering the Action Plan with the AHRC; and
- developing a more detailed framework and program for monitoring progress against the access barriers and DSAPT requirements (the tables in Appendix E will assist in creating a more detailed framework).

A review of the Action Plan should coincide with the DSAPT timelines.

A review involves assessment and revision of the overall Action Plan. It uses the information from the results of evaluation to determine the success of the Plan as a whole and to revise, modify and develop the Plan as necessary. In other words, the Action Plan is a living document which is changed according to needs.

The review will include consultation with people with disabilities. It will involve revisiting issues and analysing feedback from people with disabilities which TAMS may have received since the Plan's implementation.

Appendix A: Acronyms

AAA	Access Audits Australia (consultants)
ACT	Australian Capital Territory
ACTION	ACTION Buses, TAMS
ADR	Australian Design Rules
AHRC	ACT Human Rights Commission
AS	Australian Standards
ATC	Australian Transport Council
COTA	Council of the Ageing
CTIA	Canberra Taxi Industry Association
DDA	Disability Discrimination Act 1992 (Commonwealth)
DHCS	Department of Disability, Housing, and Community Services (ACT Government)
DSAPT	or 'Disability Standards', Disability Standards for Accessible Public Transport 2002
ISG	Integral Services Group (consultants)
TAMS	Department of Territory and Municipal Services
TGSI	Tactile Ground Surface Indicator
TRAP	Transport Regulation and Planning, TAMS
TSS	Taxi Subsidy Scheme
UAE	User Activity Experience
WAT	Wheelchair Accessible Taxi

Appendix B: Advisory Body

The Advisory Body was made up of representatives from public transport service and infrastructure providers, TAMS, and peak disability organisations. The organisations and their representatives are as follows:

ACT Disability Advisory Council	Ms Sharon Sobey
ACT Human Rights Commission	Ms Kelly Swan, succeeded by Ms Elizabeth Cusack
Aerial Capital Group Ltd	Mr Mark Bramston
Blind Citizens Australia (ACT branch)	Ms Sharon Sobey
CabXpress	Mr David Ngu Mr Johnny Tam
Citizen Advice Bureau	Ms Belinda Gunn
COTA	Mr Cliff Carey Ms Margaret O'Beirne
CTIA	Mr John McKeogh
Deafness Resource Centre	Mr Pete Halsey
Disability ACT	Mr David Heckendorf
National Bus Industry Association	Mr Michael Apps
National Disability Services – ACT (formerly known as ACROD)	Ms Kate Lyttle
People With Disability	Ms Margo Hodge Mr Ian Trehwella
TAMS: ACTION	Ms Lorraine Bican Ms Liz Clarke
Roads ACT	Mr Mario Sallecchia
Transport Regulation and Planning	Ms Karen Greenland Ms Kerry Bell Ms Brenda Briggs Mr Wayne Daly

Appendix C: Feedback

Contact details

Address:

Canberra Connect or Transport, Regulation and Planning
Territory and Municipal Services
GPO Box 158
Canberra ACT 2601

Telephone:

13 22 81

Website:

www.tams.act.gov.au

Feedback form

We welcome your feedback on this Action Plan and public transport accessibility in the ACT.

1. **Are there any other barriers to access public transport services and infrastructure you think we should be aware of?**

2. **Have you found an improvement in accessibility you would like to comment on?**

3. **Is there a particular bus route or stop you would like to be made more accessible?**

Please include contact details in case we require clarification.

4. **Do you have any other comments?** (compliments, complaints, suggestions)

If you would like to be informed of future public consultations, please include your name and contact details.

Name: _____

Address: _____

Email: _____

Appendix D: References

ACT Discrimination Act 1991

www.legislation.act.gov.au

Allen Consulting Group (2008).

Review of the Disability Standards for Accessible Public Transport Draft Report.

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Australian Bureau of Statistics (2003).

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Disability Standards for Accessible Public Transport Guidelines 2004 (No 3).

COTA (ACT) (2008).

Seniors Finance and Lifestyle Survey. Summary of Statistics and Findings.

www.cota-act.org.au

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ACT Information for Older Road Users.

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Maunsell (2008a).

Accessible Public Transport in the ACT – Appraisal Report.

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Maunsell (2008b).

Accessible Public Transport in the ACT – Consultation Report.

Prepared by AAA for ACT Territory and Municipal Services, October 2008.

Maunsell (2008c).

Accessible Public Transport in the ACT – Survey Report.

Prepared by ISG for ACT Territory and Municipal Services, November 2008.

Maunsell (2008d).

Accessible Public Transport in the ACT – Evaluation Report.

Prepared by Maunsell for ACT Territory and Municipal Services, December 2008.

Appendix E: Disability Standards Audit Table

DSAPT Audit Table - Vehicles

This audit table is a generic table based on the Parts in the DSAPT that have compliance requirements. It can be used annually by transport operators and providers to track and report on progress against the DSAPT compliance targets in the periods between formal reviews by TAMS of the Action Plan.

Company: _____

Name: _____

Total number of vehicles in fleet: _____

Date: _____

DSAPT Part	Vehicle		2012	2017	2022
	Number compliant	% compliant	DSAPT % compliance required		
2. Access paths			55	90	100
3 Manoeuvring areas			55	90	100
4. Passing areas			55	90	100
6. Ramps			55	90	100
8. Boarding			55	90	100
9. Allocated space			55	90	100
10. Surfaces			100		
11. Handrails and grabrails			100		
12. Doorways and doors			55	90	100
14. Stairs			55	90	100
15. Toilets			55	90	100
16. Symbols			*100		
17. Signs			*100		
19. Alarms			*100		
20. Lighting			*100		
21. Controls			55	90	100
22. Furniture and fitments			*100		
25. Payment of fares			100		
26. Hearing augmentation – listening systems			*100		
27. Information			*100		
28. Booked services			*100		
29. Food and drink services			*100		
30. Belongings			*100		
31. Priority			*100		

*100: This 100% compliance target was required by 2007.



DSAPT Audit Table – Infrastructure

DSAPT Part	Asset			2012	2017	2022
	Total number	Number compliant	% compliant	DSAPT % compliance required		
2. Access paths				55	90	100
3 Manoeuvring areas				55	90	100
4. Passing areas				55	90	100
5. Resting points				55	90	100
6. Ramps				55	90	100
7. Waiting areas				*100		
7. Waiting areas (bus stops)				55	90	100
8. Boarding				55	90	100
9. Allocated space				55	90	100
10. Surfaces				100		
11. Handrails and grabrails				100		
12. Doorways and doors				55	90	100
13. Lifts				55	90	100
14. Stairs				55	90	100
15. Toilets				55	90	100
16. Symbols				*100		
16. Symbols (bus stops)				55	90	100
17. Signs				*100		
17. Signs (bus stops)				55	90	100
18. TGSIs				55	90	100
19. Alarms				*100		
20. Lighting (infra)				*100		
20. Lighting (bus stops)				55	90	100
21. Controls				55	90	100
22. Furniture and fitments				*100		
23. Street furniture				55	90	100
24. Gateways				100		
25. Payment of fares				100		
26. Hearing augmentation – listening systems				*100		
27. Information				*100		
27. Information (bus stops)				55	90	100
29. Food and drink services				*100		

*100: This 100% compliance target was required by 2007.