

LAST UPDATED: 17 DECEMBER 2019, version 1.3

FOR REVIEW: DECEMBER 2020

Transdev NSW is committed to improving the accessibility of public transport. Transdev's Accessible Transport Action Plan outlines our initiatives and compliance with the following: 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 addresses the following key elements in providing an accessible service and overcoming barriers that would otherwise be in place:

- Information about services
- Physical access to services and infrastructure
- Feedback and enquiries procedures
- Staff training and employment practices
- Promoting positive community attitudes

Information About Services

- Transdev have developed a customer promise to improve the quality of information on customer service for people with disabilities.
- Transdev regularly review the format for bus timetables with an accessible format and font across mediums.
- Transdev is working with TfNSW to improve access to service information across the industry including infrastructure.

Physical Access to Services and Infrastructure

- Transdev currently meets the targets and requirements under the Disability Discrimination Act 1992 (Cth) and Disability Standards for Accessible Public Transport 2002 (Cth).
- Although Transdev have non-accessible vehicles in our fleet, Transdev have recently improved our current low floor bus availability due to new fleet replacing older vehicles.
- All new fleet ordered for replacement and growth buses are now low floor and have Passenger Information Display systems to assist our customers.
- Transdev regularly reviews services and our network with stakeholders to improve the accessibility for our customers
- Transdev regularly review customer feedback on any issues related to accessibility and will further investigate solutions with the wider team and external stakeholders where required.

Feedback and Enquiries Procedures

- Developed an accessible customer feedback system via the website (www.transdevnsw.com.au) and liaised with the Transport Info (transportnsw.info) system, including facilities for hearing-impaired persons (e.g. NRS National Relay Service facility, 133 677).

Staff Training and Employment Practices

- Transdev staff are trained on disability awareness and assistance. In addition Transdev run regular internal campaigns reminding of improving our customer experience and in particular, ensuring that we provide a quality service for any passengers with disabilities.

- Transdev is continually reviewing the accessibility of our depots and are always looking to improve this area within our business.

Promoting Positive Community Attitudes

- Transdev is committed to promote transport initiatives that demonstrate the benefits of improved accessibility has on the wider community.

Version Control:

| Version Number | Date of Issue | Details |
|----------------|---------------|----------------|
| 1.0 | 1/12/2016 | Publish |
| 1.1 | 21/12/2017 | Regular Review |
| 1.2 | 21/12/2018 | Regular Review |
| 1.3 | 17/12/2019 | Regular Review |