

# DISABILITY ACTION PLAN 2011-2022

## DOCUMENT CONTROL TABLE

<b>Doc Owner:</b>	Business Improvement Services (BIS)	<b>Dept. Section:</b>	BIS
<b>Approved By:</b>	Executive Leadership Team		
<b>Approval Date:</b>	June 2011	<b>Review Date:</b>	10 June 2022

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## 1 INTRODUCTION

Metro Tasmania Pty Ltd (Metro) is a state-owned company established in February 1998 to provide urban passenger transport bus services in Hobart, Launceston and Burnie, as well as a number of regional services around Hobart and Burnie. Metro carries almost 10 million passengers annually and operates more than 600,000 scheduled bus trips a year. The regular timetabled services are primarily general access services open to all passengers, although Metro operates a number of services for students only.

This Disability Action Plan 2011–2022 (DAP) builds on work previously undertaken to create a long-term plan, and was reviewed in 2019 to ensure it remains relevant to the needs of the community, legislation, technology and infrastructure.

This is an important strategic planning document and guides how Metro will continue to improve access to services and ensure the needs of all customers with access challenges are considered and addressed in all areas of its operations.

The DAP identifies access barriers to Metro’s services and facilities, outlines actions and responsibility for removing the barriers, and explains how Metro will monitor achievement against the plan. Key objectives of the DAP are:

- a) To confirm Metro’s acknowledgement of people with disabilities as an important and significant part of the community and therefore Metro’s customer base;
- b) To confirm Metro’s commitment to meeting the transport needs of people with disabilities, their families and carers;
- c) To provide a framework for Metro to use in working towards provision of accessible and equitable services in all areas of its business;
- d) To promote participation and inclusion of people with disabilities in the organisation;
- e) To demonstrate community leadership and corporate citizenship; and
- f) To assist Metro to meet its obligations under relevant legislation.

Metro is committed to providing equitable and dignified access to all of its services, programs, facilities, information and communication systems and employment opportunities, to all members of the community. Metro’s vision is to be an attractive travel option contributing to an integrated public transport network in Tasmania.

Metro is grateful to all the people who contributed to the review of the plan, and to its workforce, who are committed to the benefits and opportunities associated with a public transport service that is accessible to all.

## 2 HOW METRO DEVELOPED THE DAP

This DAP provides the framework for Metro to continue to address disability access issues across all areas of organisational responsibility and operations, and to support Metro in meeting its requirements under relevant legislation. First published in 2011, this revised version updates Metro’s action plan and progress against targets.

The original DAP was developed through an information and review process, in consultation with a range of key stakeholders that included Metro staff, people with disabilities, community users of Metro services, disability access advocates and service providers to people with disabilities. The original DAP was developed with assistance from Access Audits Australia, an organisation with broad experience in helping organisations develop DAPs.

Metro has a responsibility under the *Disability Discrimination Act 1992 (Cth)* (DDA), to provide equitable, dignified access to goods, services and premises used by the public, and further responsibilities under the *Tasmanian Anti-Discrimination Act 1998* (TADA).

The Tasmanian Government's *Disability Framework for Action (2013-2017)*<sup>1</sup> outlines its commitment to increasing accessible transport options. This document sets out Disability Standards for Accessible Public Transport (Transport Standards). The Transport Standards have been made under the provisions of the DDA, and establish minimum accessibility requirements to be met by providers and operators of public transport conveyances, infrastructure, premises and services. The key points of the framework are:

- a) Continued commitment to the Transport Standards;
- b) Continued implementation of the wheelchair accessible taxi initiative;
- c) Continued funding of the Transport Access Scheme;
- d) Working with the Australian Government, local government and Tasmanian industry to assist bus and coach operators meet their obligations under the Transport Standards;
- e) Improving the access and mobility of people living in Tasmania's rural and regional communities; and
- f) Ensuring that the Government's review of core passenger services considers issues relating to the provision of accessible services.

Metro has significant responsibilities under the Transport Standards. All conveyances, premises and infrastructure brought into use for public transport after the commencement of the Transport Standards in 2002 must comply with the Transport Standards.

Metro is working closely with the Department of State Growth and local councils towards achieving full compliance with the Transport Standards. Many of the actions have been achieved, some are no longer relevant, while others are ongoing and have been considered in developing this revised DAP.

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<sup>1</sup> Available from: [http://www.dpac.tas.gov.au/divisions/csr/policy/Policy\\_Work/disability\\_framework\\_for\\_action](http://www.dpac.tas.gov.au/divisions/csr/policy/Policy_Work/disability_framework_for_action)

### 3 WHAT METRO HAS DONE SO FAR TO IMPROVE ACCESS

Metro has implemented a wide range of initiatives to improve access for people with disabilities across the organisation, including:

- a) An accelerated bus replacement program to ensure Metro’s entire bus fleet is accessible by 2022;
- b) Improved signage on buses, which includes destination information and the international symbol of access, to assist passengers to identify accessible vehicles;
- c) Introduction of ‘next stop’ signals and destination signs on the sides of buses;
- d) Ongoing state-wide upgrade of bus stops and passenger shelters to comply with the Transport Standards where practicable;
- e) Participation in the Tasmanian Government’s Companion Card scheme;
- f) Redesigned timetables, with assistance from 26TEN;
- g) Real-time updates on Twitter and Facebook and to a contact e-mail group during ordinary business hours about any service that will not be delivered by an accessible bus as advertised;
- h) Internal procedure for Metro staff to follow when unable to provide a designated accessible service; and
- i) Upgraded trip planner on Metro’s website and app, with service accessibility information.

**Error! Not a valid bookmark self-reference.** shows Metro’s level of compliance with the Transport Standards for bus services and bus stops. The proportion of services delivered by accessible buses depends on the number of accessible buses in Metro’s fleet. As at December 2018, 66% of Metro’s bus fleet was accessible, however 100% will be accessible once Metro has taken delivery of 100 new buses, which is expected to be in 2021.

Many bus stops are physically unable to be upgraded to fully meet the Transport Standards due to terrain, position, surrounding structures, kerb surface and other factors, or the cost of doing so would be prohibitive. To achieve maximum compliance, Metro is working closely with local councils and government agencies to coordinate and negotiate funding for infrastructure upgrades that require civic works in the form of pathways, level non-slip surfaces, kerb and guttering and in areas where there are no footpaths for boarding and disembarking points.

*Table 1 Compliance with transport standards*

Standard	Achievement – July 2011	Achievement – Dec 2018	Target – Dec 2017	Target – Dec 2022
General access services delivered by accessible buses	48%	77.2%	80%	100%
Bus stops that are fully accessible (where practicable)	N/A	49.6%	90%	100%

## 4 WHAT METRO PLANS TO DO: DAP

As a result of the review process and consultation with staff, a range of strategic actions have been developed in four key areas, which form the basis of the DAP. The four areas cover physical access; customer service and service improvements; consultation, information and communication; and employment.

### 1. Physical Access

#### Key actions:

- Provide high quality bus services, which are safe, reliable and accessible to the community
- Work with stakeholders to develop infrastructure that supports and enhances access to Metro’s services

Actions	Timeline			Responsibility
	Achievement	Target		
<b>1.1 Buses (new)</b>				
Continue acquisition of accessible, low floor buses that meet the Disability Standards for Accessible Public Transport and in accordance with the timelines specified by the Transport Standards. The purchase of 100 new buses will enable Metro to deliver 100% of services with accessible buses by 2021, well ahead of the benchmark requirement of 100% by December 2022.	2018	2017	2022	General Manager Operations
	66%	90%	100%	
<b>1.2 Buses (existing)</b>				
Continue to identify measures to improve access to existing buses and update where possible, including: <ul style="list-style-type: none"> <li>• Provision of clearly signed, designated seats for people with assistance animals and other mobility aids incorporating international symbol of access;</li> <li>• Seat colour changed to red in designated disability area on all new bus purchases and some of existing fleet, depending on planned replacement date of non-low floor buses;</li> <li>• ‘Next stop’ switches in designated disability area changed to blue with a wheelchair symbol on all new bus purchases; and</li> <li>• Standardisation of location and placement of accessible seating.</li> </ul>	Ongoing until the entire fleet is accessible, expected by 2021.			General Manager Operations

Actions	Timeline		Responsibility	
<b>1.3 Priority Services</b>				
Introduce new accessible services as new buses are acquired.	Ongoing until the entire fleet is accessible, expected by 2021.		General Manager Business Improvement Services	
Continue to review accessible services to ensure that they meet the needs of passengers and consider expansion in some areas and at some times.				
Consult with users before changing key routes.	Ongoing			
<b>1.4 Bus Stops</b>				
Implement the Accessible Bus Stop Guidelines and templates (Australian Standard 1428.2) after agreement with all relevant parties including Metro, Councils and Government.	Ongoing to 2022		General Manager Operations	
Audit and rank all bus stops (level 1, 2 and 3) to identify what additional infrastructure and information is required for them to meet the Transport Standards. A fully compliant level one bus stop includes tactile ground surface indicators (TGSIs), a seat and passenger shelter. Level two bus stops have TGSIs and a seat. Level three stops have TGSIs only.	Ongoing			
Develop programmed budget and clearly identify who is responsible for funding and ongoing maintenance.	Ongoing			
<b>1.5 Passenger Shelters</b>				
In conjunction with infrastructure providers, implement an upgrading program including consideration of access to shelters such as safe crossings and crossovers, pathways and lighting.	Achievement	Target		General Manager Operations
	2018	2017	2022	
Ensure all new shelters are accessible.	55%	90%	100%	

Actions	Timeline	Responsibility
<b>1.6 Bus Interchanges</b>		
Conduct an access audit of all major bus interchanges to identify a detailed list of priority actions that will address access issues. Audited interchanges to include: <ul style="list-style-type: none"> <li>• Springfield</li> <li>• Hobart Central</li> <li>• Glenorchy</li> <li>• Rosny Park</li> <li>• Burnie</li> </ul>	Continue to work with asset owners to improve access in bus interchanges	General Manager Operations
Upgrade signage and bus timetable information.	Ongoing	General Manager Business Improvement Services
In partnership with local government and the Department of State Growth, develop standard features for bus interchanges so that all are clearly recognisable as major passenger transport facilities.	Ongoing	
<b>1.7 Metro Buildings</b>		
Budget for and implement upgrades over agreed timelines.	Ongoing	Board
Review access issues for all proposed new works/plans for Metro buildings prior to approval for construction or upgrade.	When required	General Manger Operations
Develop and implement a comprehensive and consistent signage strategy for Metro buildings incorporating both external and internal areas.	Ongoing	
Review evacuation and emergency procedures at all sites to ensure plans cater for people with disabilities.	Completed	
Provide visible and audible emergency warning systems.	Completed	



## 2. Customer Service and Service Improvements

### Key actions:

- To provide services which are free from discrimination, and to ensure that all customers are treated with respect, fairness and dignity
- To be a leader in the development of new products and services which meet the needs of our customers
- To provide leadership as a good corporate citizen.

Actions	Timeline	Responsibility
<b>2.1 Ticketing System</b>		
Continue to ensure Metro’s ticketing system is compliant with the Transport Standards for fare payment and ticket validation systems, particularly in the event that the existing system is replaced or upgraded.	Ongoing	General Manager Business Improvement Services
<b>2.2 User Surveys</b>		
Ensure the annual customer satisfaction survey addresses customer service issues and access improvements.	Ongoing	Manager Marketing and Communications
<b>2.3 Corporate Social Responsibility</b>		
Continue commitment to treating customers with dignity and respect, free from discrimination or harassment.	Ongoing	General Manager Business Improvement Services

### 3. Consultation, Information and Communication

#### Key actions:

- To ensure that information about Metro’s services is readily available and easily accessible
- To have open, ongoing two-way communication with customers, staff and other key stakeholders

Actions	Timeline	Responsibility
<b>3.1 Information - hotline</b>		
Continue to provide and promote Metro Hotline.	Ongoing	General Manager Business Improvement Services
<b>3.2 Information – bus routes</b>		
Ensure bus route information is provided in DDA-compliant formats, and is made available through a variety of customer channels.	Ongoing	General Manager Business Improvement Services
<b>3.3 Information – bus signage</b>		
Upgrade destination signs on buses to incorporate clearer and larger print, and standardise this on new buses purchased.	Ongoing	General Manager Operations
Include provision of large access (wheelchair) symbols on buses.	Completed	
<b>3.4 Information – website</b>		
Ensure the Metro website is accessible to users with disabilities by: <ul style="list-style-type: none"> <li>• Identifying access issues and installing upgrades to meet world-wide W3C accessibility requirements;</li> <li>• Including information about accessible features and supports; and</li> <li>• Providing any downloadable documents that are in pdf, in a text only alternative suitable for access by people using screen reading software.</li> </ul>	Ongoing	General Manager Business Improvement Services

Actions	Timeline	Responsibility
<b>3.5 Information – email</b>		
Continue to use the National Relay Service through the Metro Hotline.	Ongoing	General Manager Business Improvement Services
<b>3.6 Information – telephone</b>		
Introduce email as a channel for contact with service users and the communicating of bus timetable information, particularly changes.	Completed	General Manager Business Improvement Services
Introduce after-hours call back facility for people with a disability.	Completed	
<b>3.7 Consultation</b>		
Establish mechanisms to ensure people with a disability have ongoing input into implementation and review of the DAP.	Ongoing	General Manager Business Improvement Services
Undertake regular consultation with people with a disability.	Ongoing	

#### 4. Employment

##### Key actions:

- To provide a workplace that is increasingly accessible and free from discrimination

Actions	Timeline	Responsibility
<b>4.1 Disability Awareness</b>		
Ensure all Metro staff understand, are aware of, and can support people with a disability in accessing Metro services by: <ul style="list-style-type: none"> <li>• Reviewing and updating access and awareness training provided to all staff</li> </ul>	Completed 2018	Human Resources Advisor
<ul style="list-style-type: none"> <li>• Developing a training program to ensure all staff undertake initial disability awareness training</li> </ul>	Ongoing (Refresher program for Bus Operators between Oct 18 and Feb 19)	
<ul style="list-style-type: none"> <li>• Developing a module in the staff induction program that addresses disability access issues</li> </ul>	Completed 2018	
<ul style="list-style-type: none"> <li>• Promoting the DAP to all staff and ensuring that everyone is aware of their responsibilities</li> </ul>	Ongoing	
<ul style="list-style-type: none"> <li>• Providing training to relevant staff in the operation of adaptive and assistive technology provided by Metro to support people with a disability</li> </ul>	Ongoing	
<ul style="list-style-type: none"> <li>• Providing relevant staff with appropriate training so they are aware of the different communication aids and alternative format materials available to support communication with people with a disability</li> </ul>	Ongoing	
<ul style="list-style-type: none"> <li>• Updating the Bus Operator Training Manual to:               <ul style="list-style-type: none"> <li>» place greater emphasis on customer service and customer contact; and</li> <li>» include a disability awareness training module that is broader in scope than the current module</li> </ul> </li> </ul>	Completed	

Actions	Timeline	Responsibility
<b>4.2 Emergency Procedures for Bus Operators</b>		
Review emergency procedures for bus operators (e.g. in accident, medical and other emergencies) to ensure clear processes are in place that consider customers with additional needs.	Completed	Work Health and Safety Advisor
Ensure bus operators are trained appropriately in emergency and safety procedures, including Metro’s Customer Service Charter and conditions of travel.	Ongoing	
Revise emergency procedures to include staff with an injury/disability; plan for evacuating people with a disability, including nomination of personnel for assistance.	Ongoing	
<b>4.3 Equal Employment Opportunity Policy</b>		
Revise Metro’s Equal Employment Opportunity (EEO) policy to include provisions of the DDA.	2019/2020	Human Resources Advisor
Communicate Metro’s EEO policy to all employees.	As above	
<b>4.4 Recruitment</b>		
Ensure Metro’s recruitment policies and practices are accessible, and meet the needs of people with a disability, by:	Completed	Human Resources Advisor
<ul style="list-style-type: none"> <li>• Reviewing employment policies to ensure they incorporate appropriate disability access requirements</li> </ul>	Completed	
<ul style="list-style-type: none"> <li>• Providing position descriptions in accessible formats on request</li> </ul>	Completed	
<ul style="list-style-type: none"> <li>• Undertaking employment advertising and position application processes using a variety of accessible mediums</li> </ul>	Completed	
<ul style="list-style-type: none"> <li>• Training selection committees in the responsibilities of metro as an EEO organisation, and providing training in disability awareness issues</li> </ul>	Completed	

Actions	Timeline	Responsibility
<b>4.4 Recruitment (cont'd)</b>		
<ul style="list-style-type: none"> <li>Undertaking an audit of employment to identify opportunities for people with a disability to be employed by Metro in various roles</li> </ul>	2019/20	
<ul style="list-style-type: none"> <li>Responding positively to requests from employment agencies for work placements for people with a disability</li> </ul>	Completed	
<b>4.5 Employee Support</b>		
<p>Ensure administrative staff with a disability can undertake their work effectively, and that appropriate support is available, by:</p> <ul style="list-style-type: none"> <li>Providing all staff with training in relation to communication with people with a disability</li> </ul>	Ongoing	Human Resources Advisor
<ul style="list-style-type: none"> <li>Providing reasonable assistance and adaptations to accommodate the needs of staff with a disability</li> </ul>	Ongoing	

## 5 HOW METRO WILL RESOURCE, MONITOR, EVALUATE AND UPDATE THE DAP

The DAP will be appropriately resourced on an ongoing basis, with consideration to available funding. Metro will investigate external funding opportunities to improve access and assist in implementing actions.

This DAP will be monitored, evaluated and reviewed to ensure access improvement actions are implemented appropriately. This will include:

- a) Annual reports from responsible managers to the Chief Executive Officer in relation to the progress of actions in their areas of responsibility in line with budget preparation processes;
- b) An annual report to the Metro Board covering the progress against actions, areas still requiring action, any disability discrimination complaints, and new areas requiring action;
- c) Reporting on the status of all key actions in Metro's Annual Report;
- d) Establishing a working party to undertake an audit and review the updated DAP and provide a further update; and
- e) Registering the DAP with the Australian Human Rights Commission (AHRC) for inclusion on the AHRC Register of Disability.

This DAP will be communicated by posting on Metro's intranet and website and via registration with the AHRC.

## 6 HOW TO GET A COPY OF THE DAP

Hard copies of this DAP are available from the following Metro offices:

**Springfield Depot**

212 Main Road, Moonah

**Hobart Metro Shop**

22 Elizabeth Street, Hobart (bus interchange)

**Launceston Depot**

168 Wellington Street, Launceston

**Burnie Depot**

28 Strahan Street, Burnie

PDF copies are available for download from the website at [www.metrotas.com.au](http://www.metrotas.com.au). Copies are available in electronic format (via email) upon request by phoning 13 22 01.

## 7 DISCLAIMER

Due care has been taken in preparing this Disability Action Plan, the contents are considered to be fair and accurate.

Legal issues in the area of anti-discrimination law are in the process of change. In addition, constant change is occurring in relation to Australian Standards and Building Codes. Due reference should be given to these and other relevant Standards. All actions taken by a public authority, organisation or individual in reliance on this Disability Action Plan remain the responsibility of that public authority, organisation or individual.

## 8 RESPONSIBILITIES

### 8.1 COMPLIANCE, MONITORING AND REVIEW

It is the responsibility of the Chief Executive Officer to approve this Action Plan.

It is the responsibility of the General Manager Business Improvement Services to implement this Action Plan.

### 8.2 REPORTING

No additional reporting is required.

### 8.3 RECORDS MANAGEMENT

Metro must maintain all records relevant to administering this document in Metro's document management system.

## 9 REVIEW PERIOD

This Action Plan will be reviewed annually or earlier if required.

## 10 RELATED AND REFERENCED DOCUMENTS

### 10.1 LEGISLATION

Disability Discrimination Act 1992 (Cth)

Anti-Discrimination Act 1998 (Tas)

### 10.2 METRO

[Customer Service Charter](#)

[Conditions of Travel](#)

[Public Interest Disclosure Policy](#)

[Corporate Plan](#)

[Annual Reports](#)

## 11 REVISION CONTROL TABLE

Revision	Date	Details	Status
1	July 2011	Original document created and approved	Superseded
2	May 2019	Reformatted for CM, previous versions archived. Annual review – minor changes.	Current