

Accessible Transport Plan

As a public transport operator, Coastal Liner is committed to providing high quality services that are convenient, desirable and accessible for our customers. Working in partnership with local communities and the NSW State Government, we will deliver services that encourage greater use of public transport and a more sustainable lifestyle and future for our region.

Meeting the needs of individuals in a large and diverse community places a great responsibility on our Company and our staff. The planning and operation of public transport networks involves many undertakings, not all within our control. Whilst we will endeavour to continually improve access to our services, it should be recognised that it will not always be possible to accommodate individual requests within a public transport network. However, through the implementation of this Accessible Transport Plan, Coastal Liner will demonstrate its commitment to improving the quality and equity of services offered to the community.

If you have any comments or suggestions regarding this Plan, we encourage you to contact us so that we can work with you to understand your request.

Accessible Transport Plan

POLICIES / PROGRAMMES	GOALS / TARGETS	STRATEGY	OWNER	REVIEW
Increase the number of fully accessible buses and the routes on which they operate	All public transport bus trips to be fully accessible by 2019	With every service improvement initiative review opportunities to convert additional routes to be operated as accessible services	Ops Manager	Continuous as service proposals are developed
Driver training in the operation of accessible vehicles	All drivers are to be familiar with the use of vehicle features and equipment	Driver Training program instructs and test abilities of all new staff to operate all features and equipment on buses	Ops Manager	<ul style="list-style-type: none"> Customer feedback Driver evaluation checks (continuous review process)
Customer information signage on-board vehicles	All accessible vehicles display appropriate signage	Internal and external signs and information are provided to indicate accessible vehicles and their safe use	Ops Manager	Routine vehicle inspection program

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Information about services	All customer information to include advice on accessible services	Work with TfNSW to implement approved standards for communications material	Ops Manager	<ul style="list-style-type: none"> Continuous as service proposals are developed Customer feedback
Service planning and design	New service initiatives to be cognisant of accessibility issues	Work with stakeholders to deliver accessible transport solutions	Ops Manager	<ul style="list-style-type: none"> With State and local governments during project planning stages Customer feedback During project based community consultation
Community feedback on accessible services	Investigate and record all correspondence relating to accessibility issues responding within 2 Business Days	<ul style="list-style-type: none"> Record daily bus type allocation and despatch Manage requests for accessible vehicles or trip planning assistance Provide contact information on all public timetables 	Ops Manager	<ul style="list-style-type: none"> Daily despatch and KPI monitoring Operations reporting Continuous as timetable changes occur
Customer communication channels	<ul style="list-style-type: none"> Allow feedback through various channels. 	<ul style="list-style-type: none"> Develop a range of contact options for customers Record and catalogue all accessibility issues 	Ops Manager	Report and review accessibility issues raised at regular management meetings
Staff Training	All driving staff to be trained in disability awareness and correct vehicle equipment use	Encourage staff awareness of mobility impairments and how to assist customers	Ops Manager	<ul style="list-style-type: none"> Staff training evaluation reports Customer feedback
Accessible Offices	Construct accessible offices for visiting customers at Depots	Facilitate customer access for meetings and enquires	Ops Manager	On-going
Network infrastructure improvements	Advocate access improvements across the network	Work with stakeholders and owners of network infrastructure to improve accessibility standards	Ops Manager	Through State and local government reports