ACCESSIBLE TRANSPORT ACTION PLAN

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Transdev and John Holland share a passion for public transport, safety, customer experience and the people that make it happen. Our joint venture for Region 9 combines our local and international expertise for the benefit of customers and stakeholders in Sydney's Eastern Suburbs.

We believe public transport plays an important part in how a city comes to life, and our day to day work influences our families, friends and future generations — where they live, work and play.

1. INTRODUCTION

Transdev John Holland Buses is committed to delivering reliable, safe and accessible public transport services which continuously evolve to meet changing customer needs and expectations. We place our customers at the heart of every decision we make - which drives us to do everything we can to make our services as inclusive and accessible as possible.

On behalf of Transport for New South Wales (TfNSW), we operate Greater Sydney Bus Contract Region 9 (GSBC9) – a network that spans the geographic area of Sydney's Eastern and South Eastern suburbs. These bus routes enable people to get to jobs, education, health, and leisure activities, and are used by all types of people, regardless of ability.

1.1. Purpose

The purpose of our Accessible Transport Action Plan (ATAP) is to provide guidance on how Transdev John Holland will provide an environment that is accessible for all customers and employees of GSBC9, where practicable. Transdev John Holland will comply with this Plan from the first day of operations and update the Plan annually.

Our ATAP philosophy is structured around a four-pillar approach, as shown in Figure 1.

Employees	Community	Customer	Environment
How we train and educate our people to ensure they are equipped with the right skills and knowledge to interact and engage with all customers in a respectful and inclusive way, including adopting the appropriate level of assistance.	How we engage, consult and partner with local associations and organisations to collaboratively improve overall accessibility of our services.	How we can provide the best customer experience for people from diverse backgrounds, including those with disabilities. This includes providing customers with the confidence to make their journey safely and independently.	How we ensure both our physical and digital infrastructure are accessible to all, including access to vehicles, stops and information.

Figure 1: The pillars of our approach to accessibility

Read in conjunction with our Customer Experience Plan, our ATAP describes the initiatives and strategies we will implement to delivery accessible, inclusive and equitable services to GSBC9 customers.

While our Customer Experience Plan will drive improvement across all of TfNSW's nine key customer satisfaction drivers, this ATAP will focus on improving 'Accessibility' throughout the customer journey – both for areas under Operator control, as well as outline a plan on how we work with partners to improve overall accessibility.

1.2. Objectives

Transdev John Holland's ATAP is guided by the social model of disability outlined in the United Nations Convention on the Rights of Persons with Disabilities. The social model views people with disability as not being disabled by their impairment but by the barriers in the community that prevent them from gaining equal access to services and opportunities.

The strategic objectives of our ATAP are as follows:

- To deliver barrier-free journeys for all customers travelling on the GSBC9 network and connecting modes
- To ensure our people are equipped with the skills and knowledge to welcome and interact with customers from all backgrounds and levels of ability
- To ensure people with disability influence the future of transport for GSBC9
- To measure current performance and continuously identify areas for improvement regarding accessibility, diversity, and inclusion.

1.3. Legislative framework

To establish a robust framework for continuously improving the accessibility of GSBC9 services, we will conduct an annual review of this ATAP to ensure it complies with:

- The DDA Legislation (Disability Discrimination Act 1992 & Disability Standards for Accessible Public Transport 2002 (Transport Standards)
- The Anti-Discrimination Act 1977 (NSW)
- The Disability Inclusion Act 2014 (NSW)
- Any 'Guidelines for Disability Action Planning' by NSW Governmental Agencies.

2. UNDERSTANDING OUR CUSTOMERS

Transdev John Holland knows that GSBC9 is home to a diverse population of which a significant proportion fall into vulnerable categories such as people aged 65 and over, people with a disability, and people with culturally and linguistically diverse backgrounds, including those from Aboriginal and Torres Strait Islander heritage.

Our understanding of this demographic is shaped by statistics from the 2016 census, as outlined below.

- People aged 65 and over
  While Region 9 is home to a relatively young population overall, there are certain areas where residents aged 65 years and over are more concentrated. This includes suburbs such as Double Bay-Bellevue Hill and Malabar-La Perouse-Chifley.

- People with a disability
  In 2018, it was recorded that 15.2 per cent of the NSW population lived with a disability – a percentage that rises with age group. Within Region 9, the suburbs with the highest proportion of people with a disability include Malabar-La Perouse-Chifley, Mascot-Eastlakes, and Waterloo-Beaconsfield. Each of these zones is home to more than 1,000 people living with a disability.

- People with linguistically and culturally diverse backgrounds
  GSBC9 also attracts a culturally and linguistically diverse population. Almost half (47%) of residents were born overseas and 29% of households speak a language at home other than English – the top languages as per the 2016 Census include Mandarin (4.4%), Greek (2.2%) and Cantonese (1.9%).
  In addition to this, we know that a large volume of tourists and visitors from other parts of Australia and world travel on GSBC9 services – many of whom do not speak English as their first language.

- People with Aboriginal or Torres Strait Islander background
  GSBC9 is also home to a significant proportion of Indigenous Australians. They are most concentrated in the Malabar-La Perouse-Chifley area, where over 1,000 people with Aboriginal or Torres Strait Islander backgrounds reside. This is followed by the Waterloo-Beaconsfield area.

Transdev John Holland understands that many of these people often rely on public transport in their daily life to get to where they need to go. We are committed to improving access, equity, and inclusivity across all our services to keep our communities moving.

3.2. Bus stop accessibility

As we become familiar with the GSBC9 network over our first year of operations, we seek to develop a clearer understanding of the compliance of bus stop infrastructure across the region. Bus stop infrastructure is owned by other stakeholders such as local councils, road authorities and precinct owners – whom we will consult and liaise with to ensure continuous improvement in accessibility.

The provision of service information at bus stops through the installation of bus stop flag poles, timetables and cases is the responsibility of Transdev John Holland. We are committed to ensuring all service information provided at the bus stops in our network are accurate and up to date.

3. CURRENT STATE OF ACCESSIBILITY

4. STAKEHOLDER ENGAGEMENT

3.1. Vehicle accessibility

The GSBC9 network already possesses very high levels of accessibility. 100% of our fleet is wheelchair accessible. This means that our buses offer:

- Wheelchair access ramps with a non-slip surface
- Wide doorways and aisles to allow wheelchair access
- Accessible seating areas which contain at least two clearly marked spaces for wheelchairs or mobility aids
- Grab rails at the entrance and throughout the bus
- Stop request buttons in easy to reach areas throughout the bus
- Priority seating areas identified by stickers on the window
- Destination signs visible from both the front and boarding side of the bus.

Each one of our accessible buses is identified by the universal wheelchair symbol on the front and boarding side of the bus.

Transdev John Holland will consult and liaise with all key stakeholders, including local councils, road authorities and precinct owners as necessary regarding matters relating to the safe, accessible, and effective operation of GSBC9 services. This includes:

- Infrastructure repairs – notifying relevant authorities if any bus stop infrastructure (that is not Operator responsibility), is in need of repair
- Infrastructure upgrades – bringing attention to priority bus stops in need of upgrade to meet DDA compliance and/or bus stops identified by customers in need of improvement
- New bus stops – working with TfNSW to liaise with relevant authorities if a new bus stop location is proposed as part of network changes.

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5. ACTION PLAN

The following tables set out Transdev John Holland's initiatives for 2022-2023 to improve accessibility for GSBC9's services across our four pillars of focus: People, Community, Customers, and Environment.

Pillar: People

Goal	Initiative	Responsibility	Indicative timeframe			
			Apr-Jun 2022	Jul-Sep 2022	Oct-Dec 2022	Jan-Mar 2023
Educate and raise awareness among our employees on the diverse range of customers on our network and what they can do to create an inclusive and accessible environment	**Accessibility awareness training** Deliver accessibility awareness training to all frontline employees	People & Culture		x	x	x
	Diversity and inclusion training Deliver diversity and inclusion training to all frontline employees	People & Culture		x	x	x
	Aboriginal cultural intelligence training Deliver cultural intelligence training to all managers and team leaders	People & Culture		x	x	x

Pillar: People

| Goal	Initiative	Responsibility	Indicative timeframe			
			Apr-Jun 2022	Jul-Sep 2022	Oct-Dec 2022	Jan-Mar 2023
Celebrate people with disabilities within our teams and who use our services, and recognise the challenges, barriers and opportunities they may face	**Annual accessibility week** Work with local and national disability advocacy groups to run an internal Accessibility Week in line with the International Day of People with Disabilities	Customer Experience			x	
Educate our teams on how to communicate in an inclusive manner, using accessible formats and communication tools	**Accessible Communication Guide** Launch the TJHB Accessible Communication Guide to which provides clear guidance for all employees on how to create more accessible communications	Stakeholder & Communications		x		

Pillar: Community

Goal	Initiative	Responsibility	Indicative timeframe			
			Apr-Jun 2022	Jul-Sep 2022	Oct-Dec 2022	Jan-Mar 2023
Consult and listen to our community on their experiences on the network and identify opportunities to create improvement	**Participation in ATAC** Participate in TfNSW's Accessible Transport Advisory Committee (ATAC) as required and collaborate with other operators to	Customer Experience	x	x	x	x
	Meet our Managers Stage quarterly Meet our Managers sessions at key interchanges and hubs on the network	Customer Experience	x	x	x	x
	Visitations to community groups Engage and liaise with various disability advocacy groups to ensure our services continuously cater for people with a disability	Stakeholder & Comms	x	x	x	x
Understand existing and emerging pain points and how we are progressing	**Customer feedback analysis** Ongoing analysis, tracking and trending of customer feedback, including those which fall into the category of accessibility	Customer Experience	x	x	x	x

Pillar: Community

Goal	Initiative	Responsibility	Indicative timeframe			
			Apr-Jun 2022	Jul-Sep 2022	Oct-Dec 2022	Jan-Mar 2023
Proactively aid, engage and take feedback from customers, including those with accessibility requirements	**Customer Experience Ambassadors** Deploy Customer Experience Ambassadors on the network providing frontline customer support	Customer Experience	x	x	x	x

Pillar: Customers

Goal	Initiative	Responsibility	Indicative timeframe			
			Apr-Jun 2022	Jul-Sep 2022	Oct-Dec 2022	Jan-Mar 2023
Boost confidence of customers with disabilities by providing them with the tools and knowledge they require to travel independently	**Have a Go program** Introduce a series of external events and activities targeted at people with a disability, including running supervised and assisted excursions across the network for new customers	Customer Experience	x	x	x	x
	Mobility Cards Introduce Mobility Cards (made available via our website and distributed to disability organisations) to allow customers to fill in information relating to their desired journey and make asking for assistance easier	Customer Experience	x	x	x	x
Keep communities and customers up to date with latest service changes	**Accessibility database and targeted communications** Maintain an up-to-date database of all relevant accessibility and inclusion stakeholders to communicate with regarding planned service changes and new improvements to the network	Stakeholder & Communications	x	x	x	x

Pillar: Environment

Goal	Initiative	Responsibility	Indicative timeframe			
			Apr-Jun 2022	Jul-Sep 2022	Oct-Dec 2022	Jan-Mar 2023
Identify current levels of DDA compliance and pinpoint locations for upgrade	**Transit Stop audit** Conduct an audit on Transit Stop accessibility against an approved checklist	Customer Experience	x	x	x	
Improve the accessibility of our depots for customer lost property collection	**Lost Property Office access** Improve DDA compliance for customer access to Lost Property pick up locations	Assets				x
Ensure our website is provided in an accessible format	**TJHB website** Ensure our TJHB corporate website is WCAG 2.0 compliant	Stakeholder & Communications	x			

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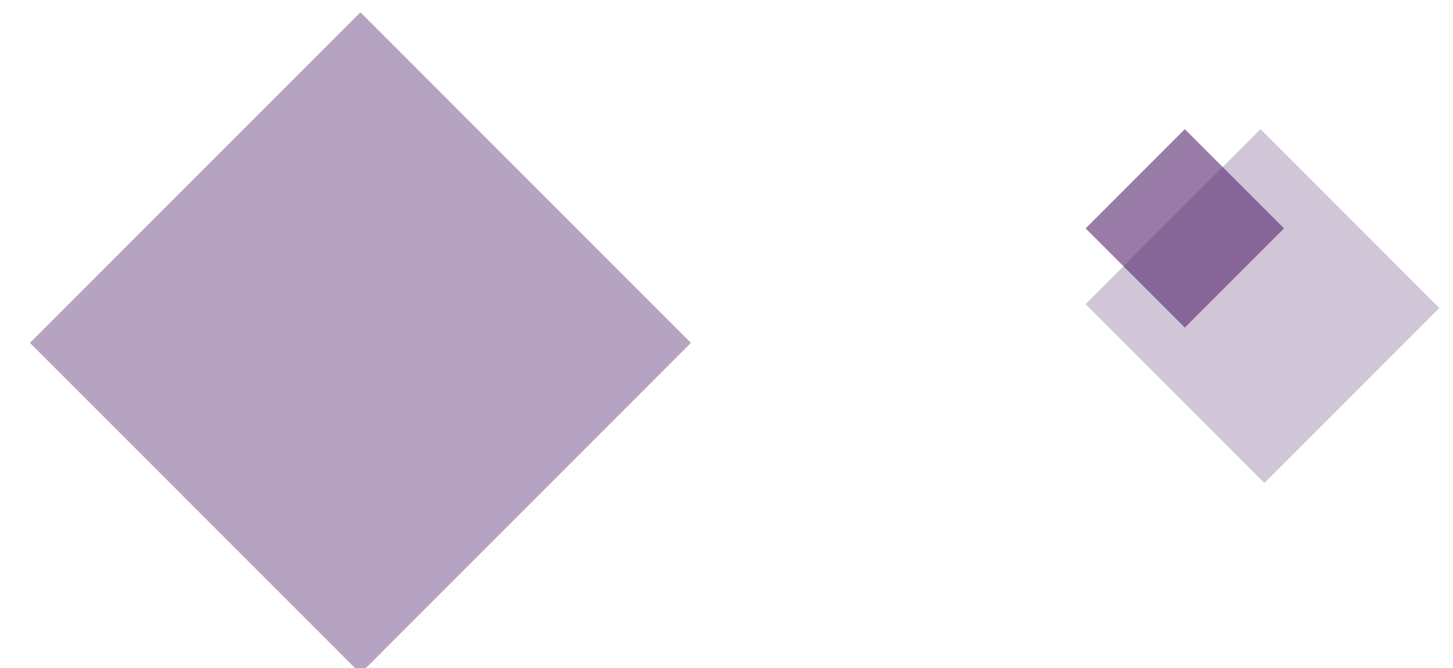
6. PLAN REVIEW

At the end of each contract year, Transdev John Holland will review this plan and make amendments each year to ensure we continuously improve accessibility and achieve compliance across all our services.

Our next plan will be published in April 2023.