

# Metro

## Disability Action Plan 2011 – 2022





*‘Metro’s vision is to transform Tasmania’s passenger transport to be a travel option of choice. To achieve this, Metro provides bus services and infrastructure which enable people, including those with a disability, to access work, education, health, banking, shopping and recreational services.’*

*CEO, May 2011*

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## **Forward**

Metro is committed to ensuring that the services we provide are accessible to, and inclusive of all people, including people with disabilities and that the community has equitable, dignified access to all of the services, programs, facilities, information and communication systems and employment opportunities.

In line with our Corporate Plan 2011 – 2013:

Metro's ***Vision*** is – *To transform Tasmania's passenger transport to be a travel option of choice.*

Metro's ***Business Purpose*** is – *To deliver urban mass transit passenger transport services.*

Metro recognises that people with disabilities and other access challenges comprise a significant part of the community and as such are an important focus of our service and its development.

The development and implementation of this Disability Action Plan 2011 – 2017, builds on work previously undertaken relating to ***Metro on the Move: Access 2000, beyond – Disability Action Plan 1999 and Metro Tasmania Disability Plan 2010 - 2017.*** This is an important strategic planning document that guides how we will continue to improve access to our services and operations and move forward in a proactive way, to ensure the needs of people with a wide range of disabilities and other access challenges are considered and addressed in all areas of our operations.

Thank you to all the people who contributed to the review of this Disability Action Plan and to the staff who are committed to the benefits and opportunities associated with an organisation and a transport service that is accessible to all.

## **Acknowledgements**

The review of this Disability Action Plan was facilitated by Metro Tasmania:

- Mr. Tony Jago                      Manager Risk

with assistance from Metro staff:

- Heather Haselgrove              Chief Executive Officer
- Anthony James                    General Manager Business Development & Planning
- Craig Anderson                    Human Resources Manager
- Ian Ward                            General Manager Infrastructure & Engineering
- Tony Jago                            Manager Risk

and with assistance from:

- Katie Goodrope                    Access Audits Australia
- Joe Manton                         Access Audits Australia

## **How to get a copy of this Disability Action Plan**

Hard copies of this Disability Action Plan are available from the following Metro offices:

|  |  |
|--|--|
| <b>Springfield Depot</b><br>212 Main Rd Moonah   | <b>Hobart Metro Shop</b><br>GPO Building, 9 Elizabeth Street |
| <b>Launceston Depot</b><br>168 Wellington Street | <b>Burnie Depot</b><br>28 Strahan street                     |

Copies are available for download from the website at <http://www.metrotas.com.au> in both PDF and MS Word formats. Copies are available in electronic format (email or CD), large print and Braille upon request by phoning (03) 6233 4232

## **Links to related documents**

This updated Disability Action Plan is one of a number of plans and guidelines for Metro Tasmania. This Plan has implications for some of the following documents. Copies of other documents can be found on the Metro website at [www.metrotas.com.au](http://www.metrotas.com.au).

Other documents that may be of interest include

- Customer Service Charter
- Public Interest Disclosure
- Access Rules – Carriage of Mobility Aids (Wheelchairs, Prams, Strollers, Bicycles & Scooters)
- Privacy Policy
- Annual Report 2011
- Corporate Plan 2011- 2013
- Passenger Conditions of Travel

## **Overview of Metro Tasmania**

Metro Tasmania Pty Ltd (Metro) is a state owned company established in February 1998. The principal objective of Metro Tasmania Pty Ltd is defined in the Metro Tasmania Act, 1997 as follows:

*“To provide, road passenger transport services in Tasmania and to operate those services in a manner consistent with sound commercial practice.”*

Metro provides a broad range of urban passenger transport bus services within Hobart, Launceston and Burnie, as well as a number of regional services. The metropolitan services are specified within a contract between Metro and the Transport Commission (on behalf of the State Government). The regional services are delivered under individual route contracts with the Transport Commission and include services to Cygnet, Middleton, Howden, Kettering, Margate, Channel, South Arm, Opossum Bay, Ulverstone and Wynyard. Full details of Metro’s bus services and special student services can be obtained by searching Metro’s website at [www.metrotas.com.au](http://www.metrotas.com.au)

Metro also provides a range of local and state-wide charter services, as well as special event services.

Metro carries approximately 10.5 million passengers on route services (8 million first boardings, 2.5 million transfers and 40,000 charter passengers). Metro operates approximately 656,000 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 (only which are operated during school term).

Metro employs a workforce of approximately 450 people, has 3 main offices located in Hobart, Launceston and Burnie and a fleet of 224 buses, including 78 accessible buses.

## **Accessible Public Transport in Tasmania**

The Tasmanian Government's *Disability Framework for Action (2005-2010)* outlines its commitment to increasing accessible transport options through:

- continued commitment to the Disability Standards for Accessible Public Transport (DSAPT) (Transport Standards);
- continued implementation of the wheelchair accessible taxi initiative;
- continued funding of the Transport Access Scheme;
- working with the Australian Government, local government and Tasmanian industry to assist bus and coach operators meet their obligations under the Transport Standards;
- improving the access and mobility of people living in Tasmania's rural and regional communities; and
- ensuring that the Government's review of core passenger services considers issues relating to the provision of accessible services.

This document can be viewed at - [http://www.dpac.tas.gov.au/divisions/cdd/disability/disability\\_framework\\_for\\_action2](http://www.dpac.tas.gov.au/divisions/cdd/disability/disability_framework_for_action2)

Metro is committed to compliance with the Transport Standards and is working towards full compliance. The development of this updated Disability Action Plan will support this process throughout the organisation.

Metro will undertake to meet the requirements of the Disability Action Plan with the assistance of DIER and local Councils. However, there will be instances where Metro has little control over the outcome due to not being the responsible agency, eg. Council (funding), Civil works etc.

## **Metro's Disability Action Plan (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. This DAP will assist Metro to continue to remove access barriers and to provide equity of access across the whole organisation.

This DAP is designed to ensure that Metro's practices are proactive in relation to meeting the needs of people with disabilities, their carers and associates, and that its services and facilities will be accessible to all.

This DAP document:

- identifies access barriers to Metro's services and facilities;
- outlines actions to remove barriers;
- identifies who has responsibility for ensuring actions are completed; and
- outlines how monitoring, review and evaluation of the DAP will occur.

The advantages to Metro in implementing this DAP include the provision of a framework:

- that Metro can utilise in continuing to meet its responsibilities under the relevant legislation;
- for Metro to address disability and access issues across all areas of the organisation;
- for Metro to meet contractual requirements of the Tasmanian Government; and
  - for Metro to register with the Human Rights Commission which must be taken into account in any complaints made against Metro in relation to any disability discrimination.

In line with the objectives of Metro's Corporate Plan, this DAP represents a 'whole of organisation' approach to addressing access. It reflects the need for all areas of the organisation to collectively work in a coordinated manner to improve access for all. This DAP will be systematically implemented, monitored, reviewed and evaluated on an ongoing basis.

## **Objectives of this Disability Action Plan (DAP)**

In line with the Corporate Plan, Metro is committed to:

***“To transform Tasmania’s passenger transport to be a travel option of choice”***

The objectives of the Metro DAP are to support this commitment and ensure that the organisation is accessible to and inclusive of people with disabilities and that the community has equitable, dignified access to all of the services, programs, facilities, information and communication systems and employment opportunities.

### **Key objectives of the DAP are:**

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

This DAP provides an important planning framework. It will support Metro in moving forward in a proactive way, to ensure the needs of people with a wide range of disabilities and other access challenges are considered and addressed in all planning, service delivery and operations.

## **How this Disability Action Plan (DAP) was originally developed**

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.

A Consultative Community Forum was held in Hobart and attended by 28 participants and in addition a Consumer Survey was also provided to people who could not, or did not, wish to attend the Forum to provide input into the DAP. 42 responses were received. In addition, 'one to one' interviews were also undertaken with a variety of stakeholders to gather additional information to inform the process.

The development of the original DAP also included a review of the current Disability Action Plan ***Metro on the Move Access 2000 and beyond (June 1999)***

The initial Plan aimed to improve access for people with disabilities to bus services provided by Metro through a range of strategies and actions in relation to:

- Physical access;
- Customer service and service improvements;
- Communication, information and consultation; and
- Employment.

Many of the actions have been achieved, some are no longer relevant and others are ongoing and have been considered in developing this updated DAP. The four groups listed above have been used as the basis for the updated DAP.

The development of the original DAP was facilitated by Access Audits Australia (AAA), an organisation that has extensive experience in the facilitation and successful development of DAPs with a wide range of organisations. AAA has extensive skills in engagement of stakeholders and provided leadership and support to Metro staff in facilitating the development of this Plan.

## **Legislation**

Metro has responsibilities under both Federal and State anti discrimination legislation in relation to access for people with disabilities. In the context of this updated DAP the definition of discrimination from the Federal *Disability Discrimination Act 1992* (DDA) is utilised as follows:

- 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**);
- It is also unlawful to discriminate against a person because their associates (family, carers, partners etc) have a disability; and
- 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 specific needs.

### **Disability Discrimination Act 1992 (DDA)**

Metro has a responsibility under the Federal *Disability Discrimination Act 1992* (DDA), to provide equitable, dignified access to goods, services and premises used by the public. These are broadly defined and would include all aspects of the organisation.

The DDA provides uniform protection against unfair and unfavourable treatment for people with a disability in Australia. It also makes it unlawful to discriminate against a person who is an 'associate' e.g. a friend, carer or family member. Disability includes:

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- Physical;
- Intellectual;
- Psychiatric;
- Neurological;
- cognitive or sensory (a hearing or vision impairment);
- learning difficulties;
- physical disfigurement and
- the presence in the body of disease causing organisms.

This broad definition means that everyone with a disability is protected. The DDA supports the principle that people with a disability have the same fundamental rights as the rest of the community. Provisions apply to a wide range of life activities including:

- access to premises used by the public;
- education;
- provision of goods and services;
- employment; and
- administration of Commonwealth laws and programs.

The DDA requires that appropriate changes be made to provide access. Where this does not occur, a person can take legal action through the Australian Human Rights Commission (AHRC) or the Federal Court.

## **Tasmanian Anti - Discrimination Act 1998 (TADA)**

Metro has responsibility under the *Tasmanian Anti Discrimination Act 1998* (TADA). The Act applies to discrimination and prohibited conduct by, or against a person engaged in, or undertaking, any activity in connection with the following:

- employment;
- education and training;
- provision of facilities, goods and services;
- accommodation;
- membership and activities of clubs;
- administration of any law of the State or any State program; and
- awards, enterprise agreements or industrial agreements.

This updated Disability Action Plan will assist in ensuring that Metro is acting in accordance with the intent and requirements of relevant Federal and State anti discrimination legislation.

## **Disability Standards for Accessible Public Transport (DSAPT)**

Metro also has significant responsibilities under the Disability Standards for Accessible Public Transport (DSAPT). These 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 Standards take into account the range of disability covered by the DDA.

The Standards set out requirements in relation to issues relating to infrastructure and vehicles including access paths, manoeuvring areas, ramps and boarding devices, allocated spaces, handrails/ grabrails, doorways, controls, waiting areas, surfaces, lighting, priority seating, doorways/ doors, symbols and signs, the payment of fares and the provision of information.

All conveyances, premises and infrastructure brought into use for public transport after the commencement of the Standards in 2002 must comply with the Standards. A compliance timetable for existing facilities and services is provided in Table 1.

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**Table 1 – Disability Standards for Accessible Public Transport (DSAPT) Compliance Timetable**

| <b>DSAPT</b>      |  |  |             |             |             |
|-------------------|--|--|-------------|-------------|-------------|
| <b>Ref number</b> | <b>Area covered</b>  | <b>Percent compliance required by:</b> |             |             |             |
|                   |  | <b>2007</b>                            | <b>2012</b> | <b>2017</b> | <b>2022</b> |
| 2.1-2.9           | Access paths (within vehicles and infrastructure)                      | 25                                     | 55          | 90          | 100         |
| 3.1-3.3           | Manoeuvring areas  | 25                                     | 55          | 90          | 100         |
| 4.1-4.3           | Passing areas (within infrastructure and trains)                       | 25                                     | 55          | 90          | 100         |
| 5.1               | Resting points (infrastructure only)                                   | 25                                     | 55          | 90          | 100         |
| 6.1-6.4           | Ramps (within infrastructure as well as vehicle boarding ramps)        | 25                                     | 55          | 90          | 100         |
| 7.1-7.2           | Waiting areas (general infrastructure)                                 | 100                                    |             |             |             |
| 7.1-7.2           | Waiting areas (at bus stops)   | 25                                     | 55          | 90          | 100         |
| 8.1-8.8           | Boarding (mainly vehicles, but also infrastructure at boarding points) | 25                                     | 55          | 90          | 100         |
| 9.1-9.11          | Allocated space (mainly vehicles)                                      | 25                                     | 55          | 90          | 100         |
| 10.1              | Surfaces   | NA                                     | 100         |             |             |
| 11.1-11.7         | Handrails and grab rails   | NA                                     | 100         |             |             |
| 12.1-12.6         | Doorways and doors   | 25                                     | 55          | 90          | 100         |
| 13.1              | Lifts (infrastructure only)  | 25                                     | 55          | 90          | 100         |
| 14.1-14.4         | Stairs (infrastructure and steps onto vehicles)                        | 25                                     | 55          | 90          | 100         |
| 15.1-15.6         | Toilets  | 25                                     | 55          | 90          | 100         |
| 16.1-16.5         | Symbols (generally within infrastructure and vehicles)                 | 100                                    |             |             |             |

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| <b>DSAPT</b>      |   |  |             |             |             |
|-------------------|---|--|-------------|-------------|-------------|
| <b>Ref number</b> | <b>Area covered</b>   | <b>Percent compliance required by:</b> |             |             |             |
|                   |   | <b>2007</b>                            | <b>2012</b> | <b>2017</b> | <b>2022</b> |
| 16.1-16.5         | Symbols (at bus stops)  | 25                                     | 55          | 90          | 100         |
| 17.1-17.7         | Signs (generally within infrastructure and vehicles)                | 100                                    |             |             |             |
| 17.1-17.7         | Signs (at bus stops)  | 25                                     | 55          | 90          | 100         |
| 18.1-18.5         | Tactile ground surface indicators                                   | 25                                     | 55          | 90          | 100         |
| 19.1              | Alarms  | 100                                    |             |             |             |
| 20.1-20.2         | Lighting (generally within infrastructure and buildings)            | 100                                    |             |             |             |
| 20.1-20.2         | Lighting <sup>1</sup> (at bus and tram stops)                       | 25                                     | 55          | 90          | 100         |
| 21.1-21.4         | Controls (stop requests and door controls etc.)                     | 25                                     | 55          | 80          | 100         |
| 22.1              | Furniture and fitments (tables, benches etc. within infrastructure) | 100                                    |             |             |             |
| 23.1              | Street furniture  | 25                                     | 55          | 90          | 100         |
| 24.1              | Gateways (ticket barriers etc)                                      | NA                                     | 100         |             |             |
| 25.1-25.4         | Payment of fares (including vending machines)                       | NA                                     | 100         |             |             |
| 26.1              | Hearing augmentation - listening systems                            | 100                                    |             |             |             |
| 27.1-27.4         | Information (generally within infrastructure and vehicles)          | 100                                    |             |             |             |
| 27.1-27.4         | Information (at bus stops)  | 25                                     | 55          | 90          | 100         |
| 28.1-28.4         | Booked services (trains and coaches only)                           | 100                                    |             |             |             |
| 29.1-29.3         | Food and drink services (infrastructure and country trains)         | 100                                    |             |             |             |
| 30.1              | Belongings (carriage of disability aids in vehicles)                | 100                                    |             |             |             |
| 31.1-31.2         | Priority seating (within vehicles)                                  | 100                                    |             |             |             |

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Table 2 summarises the benchmarks that apply to compliance with these Standards.

**Table 2 - Percentage of services / facilities needing to be fully accessible**

| <b>Element</b>   | <b>5 Years (Dec 2007)</b> | <b>10 Years (Dec 2012)</b> | <b>15 Years (Dec 2017)</b> | <b>20 Years (Dec 2022)</b> |
|--|---------------------------|----------------------------|----------------------------|----------------------------|
| General Access services delivered by accessible buses. | 25%                       | 55%                        | 90%                        | 100%                       |
| Number of stops that are fully accessible              | 25%                       | 55%                        | 90%                        | 100%                       |

Metro has accessible buses in all centres that are serviced. Table 3 shows the proportion of the fleet that is accessible, as well as the proportion of general route services that are delivered by accessible buses in each centre.

**Table 3 - Percentage of Metro General Route Services Delivered by Accessible Buses (as at 1 July 2011)**

|                    | <b>Hobart</b> | <b>Launceston</b> | <b>Burnie</b> | <b>State</b> |
|--------------------|---------------|-------------------|---------------|--------------|
| % Fleet Accessible | 40.00%        | 28.00%            | 27.00%        | 34.82%       |
| % Weekly trips     | 50.63%        | 44.95%            | 36.80%        | 48.56%       |

## **How many people have a disability?**

The 2009 Australian Bureau of Statistics Survey of Disability, Ageing and Carers identified that approximately 20% of people in Australia had a disability. Tasmania has a population of 508,500 (*ABS Sept. 2010*), therefore by applying this figure of 20% to Tasmania's population, it can be estimated that 101,700 people have some form of disability.

Further by applying this to Metro's key service areas of Burnie, Hobart and Launceston which have a combined population of 361,989 (*ABS June 2010*), it is estimated that approximately 72,398 people living in these key areas have some form of disability.

Most anecdotal evidence indicates that the figures are under representations, particularly given the tendency for psychological and intellectual disabilities not to be either acknowledged or recorded.

## **Ageing Population**

In June 2007, Tasmania has the second-highest proportion (14.8%) of people aged 65 years and over in Australia, or 73,000 people. This was second only to South Australia with 15.2% of it's population. As disability is expected to increase with age, and the community is generally getting older, it is expected that the impact of an ageing population and the resultant access issues that develop, will also impact on the need to ensure equitable dignified access is provided to all of Metro's operations.

Australia's population, like that of most developed countries, is ageing as a result of sustained low fertility and increasing life expectancy. This is resulting in proportionally fewer children (under 15 years of age) in the population. The median age (the age at which half the population is older and half is younger) of the Australian population has increased by 4.8 years over the last two decades, from 32.1 years at 30 June 1990 to 36.9 years at 30 June 2010. Between 30 June 2009 and 2010 the median age remained relatively steady at 36.8 years. Over the next several decades, population ageing is projected to have significant implications for Australia, including for health, labour force participation, housing and demand for skilled labour (**Australia to 2050: Future Challenges, January 2010 (Intergenerational Report 2010), Attorney-General's Department**).

Tasmania experienced the largest increase in median age over the last 20 years, increasing by 7.8 years from 32.1 years in 1990 to 39.9 years in 2010. The emigration of younger adults from Tasmania to the Australian mainland has contributed to this accelerated ageing, see **Migration, Australia** (cat. no.3412.0).

## **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. These have been identified to date via discussion with staff and a review of Metro documentation.

Some of these initiatives have included:

- Development and implementation of ***Metro on Move – Disability Action Plan (June 1999)***
- Achievement of Disability Standards for Accessible Public Transport Compliance target for December 2007
- As at 1 July 2011 Metro will have 78 accessible buses in fleet of 224, (Hobart 60, Launceston 14 and Burnie 4)
- Improved signage on buses which includes destination information and international symbol of access to assist passengers identify the accessible vehicles
- Introduction of next stop signals and destination signs on side of buses
- Undertaking a Pram and Wheelchair Survey on all Metro buses in Launceston during May 2008 to ascertain usage patterns and peak times/ routes to assist with programming of accessible buses and identification of customer needs
- Partial completion of a State-wide audit of bus stops and bus shelters - ongoing
- Development of templates for DDA compliance for bus stops and shelters – complete (upgrade being rolled out)
- Introduction of standardised bus stop numbering system to provide state-wide consistency
- Development of accessible pathways and cross overs at Springfield Bus Station
- Construction of ramp access at Launceston Depot
- Introduction of major new services timetable to improve services and access
- The introduction of a new electronic ticketing system which has improved service and access. The system includes a credit card-sized smart card, the *Metro Greencard*, which is read electronically in a fraction of a second assisting passengers to board buses more easily and quickly

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- Participation in the Tasmanian Government's Companion Card Scheme. Under the program, cardholders who buy a ticket or pay an entry fee at affiliated businesses receive another ticket for their companion / carer at no extra charge
- Introduction of a *Passenger Code of Conduct* for all people travelling on Metro buses. The Code sets out behaviours expected of passengers when travelling on Metro buses that will support safety for all passengers and staff
- Ongoing sponsorship of a range of community programs including those which target people with disabilities.
- Donation or discounting of transport services to a variety of groups and services including people with disabilities
- Undertaking introductory disability awareness training for bus drivers and customer service staff
- Provision of opportunities for people with disabilities, and community groups, to undertake orientation to Metro services so that they are familiar and confident in using Metro bus services

## **Summary of Key Access Issues**

As the implementation of a DAP is a 'process not a project', it is expected that there will always be ongoing issues to address, to improve access.

The key access issues to emerge from discussions with staff during the review of the initial Disability Action Plan have been grouped into the existing areas identified in that Plan. Key issues identified relate to the following areas:

- Physical Access;
- Customer Service and Service Improvements;
- Communication, Information and Consultation; and
- Employment.

The following is a summary of the key access issues identified:

### **Physical**

#### **Physical Access to and within Buses**

- Improvement required in clearly signed designated seats for people with guide dogs/ assistance animals and mobility aids;
- Resourcing more accessible buses in peak times on peak routes; and
- Difficulty associated with upgrading existing vehicles to access standards.

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### **Physical Access to Infrastructure**

- Clarification of which authority is responsible for the various elements of bus shelters. This varies between local Councils ;
- Adequate access to all Metro buildings – ongoing;
- Ageing and inconsistent infrastructure and challenges in retro fitting to access standards;
- Improved information and documentation in regard to current accessibility status of all shelters and bus stops;
- Limited updated information regarding access to depots;
- Improved access paths to all bus stops; and
- Lack of Tactile Ground Service Indicators (TGSi) at all required locations at bus stops.

### **Customer Service and Service Improvements**

Improvement in:-

- Understanding of some bus drivers about broader disability access issues;
- Customer information in alternative formats;
- Customer information regarding changes to provision of accessible buses when these buses are off road for maintenance;  
and
- Information regarding DDA obligations in specifications for Metro ticket agents.

## **Communication, Information and Consultation**

Improvement in:-

- Information about access on Metro website;
- High level W3C compliance of Metro website;
- Audio information in buses;
- Real time information at bus interchanges;
- SMS contact service;
- SMS / web information / timetable change service;
- Information in relation to what routes are accessible;
- TTY service (however Metro utilises the National Relay Service NRS);
- Information regarding bus routes in alternative formats; and
- Formal consultative structure for consultation with people with disabilities.

## **Employment**

Improvement in:-

- Employment opportunities for people with disabilities; and
- Training for staff regarding disability access issues.

## **What Metro plans to do**

As a result of the review process and consultation with staff a range of strategic actions have been developed in line with the four key areas nominated:

- Physical;
- Customer Service and Service Improvements;
- Communication, Information and Consultation; and
- Employment.

These form the basis of the DAP which is structured as follows:

- Issue;
- Strategic action to address issues or barriers;
- Identification of area of responsibility within the organisation; and
- Timeline.

Metro Tasmania has not undertaken extensive community consultation in relation to the update of this Disability Action Plan at this stage. The focus has been to review the level of compliance with the Disability Standards for Accessible Public Transport. Metro Tasmania is committed to responding to the needs of people with disabilities and consulting on an ongoing basis, as required, in order to ensure services and infrastructure meets the required compliance levels for appropriate access. Further consultation will occur when the Disability Action Plan is evaluated and reviewed.

## **Action Plan**

### **1 Physical Access**

- i To provide high quality bus services, which are safe, reliable and accessible to the community
- ii To work with others to ensure the development of infrastructure which supports and enhances access to bus services and other organisational operations.

| <b>Issue</b>               | <b>Actions</b>  | <b>Timeline</b>   | <b>Responsibility</b>                        |
|----------------------------|---|---|--|
| <b>1.1<br/>Buses (new)</b> | <ul style="list-style-type: none"> <li>◆ Continue acquisition of accessible, low floor buses which meet the Disability Standards for Accessible Public Transport and in accordance with the timelines specified by the Standards. (34.82% of total fleet as at 1 July 2011.)</li> </ul> | <p>By 2012 - 55% of services to comply</p> <p>By 2017 - 90% of services to comply</p> <p>By 2022 - 100% of services to comply</p> | General Manager Infrastructure & Engineering |

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| <b>Issue</b>                    | <b>Actions</b>   | <b>Timeline</b>                               | <b>Responsibility</b>                                    |
|---------------------------------|--|---|--|
| <b>1.2<br/>Buses (existing)</b> | <ul style="list-style-type: none"> <li>◆ Continue to identify measures to improve access to existing buses and update where possible to include:               <ul style="list-style-type: none"> <li>• Provision of visual cues on floors</li> <li>• Provision of clearly signed, designated seats for people with guide dogs/ 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.</li> <li>• Next stop switches in designated disability area changed to red on all new bus purchases.</li> <li>• Standardisation of location and placement of accessible seating</li> </ul> </li> </ul> | Ongoing                                       | General Manager<br>Infrastructure &<br>Engineering       |
| <b>1.3<br/>Priority Routes</b>  | <ul style="list-style-type: none"> <li>• Introduce new accessible routes as new buses are acquired.</li> <li>• Continue to review route services to ensure that they meet the needs of passengers and consider expansion in some areas and at some times (i.e. Sundays).</li> <li>• Consult with users when changing key routes.</li> </ul>  | Trials in line with<br>new bus<br>acquisition | General Manager<br>Business<br>Development &<br>Planning |

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| <b>Issue</b>                | <b>Actions</b>   | <b>Timeline</b>   | <b>Responsibility</b>   |
|-----------------------------|--|---|---|
| <b>1.4<br/>Bus Stops</b>    | <ul style="list-style-type: none"> <li>• Implement the Accessible Bus Stop Guidelines and templates. (After agreement with all relevant parties including – Metro, Councils and Government).</li> <li>• Rank the stops (1, 2 and 3 Level).</li> <li>• Identify programmed budget and clearly identify who is responsible for funding and ongoing maintenance.</li> <li>• Trial devices on bus stops to enable people to easily signal driver.</li> <li>• Conduct an audit of all bus stops to identify what additional infrastructure and information is required</li> </ul> | <p>Ongoing to 2022</p> <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p> <p>2011 - 2014</p>                                  | <p>General Manager<br/>Infrastructure &amp;<br/>Engineering</p> |
| <b>1.5<br/>Bus Shelters</b> | <ul style="list-style-type: none"> <li>◆ In conjunction with infrastructure providers, implement an upgrading program including consideration of access to shelters such as safe crossings and crossovers, pathways, lighting.</li> <li>◆ Ensure all new shelters are accessible.</li> </ul>   | <p>55% compliance required by 2012.</p> <p>90% compliance required by 2017.</p> <p>100% compliance required by 2022</p> | <p>General Manager<br/>Infrastructure &amp;<br/>Engineering</p> |



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| Issue  | Actions   | Timeline                                  | Responsibility  |
|--|---|---|---|
| <b>1.7<br/>Metro Buildings</b>               | <ul style="list-style-type: none"> <li>◆ Appoint Accredited Access Auditors to undertake access audits of all Metro buildings to identify and prioritise access issues and recommendations for action.<br/>This audit to include:               <ul style="list-style-type: none"> <li>• Springfield Depot</li> <li>• Metro Shop – Hobart</li> <li>• Launceston Depot</li> <li>• Burnie Depot.</li> </ul> </li> <li>◆ Budget for and implement upgrades over agreed timelines.</li> <li>◆ Ensure an Accredited Access Auditor is engaged to review all proposed new works / plans for Metro buildings prior to ‘sign off’ for construction or upgrade.</li> </ul> | <p>2012</p> <p>Ongoing</p> <p>Ongoing</p> | <p>CEO</p> <p>Board</p> <p>General Manager<br/>Infrastructure &amp;<br/>Engineering</p> |
| <b>1.8<br/>Metro Buildings -<br/>Signage</b> | <ul style="list-style-type: none"> <li>◆ Develop and implement a comprehensive Signage Strategy for Metro buildings incorporating both external and internal areas. This should provide consistency of signage and include symbols, Braille and tactile components where necessary, as well as appropriate font types and print sizes, to support users with a range of disabilities including vision impairment.</li> </ul>  | <p>Ongoing</p>                            | <p>General Manager<br/>Infrastructure &amp;<br/>Engineering</p>                         |

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| <b>Issue</b>  | <b>Actions</b>  | <b>Timeline</b>            | <b>Responsibility</b>                              |
|---|---|----------------------------|--|
| <b>1.9<br/>Metro Buildings -<br/>Emergency and<br/>Evacuation</b> | <ul style="list-style-type: none"> <li>◆ Review evacuation and emergency procedures to ensure plans in place to cater for people with disabilities at all sites.</li> <li>◆ Provide visible and audible emergency warning systems.</li> </ul> | Completed<br><br>Completed | General Manager<br>Infrastructure &<br>Engineering |

## **2 Customer Service and Service Improvements**

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

| <b>Issue</b>                                   | <b>Actions</b>   | <b>Timeline</b> | <b>Responsibility</b>                                    |
|--|--|-----------------|--|
| <b>2.1<br/>Smart Card<br/>Ticketing System</b> | <ul style="list-style-type: none"> <li>• Investigate options of developing a tactile feature on Greencards.</li> </ul>                                       | 2012            | General Manager<br>Business<br>Development &<br>Planning |
| <b>2.2<br/>User Surveys</b>                    | <ul style="list-style-type: none"> <li>• Ensure the annual customer satisfaction survey addresses customer service issues and access improvements</li> </ul> | Ongoing         | General Manager<br>Business<br>Development &<br>Planning |

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| <b>Issue</b>                                       | <b>Actions</b>  | <b>Timeline</b> | <b>Responsibility</b>                                    |
|--|---|-----------------|--|
| <b>2.3<br/>Corporate Social<br/>Responsibility</b> | <ul style="list-style-type: none"> <li>◆ Ensure disability outcomes are covered in the Corporate Social Responsibility Strategy.</li> </ul> | 2011            | General Manager<br>Business<br>Development &<br>Planning |

### **3 Communication, Consultation and Information**

- i. To ensure that information about Metro services, fares and timetables is readily available and easily accessible*
- ii. To have open, ongoing two-way communication with customers, staff and other key stakeholders who contribute to Metro's success as a provider of accessible bus services*

| <b>Issue</b>                                | <b>Actions</b>   | <b>Timeline</b> | <b>Responsibility</b>                                    |
|---|--|-----------------|--|
| <b>3.1<br/>Information –<br/>Hotline</b>    | <ul style="list-style-type: none"> <li>◆ Continue to provide and promote Metro Hotline services</li> </ul>   | Ongoing         | General Manager<br>Business<br>Development &<br>Planning |
| <b>3.2<br/>Information –<br/>Bus Routes</b> | <ul style="list-style-type: none"> <li>◆ Ensure bus route information is provided in DDA compliant formats and available through a variety of customer channels</li> </ul> | Ongoing         | General Manager<br>Business<br>Development &<br>Planning |

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| Issue  | Actions   | Timeline                     | Responsibility   |
|--|---|------------------------------|--|
| <b>3.4<br/>Information -<br/>Bus signage</b> | <ul style="list-style-type: none"> <li>◆ Upgrade destination signs on buses to incorporate clearer and larger print and standardise this on new buses purchased.</li> <li>◆ Include provision of large access (wheelchair) symbols on buses.</li> </ul>   | Ongoing<br><br>Completed     | General Manager<br>Infrastructure &<br>Engineering       |
| <b>3.5<br/>Information -<br/>Website</b>     | <ul style="list-style-type: none"> <li>◆ Ensure the Metro website is accessible to users with disabilities by:               <ul style="list-style-type: none"> <li>• Reviewing the Metro website to identify access issues and upgrade to meet World Wide W3C accessibility requirements</li> <li>• Providing any downloadable documents from Metro website that are in PDF, in a text only alternative suitable for access by people using screen reading software</li> <li>• Including information about accessible Metro features and supports on the Metro website.</li> </ul> </li> </ul> | 2012<br><br>2012<br><br>2012 | General Manager<br>Business<br>Development &<br>Planning |
| <b>3.6<br/>Communication –<br/>Telephone</b> | <ul style="list-style-type: none"> <li>• Continue to use and promote the availability of the National Relay Service NRS for Metro customers</li> </ul>  | Ongoing                      | General Manager<br>Business<br>Development &<br>Planning |

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| <b>Issue</b>                           | <b>Actions</b>   | <b>Timeline</b>            | <b>Responsibility</b>  |
|--|--|----------------------------|--|
| <b>3.7<br/>Communication -<br/>SMS</b> | <ul style="list-style-type: none"> <li>◆ Investigate the introduction of SMS contact number for contact with service users and the communicating of bus timetable information, particularly changes.</li> <li>◆ Investigate the introduction of SMS contact number for call back for people with a disability using a wheelchair.</li> </ul> | <p>2012</p> <p>2012</p>    | <p>General Manager<br/>Business<br/>Development &amp;<br/>Planning</p> |
| <b>3.8<br/>Consultation</b>            | <ul style="list-style-type: none"> <li>◆ Establish mechanism(s) to ensure people with disabilities have ongoing input into implementation and review of plan, e.g. establish an Advisory Group which meets annually to review and monitor the DAP.</li> <li>◆ Undertake regular consultation with people with a disability.</li> </ul>       | <p>2012</p> <p>Ongoing</p> | <p>General Manager<br/>Business<br/>Development &amp;<br/>Planning</p> |

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4 Employment

- i. *To provide a workplace which is increasingly accessible and free from discrimination.*

| Issue                                   | Actions  | Timeline  | Responsibility                 |
|---|--|---|--------------------------------|
| <b>4.1<br/>Disability<br/>Awareness</b> | <ul style="list-style-type: none"> <li>◆ Ensure all Metro Managers and staff understand, are aware of, and can support people with disabilities in accessing Metro services by:               <ul style="list-style-type: none"> <li>• Reviewing and updating access and awareness training provided to all staff</li> <li>• Developing an annual training program to ensure all managers and staff undertake initial Disability Awareness Training</li> <li>• Developing a module in the staff induction program that addresses disability access issues</li> <li>• Promoting the DAP to all staff and ensure that everyone is aware of their responsibilities.</li> <li>• Providing training to relevant staff in the operation of adaptive and assistive technology provided by Metro to support people with disabilities</li> <li>• Providing staff with appropriate training so they are aware of the different communication aids and alternative format materials to support communication with people with disabilities</li> </ul> </li> </ul> | <p>2012</p> <p>Ongoing</p> <p>2012</p> <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p> | <p>Manager Human Resources</p> |

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| Issue   | Actions   | Timeline                                  | Responsibility             |
|---|---|---|----------------------------|
| <b>Disability Awareness (con't)</b>                 | <ul style="list-style-type: none"> <li>• Updating the Driver Training Manual to:               <ul style="list-style-type: none"> <li>▪ Place greater emphasis on Customer Service and customer contact</li> <li>▪ Include a Disability Awareness Training Module that is broader in scope than the current module.</li> </ul> </li> </ul>  | Completed                                 | Manager Human Resources    |
| <b>4.2<br/>Emergency Procedures for Bus Drivers</b> | <ul style="list-style-type: none"> <li>◆ Review emergency procedures for bus drivers (e.g. in accident, medical and other emergencies) to ensure clear processes are in place which consider customers with additional needs.</li> <li>◆ Ensure drivers are trained appropriately in emergency and safety procedures including the <i>Metro Passenger Code of Conduct</i>.</li> <li>◆ Revise Emergency Procedures to include staff with an injury/ disability; plan for evacuating people with disabilities, including nomination of personnel for assistance.</li> </ul> | Completed<br><br>Completed<br><br>Ongoing | State Training Coordinator |
| <b>4.3<br/>EEO Policy</b>                           | <ul style="list-style-type: none"> <li>◆ Revise EEO policy to include provisions of DDA.</li> <li>◆ Communicate policy to all employees.</li> </ul>   | 2012<br><br>2012                          | Manager Human Resources    |

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| Issue                      | Actions   | Timeline  | Responsibility                 |
|----------------------------|---|---|--------------------------------|
| <b>4.4<br/>Recruitment</b> | <ul style="list-style-type: none"> <li>◆ Ensure Metro recruitment policies and practices are accessible and meet the needs of people with disabilities by:               <ul style="list-style-type: none"> <li>• Reviewing employment policies to ensure they incorporate appropriate disability access requirements</li> <li>• Providing position descriptions in accessible formats on request</li> <li>• Undertaking employment advertising and position application processes using a variety of accessible mediums</li> <li>• Training selection committees in the responsibilities of Metro as an Equal Opportunity Employer and providing training in disability awareness issues</li> <li>• Undertaking an audit of employment within Metro to identify opportunities for people with disabilities to be employed in various roles</li> <li>• Considering the development of an Affirmative Action employment program to attract staff with disabilities</li> <li>• Responding positively to requests from employment agencies for work placements for people with disabilities in Metro.</li> </ul> </li> </ul> | <p>Completed</p> <p>Completed</p> <p>Completed</p> <p>Ongoing</p> <p>2012</p> <p>Completed</p> <p>Ongoing</p> | <p>Manager Human Resources</p> |

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| <b>Issue</b>                        | <b>Actions</b>   | <b>Timeline</b>                             | <b>Responsibility</b>          |
|-------------------------------------|--|---|--------------------------------|
| <b>4.5<br/>Employee<br/>Support</b> | <ul style="list-style-type: none"> <li>◆ Ensure staff with disabilities can undertake their work effectively and that appropriate supports are available by:               <ul style="list-style-type: none"> <li>• Providing staff training courses are accessible and meet the needs of people with disabilities</li> <li>• Providing staff with training in relation to communication with people with disabilities.</li> <li>• Providing reasonable assistance and adaptations to accommodate the needs of staff with disabilities.</li> </ul> </li> </ul> | <p>Completed</p> <p>2012</p> <p>Ongoing</p> | <p>Manager Human Resources</p> |

## **How Metro will resource, monitor, evaluate and update this Disability Action Plan**

- This DAP will be appropriately resourced and funded on an ongoing basis with consideration to availability of funding in each financial year.
- Metro will investigate external funding opportunities to improve access and assist in implementing actions identified in this DAP.

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

- Reports from responsible Managers to the Chief Executive Officer every year in relation to progress of actions in their areas of responsibility in line with budget preparation processes.
- A Report to the Metro Board on an annual basis and include:
  - the progress of implementation of actions identified in the DAP;
  - achievements to date;
  - areas still requiring action;
  - any disability discrimination complaints; and
  - new areas requiring action.
- Status of all key actions identified within the DAP will be included in the Annual Report.
- Establishment of a working party to undertake an audit and review the updated DAP during 2012 and provide a further update.
  - The DAP will be registered on the Australian Human Rights Commission (AHRC) website in both MS Word and PDF formats for inclusion on the AHRC Register of Disability.

*The Australian Human Rights Commission notes that a DAP is not a static document, but changes according to practices, review and evaluation. AHRC describes 'reviewing' as the process of assessing and revising the DAP.*

## **How Metro will communicate this updated Disability Action Plan**

This DAP will be communicated by the following processes:

- posting on the Metro website in both MS Word and PDF for free download;
- provision in hard copy and electronic format to all key office and depot sites;
- provision to all staff;
- provision to all Board members; and
- registration with the Australian Human Rights Commission and posting on the HRC website in both MS Word and PDF formats.

## **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.

## **Appendix 1 - ACRONYMS**

|         |   |
|---------|---|
| AAA     | Access Audits Australia   |
| ABS     | Australian Bureau of Statistics   |
| AHRC    | Australian Human Rights Commission  |
| CEO     | Chief Executive Officer   |
| DAP     | Disability Action Plan  |
| DDA     | Disability Discrimination Act 1992  |
| DIER    | Department of Infrastructure, Energy and Resources (Transport Commission) |
| DSAPT   | Disability Standards for Accessible Public Transport                      |
| EEO     | Equal Employment Opportunity  |
| MS Word | Microsoft Word document   |
| NRS     | National Relay Service  |
| PDF     | Portable Document Format  |
| SMS     | Short Message Service   |
| TADA    | Tasmanian Anti – Discrimination Act 1998                                  |
| TGSI    | Tactile Ground Service Indicators   |
| TTY     | Telephone Typewriter  |
| W3C     | World Wide Web Accessibility Compliance Guidelines                        |
| WWW     | World Wide Web  |