



# ACCESSIBLE TRANSPORT PLAN

## Policy

Green's Northern Coaches is committed to treating all patrons and potential patrons equally and without prejudice, including our senior citizens and individuals with disabilities.

## Objective

Increase the level of accessible bus transportation to people with disabilities as well as the wider community. Increase the level of communication of current and future accessible services provided by Green's Northern Coaches.

## Service Information

Maintain and update fleet service availability ensuring accessible buses are on scheduled timetabled services.

## Physical Access

Green's Northern Coaches incorporates a fleet of Low Floor/Accessible buses (wheelchair buses) which are designed to cater to the various needs of our passengers. They are scheduled on various services and advertised in our timetable accordingly. These buses include design features such as:

- An overall low-floor design to provide easy access, especially for seniors, people with disability, parents with prams and passengers carrying heavy or awkward loads.
- Access ramps and kerbside "kneeling" to bring the floor closer to ground level, reducing the angle between floor and kerb to improve wheelchair and pram access.
- Strategically located handrails, stop buttons and ticketing equipment to assist the mobility of frail passengers or those with a disability.
- Colour contrasting within the bus to assist people with vision impairment to distinguish steps, aisles and the Priority Seating area.

To find out which bus services are wheelchair-accessible, check your timetable before you travel – accessible trips are marked with a wheelchair symbol on print, web and bus stop timetables.

## Mobility Aids on Green's Northern Coaches

Green's accessible buses have been designed to comply with the national standards for mobility aids.

Mobility aids, such as walkers, walking aids, wheelchairs and electronic wheelchairs, are welcome on our fleet if they meet the following specifications:

### Mobility aid dimensions

- Fit within an allocated space of 1300mm by 800mm;
- Be no more than 750mm wide; and
- Weigh less than 300kg including the aid, occupant and assistant (if applicable) when using a ramp or other boarding devices.

### Stability

- Be able to move in the direction determined by the transport operator; and
- Have effective braking systems to maintain stability.

### Manoeuvrability

To board our buses mobility aids should be able to:

- Turn 180 degrees within an area 2070mm by 1540mm;
- Cross a horizontal gap up to 50mm wide;
- Mount a vertical rise (bump) up to 15mm;
- Cross grating gaps up to 13mm wide and 150mm long;
- Negotiate a 1:14 grade ramp unassisted;
- Negotiate up to a 1:8 grade where the ramp is less than 1520mm; and
- Negotiate a 1:4 grade ramp with assistance.

Further detail of these specifications is provided in the DDA Disability Standards for Accessible Public Transport 2002.

Please be aware that oversized wheelchairs and scooters will not be able to board due to ramp weight restrictions.

### **Staff Training and Employment Practices**

Green's Northern Coaches provides the necessary training and communication of requirements to all Drivers to cover current and potential patron needs under our procedures and legislative obligations.

### **Visually Impaired Passengers**

Free travel for visually impaired passengers and their attendant is available; where the appropriate Vision Impaired Persons Pass is presented to the driver.

### **Service Animals**

Passengers who have a certified seeing or hearing guide dog, an assistance animal or a Police dog are permitted on our buses with their animals at all times.

To help our drivers to differentiate between assistance animals and a pet, passengers will be required to display their Assistance Animal Permit when boarding. Pets may travel if they are kept inside animal containers and at the discretion of the driver.

People with assistance animals are encouraged to sit in the Priority Seating area near the front of the bus to help keep the aisles clear for the safety of both their animal and other passengers.

Assistance animals may travel for free, and their owners pay their normal fare (a full fare, concession fare or free travel, depending on their concession status).

### **Hearing and Speech Impaired Callers**

The 131 500 Transport Info Line offers a TTY response for hearing and speech impaired customers - please call 1800 637 500.

### **Non-English Speaking Callers**

If you need assistance in a language other than English, the 131 500 Transport Info Line offers a Translating and Interpreting Service (TIS) on 131 450. Alternatively, if you call 131 500 you may ask for an interpreter.

## **Transit Stops and Transit Stop Signage**

### Maintenance

Green's Northern Coaches are responsible for maintaining and repairing Transit Stop signage that has been erected by the operator. Such repairs and maintenance includes graffiti removal and general repairs to signage where it has been damaged.

### Signage

Green's aims to ensure that all Transit Stop signage is up to date and complies with any standards or guidelines issued by TfNSW.

### Installation or Repair

Green's will liaise with responsible authorities relevant to Transit Stops, along with local residents as appropriate, concerning the installation, maintenance and/or repair of Transit Stops serviced by our company.