

ACCESSIBLE TRANSPORT ACTION PLAN

Region 3 is committed to ensuring passengers with disabilities have accessible services to meet their needs. It is our intention to review and evaluate this plan to ensure that passengers with disabilities can comfortably avail themselves of our services.

Information about Services:

At present 25% of our services are operated by wheel chair accessible buses. This percentage will increase as new buses are added to our fleet.

Timetable information regarding these services is now available on our website and as our current timetables are reprinted the wheel chair accessible services will be indicated. When our integrated network is introduced all timetables will display wheel chair accessible services.

Our website also allows for timetables to be viewed in a larger font for the visually impaired and has a link to the TTY Teletypewriter service for hearing impaired passengers.

Passengers may also contact our office for an enlarged copy of a timetable.

Complaints Procedures:

Complaints procedures are nominated in our Passenger Relations Plan and Customer Service Charter available on our website. The website also provides a feedback form and a link to 131500 (Transport Info Line).

Training:

Our bus drivers are provided with customer service training on how to assist passengers with disabilities. They are also given training on how to use the disability aids on our accessible buses.

All staff will receive additional customer service training annually.

Community Consultation.

After the implementation of our integrated network it is our intention to consult with disability community groups to obtain information to assist us with improving future strategies.

How to contact us for either Timetable information or Customer

Complaints:

- Contact The Transport Information Line on 131500 or visiting their website at www.131500.com.au
- OR Contact our depots:

Metrolink – 9607-8888 and or website www.metrolink.com.au