

Submission from the National Disability Authority to Phase 3 of the Core Bus Corridor Initiative

Introduction

The National Disability Authority (NDA), as the independent statutory body provides information and advice to the Government on policy and practice relevant to the lives of persons with disabilities. We have a role to assist the Minister for Justice and Equality in the co-ordination of disability policy. We work through our Centre for Excellence in Universal Design to promote the universal design of the built environment, products, services and information and communication technologies so that they can be easily accessed, understood and used by everyone, including persons with disabilities.

The NDA welcomes the opportunity to make a submission to Phase 3 of the Core Bus Corridor Initiative which is one of the initiatives under the Bus Connect project. In this submission, the NDA strongly advises the NTA that a Universal Design approach needs to be adopted to developing and implementing the Core Bus Corridor Initiative and the Bus Connect project. In particular, the NDA advises on concerns about the impact of the project for persons with disabilities that could be teased out through the approaches advised below.

The **Accessibility of Public Transport for People with Disabilities** report produced by the by the Joint Committee on Transport, Tourism and Sport in November 2018 recommended that public transport services need to be universally designed so that they are easy to access, easy to understand and easy to use by everyone regardless of age, size, ability or disability. By developing and implementing a Universal Design approach to the Core Bus Corridor Initiative and the Bus Connect project, the NTA will be putting the Committee's recommendations into practice.

The NDA advises that the NTA can adopt and implement this Universal Design approach as set out in this submission, summarised as follows:

- Developing and publishing a strategy on the Bus Connects' website detailing how the NTA will ensure that every element of the Core Bus Corridor Initiative and the Bus Connects Project will meet the needs of persons with disabilities and older people
- Having a sustained engagement process with a diverse set of users by establishing and consulting with an advisory committee that includes, persons

with different disabilities, older people, architects, urban planners, IT professionals, representatives from the local authorities and the NDA. This diverse level of expertise will help the NTA to address the impact that the Core Bus Corridor Initiative and the Bus Connect project will have on the bus services, the bus network, the built environment, public spaces etc.

- As part of the sustained engagement process, the NTA uses a definition of accessibility and of social inclusion that details how every element of the Core Bus Corridor Initiative and the Bus Connect project will be universally designed so that it is easy to access, easy to understand and easy to use by everyone regardless of age, size ability and disability. This definition could also be applied to the NTA's existing and future projects.
- User testing will be an important part of this sustained engagement process. The NDA suggests that the NTA and the proposed advisory committee develop and pilot an audit tool to assess if the Core Bus Corridor Initiative and the Bus Connect project will in practice provide integrated universally designed public transport services that are easy to access, easy to understand and easy to use by everyone regardless of age, size ability and disability. The NDA is happy to advise the NTA on developing and piloting this audit tool
- Accessible information is one of the key criteria for universally designed services that should be incorporated into the proposed audit tool and for existing and future NTA projects. All information provided by public transport services providers including written, spoken and digital (websites and mobile apps), should be universally designed. Accessible information also includes audio visual announcements on public transport and processes for requesting information and making complaints
- Accessible services are another key criteria in the provision of universally designed services. All staff providing public transport services should be trained in providing services and supports to persons with different disabilities and older people. Every aspect of the service including: the exterior and interior design of the buses; the design of bus stops and shelters; the location of bus stops; the built environment and the number of transfers a person may need to make in one journey, need to be easy to access, easy to understand and easy to use for everyone regardless of age, size, ability or disability

The NDA suggests that the NTA and the proposed advisory committee could review the catchment areas for the Core Bus Corridor Initiative and the Bus Connects project to determine if these areas have the capacity to provide integrated universally designed public transport services. The NDA also suggests that a cross departmental approach between the NTA, the public transport service providers, relevant Government Departments and related agencies will also be required to facilitate the effective development and implementation of the

Core Bus Corridor Initiative and the Bus Connect Project that provides integrated universally designed public transport services.

Rationale for adopting the Universal Design Approach

The objective of the Core Bus Corridor Initiative is to deliver 230kms of dedicated bus lanes and 200kms of cycle tracks along 16 of the busiest corridors in Dublin. Phase 3 of this consultation process focuses on route assessments and recommendations for core bus corridors across the following areas:

- Ballymun to City Centre
- Finglas to Phibsborough,
- Bray to City Centre
- UCD Ballsbridge to City Centre
- Blackrock to Merrion
- Ringsend to City Centre¹

As part of the Bus Connects Project, the objectives of the Core Bus Corridor Initiative are to contribute to the provision of the following services for passengers:

- reliable and punctual bus services
- faster journey times for passengers
- comfortable, modern vehicles
- high frequency service on busy routes
- an easy to understand network
- universal passenger information - at roadside, on apps and on vehicles
- seamless integration with other transport types

It is proposed that this new bus network will also provide visitors and tourists with a simpler and more understandable bus transport system and ensure that more places are accessible to tourists.²

The NDA notes that no details are provided as how the Core Bus Corridor Initiative and the Bus Connects Project will enable more persons with disabilities

¹ <https://www.busconnects.ie/initiatives/core-bus-corridor-project/>

² <https://www.busconnects.ie/about/>

and older people to access public transport services. The NDA advises that the NTA should develop and publish a strategy on the Bus Connects' website detailing how the NTA will ensure that the Core Bus Corridor Initiative and the Bus Connects Project will meet the needs of persons with disabilities and older people. This statement should include how every aspect of their service including: the buses, location of bus stops, bus routes, information on fares and timetables and audio visual announcements etc will be universally designed so that they are easy to access, easy to understand and easy to use by everyone. An important element of this strategy is that everyone, especially persons with disabilities and older people, are provided with accessible information on the processes they can use to ask questions and to make complaints, in addition to the contact details of the service providers' Access Officers and the Complaints Officers.

The NDA also suggests that terms such "easy to understand network"; "universal passenger information" and "ensuring more places are accessible to tourists" require clear definitions.

Ireland's population is changing. In the 2016 Census, the overall number of people with disabilities has increased, comprising 13.5% of the total population compared to 13% in 2011. There are now 643,131 people with a disability living in Ireland.³

People are living longer, as can be seen in the changes in the population aged over 65 which has increased by 19.1% since 2011. Ireland's population is also growing older. According to the 2016 Census figures the number of people aged 66 has increased to 637,567 people (13.4% of the population).⁴

The NDA therefore strongly advises that if the NTA is to deliver a public bus service that is **easy to access, easy to understand and easy to use for everyone, including persons with disabilities and older people**, then it will need to adopt and implement a **Universal Design approach** to developing and implementing the Core Bus Corridor Initiative and the overarching Bus Connect Project.

In the Disability Act 2005, Universal Design is defined as follows:

"Universal Design is the design and composition of an environment so that it can be accessed, understood and used to the greatest extent possible by all people, regardless of their age, size or disability. This includes public places in the built

³ Census 2016

⁴ Census 2016

environment such as buildings, streets or spaces that the public have access to; products and services provided in those places; and systems that are available including information and communications technology (ICT).”
(Disability Act, 2005)

The importance of integrated universally designed public transport services that include the built environment and information and communication technologies is underpinned by **Article 9 of the UN Convention on the Rights of Persons with Disabilities**. Ireland ratified the UN Convention in 2018. Article 9 states that in order for persons with disabilities to live independently and fully participate in all aspects of life, they need to have access not only to accessible transportation but also to infrastructure, the built environment, information and communication processes and technologies and to other public facilities and services.

The report on **Accessibility of Public Transport for People with Disabilities** produced by the Joint Committee on Transport, Tourism and Sport in November 2018 also emphasised the necessity of having integrated universally designed public transport services that are accessible to everyone, especially persons with disabilities.

Integrated universally designed public transport systems are also perceived as being integral to the development and maintenance of inclusive and sustainable communities. The **2030 Agenda for Sustainable Development**, adopted by all United Nations Member States in 2015 identifies integrated universally designed transport systems as core elements in creating healthy, sustainable and inclusive cities and communities.⁵

Section 6.3 of the **National Planning Framework for Project Ireland 2040** also identifies universally designed transport services, in addition to housing, education, and health services, as key areas that need to be developed to facilitate the development and progression of diverse and inclusive communities.⁶

The Transport Strategy for the Greater Dublin Area 2016 –2035 states that the provision of accessible public transport services is a key objective that will contribute to the economic, social and cultural progress of the Greater

⁵ The 2030 Agenda for Sustainable Development, adopted by all United Nations Member States in 2015, provides a shared blueprint for peace and prosperity for people and the planet, now and into the future. At its heart are the 17 Sustainable Development Goals (SDGs), which are an urgent call for action by all countries - developed and developing - in a global partnership.

⁶ Project 2040 is the Government’s long-term strategy to make Ireland a better country for all of its people by investing in its public infrastructure.

Dublin Area by providing for the efficient, effective and sustainable movement of people and goods.

The importance of transport in the lives of persons with disabilities and the necessity for transport services that are accessible to everyone is also highlighted in **The Comprehensive Employment Strategy 2015 – 2024; National Disability Inclusion Strategy 2017 – 2021**.

Transport plays a crucial role in empowering people with disabilities to participate in everyday life and the activities of their communities. Approximately one in ten people with disabilities said that inadequate/inaccessible transport systems prevented them from participating in social events.⁷ About one in six people with a disability are not in work who would be interested in a job, cite transport or parking as an issue for them. Those with sight, mobility or intellectual disabilities are most likely to cite transport as an issue for employment.⁸

In this context therefore, the NDA advises that the NTA should adopt and implement a Universal Design approach to the Core Bus Corridor Initiative and to the Bus Connects project.

Adopting and Implementing a Universal Design Approach

Adopting and implementing a Universal Design approach means examining and reviewing the following elements to determine if they are universally designed – that is easy to access, easy to understand and easy to use for everyone regardless of age, size, ability or disability:

- Public places in the built environment such as buildings, streets or spaces that the public have access to
- Products and services provided in those places
- Systems that are available including information and communications technologies, audio visual announcements on public transport and at bus stations
- The location of bus stops
- Timetables and information on fares at bus stops, information kiosks and information on public transport service providers' websites

⁷ National Disability Survey (2006) Vol. 2, Table 7.30

⁸ National Disability Survey (2006) Vol. 2, Table 7.30

- Bus routes
- Buses

The NDA therefore suggests that the NTA implements a Universal Design approach by:

1. Having a sustained Engagement with a diverse set of users.
2. Developing and piloting an audit tool with a diverse set of users to assess if the Core Bus Corridor Initiative and the Bus Connect projects will provide integrated universally designed services that are easy to access, easy to understand and easy to use for everyone. This audit tool will incorporate the key criteria for providing universally designed services.

I. Sustained Engagement with a diverse set of users

The NDA is aware that the NTA has held a series of public consultations on the Core Bus Corridor Initiative and the Bus Connects Project and that people can also make written submissions to the NTA on both projects. The NDA has previously advised the NTA on facilitating an inclusive and accessible consultation process on Bus Connects so that a diverse range of users, including persons with different disabilities could participate.

The NDA is also aware that the consultation process is just one element of the development and implementation of this project. The NDA therefore suggests that the NTA should establish a process of sustained engagement with a diverse range of users, including persons with disabilities and older people, from the consultation process through to the final implementation of the Core Bus Corridor Initiative and the Bus Connects Project. It is essential that the experiences and perspectives of persons with disabilities are a core feature of these projects, as this will assist in the development and implementation of integrated public transport services that are accessible to everyone.

The NDA advises that the NTA can have effective, sustained engagement with a diverse range of users by:

- (i) Having a universal definition of the terms Accessibility and Social Inclusion
- (ii) Extending the range of users

(i) Having a universal definition of the terms Accessibility and Social Inclusion

Prior to engaging with a diverse range of users, it will be important to have a universal definition of the terms Accessibility and Social Inclusion that will inform this engagement process.

The Executive Summaries and background documents for the different bus corridors, state that under the ‘Common Appraisal Framework for Transport Projects and Programmes’⁹ requires schemes to undergo a ‘Multi-Criteria Analysis’ (MCA). Accessibility and Social Inclusion is one of the criteria.

However, in these documents the term accessibility only refers to the geographical proximity which is defined as “15 minute walk catchments “of bus stops on in the different areas to the following services:

- Education (schools and universities);
- Commercial centres (shopping centres, town centres etc.);
- Healthcare (hospitals);
- Leisure (sport stadiums, theatres, cinemas etc.); and
- Employment (business parks, large office developments etc.)

There appears to be no detail regarding the basis for the “15 minute walk catchments” criteria or how the proposed Core Bus Corridor Initiative will make bus services more accessible to people, especially persons with different disabilities. There is also no reference to social inclusion or how the Core Bus Corridor Initiative will increase social inclusion for a diverse range of service users.

The NDA therefore advises the NTA that they may wish to reconsider referring to and using the term “15 minute walk catchments” as a criterion for measuring how accessible a bus stop is. It may take a person with reduced mobility, an older person, or a person using a wheelchair more than 15 minutes to get to a bus stop. This criterion does not take into consideration the needs of a diverse range of transport users and what services, supports or the type of built environment they may need to enable them to easily get to and from bus stops.

The Core Bus Corridor Initiative and the Bus Connects project is currently focused on Dublin and the surrounding urban areas. The NDA is aware that there are plans in place to roll out the Bus Connect project on a national level. In this context, the NTA should consider if the Bus Connects project will link up with the Local link services and other rural feeder services throughout the country to ensure that persons with disabilities and older people can complete their journey from end to end. Overall, the NTA needs to examine and evaluate how the entire Bus Connects project contributes to and fits in with the recommendations from the 2018 **Accessibility of Public Transport for People with Disabilities** produced by the by the Joint Committee on

⁹ Published by the Department of Transport, Tourism and Sport in March 2016.

Transport, Tourism and Sport. This report contained clear recommendations for the development and provision of integrated universally designed public transports services that are easy to access, easy to understand and easy to use for everyone regardless of age, size, ability, or disability.

As stated in the previous section, integrated universally designed public transports services are highlighted in a number of strategies including the **2030 Agenda for Sustainable Development**, adopted by all United Nations Member States and the **National Planning Framework for Project Ireland 2040**.

The NDA therefore advises that in terms of the Core Bus Corridor Initiative and the Bus Connect project that the NTA needs to use a more universal definition of Accessibility and of Social Inclusion that dovetails with the definition of Universal Design as detailed under the Disability Act 2005. The NDA therefore suggests that the NTA use the following definition of Accessibility as detailed in the **International Organisation for Standardization's (ISO) and the International Electrotechnical Commission's (IEC) Guide 71: 2014 (E), a Guide for addressing accessibility in standards**. This definition is as follows:

“the extent to which products, systems, services, environments and facilities can be used by people from a population with the widest range of characteristics and capabilities to achieve a specified goal in a specified context of use”^{10 11 12}

This definition of accessibility matches the definition of Universal Design in that it includes products, services, and the built environment and its reference to “people from a population with the widest range of characteristics and capabilities” incorporates “people regardless of age, size, ability and disability.” **Guide 71: 2014 (E)**, explains and describes the capabilities and preferences of persons with different disabilities.

The NDA advises that the reference to “products, systems, services, environments and facilities” also includes the following elements of a transport system: location of bus stops, vehicles, fares, routes, information on timetables

¹⁰ ISO 26800, Ergonomics — General approach, principles and concepts

¹¹ISO/TR 9241-100, Ergonomics of human-system interaction — Part 100: Introduction to standards related to software ergonomics

¹² ISO/TR 22411, Ergonomics data and guidelines for the application of ISO/IEC Guide 71 to products and services to address the needs of older persons and persons with disabilities

fares and routes at bus stops and on the service providers' websites, audio visual announcements, customer services, complaints services, local feeder services etc.

Regarding the definition of social inclusion, the NDA suggests that the NTA should clearly define this term in the context of how all public transport services including information technologies, communications systems, the built environment etc, can be universally designed to help everyone, including persons with disabilities, to participate in everyday life.

(ii) Extending the range of users

The NTA can engage with persons with disabilities via the Department of Transport, Tourism and Sport's Accessibility Consultative Committee and the user groups for the public transport service providers. The NTA, Dublin Bus, Iarnród Éireann and Bus Éireann also have persons with disabilities on their Boards.

In the context of implementing a universal design approach, the NDA advises that the NTA should extend the range of users, particularly in terms of persons with disabilities and older people that it engages with. This process will assist the NTA to ensure that all aspects of the Core Bus Corridor Initiative and the Bus Connects Project are easy to access, easy to understand and easy to use and that they meet the needs of everyone regardless of age, size, ability or disability.

On 17 July 2018, the NDA and the NTA co-hosted a consultation event on the livery and design for the new fleet of Go Ahead buses. Go Ahead is a private operator that won the contract to provide 10% of the bus services in the Dublin area. This one event was attended by over 40 people. A diverse mix of persons with disabilities and older people, some of whom had never engaged with the NTA before this, participated in this event. This consultation had an impact, as it resulted in Go Ahead changing the colour of the buses' livery to yellow on the front and sides of the bus. The buses are therefore more visible and recognisable to persons with visual impairments, persons with intellectual disabilities, persons with autism spectrum disorder, older people, visitors and tourists. The colour of the poles in the interior of the buses were also changed to yellow ensuring that they are more visible and recognisable to a range of different users including persons with different disabilities. The NDA suggests that the NTA could use this event as a model of good practice for extending the range of users they engage with.

In 2019, the Centre for Excellence in Universal Design at the NDA and the National Standards Authority Ireland developed a new standard - **Design for All – Accessibility following a Design for All approach in products, goods and services – Extending the range of users. Irish standard EN 17161:2019**. This standard specifies requirements and recommendations that

enables an organization to extend their range of users by identifying diverse needs, characteristics, capabilities, and preferences, by directly or indirectly involving users, and by using knowledge about accessibility in its procedures and processes. The NDA suggests that the NTA may find this standard useful in helping them to engage in a sustained manner with a more diverse range of users.

The NDA also advises that it would be important for the NTA to engage with persons with disabilities who are not currently using public transport services to capture any previous experience they may have had of public transport and the reasons why they do not use public transport. This was one of the recommendations in the report on **Accessibility of Public Transport for People with Disabilities** produced by the Joint Committee on Transport, Tourism and Sport in November 2018. The NDA is happy to advise the NTA on the most effective ways of reaching this cohort of people.

In the context of implementing the Universal Design approach, the NTA will have to consider the location of bus stops, the design of bus routes, how information on timetables, fares and bus routes is communicated at bus stops and on the service providers' websites, the operation of audio visual announcements, the quality of its customer services and complaints services, providing universally designed vehicles etc. The NTA might find it useful to also extend its engagement to architects, urban planners, and IT professionals.

The NDA advises the NTA that it should establish and consult with an advisory committee consisting of persons with different disabilities, older people, architects, urban planners, representatives from the local authorities and the NDA regarding the development and implementation of the Core Bus Corridor Initiative and the Bus Connect project. Incorporating this diverse level of expertise in this project from the outset will assist in the delivery of integrated universally designed public transport services that are easy to access, easy to understand and easy to use.

In 2018, the Greater Wellington Regional Council in New Zealand rolled out their new bus network that promised faster and more reliable bus services by using transfer points/ hubs that required people to take two or three transfers instead of one. One of the key issues why the network was inefficient and ineffective was because users were not a core part of the development and implementation of this project.¹³

The NDA suggests that this advisory committee could meet on a monthly basis to monitor the progress that is being made on the Core Bus Corridor Initiative

¹³ <https://www.stuff.co.nz/dominion-post/news/107058407/how-did-transport-planners-get-wellingtons-new-bus-network-so-wrong>

and the Bus Connects Project and to ensure that both projects are providing services that are easy to access, easy to understand and easy to use for everyone regardless of age, size, ability or disability.

2. Developing and Piloting an audit tool

The NDA suggests that the NTA may wish to develop and pilot an audit tool with the proposed advisory committee to assess and ensure that all aspects of the Core Bus Corridor Initiative and the Bus Connect project are universally designed.

Persons with disabilities and other members of the committee could user test a pilot of the Core Bus Corridor Initiative and the Bus Connect project, via Mystery Shopping exercises and possibly virtual reality simulations of a pilot.

The NDA is already working with the NTA to develop two audits tools.

One audit tool is being developed to assess the roads and streets in Irish towns using a universally design approach.

The other audit tool that is being developed will be used to assess 12,000 bus stops throughout Ireland using a universal design approach.

The NDA would be happy to advise the NTA on developing and piloting this audit tool.

The NDA advises that this audit tool would need to include the key criteria for the provision of universally designed public transport services. The NDA also advises that these criteria should also be applied to every aspect of the Core Bus Corridor Initiative and the Bus Connect project.

The key criteria for the provision of universally designed public transport services are as follows:

(i) Accessible Information

Information on the Initiative and Bus Connects

The current information on the Core Bus Corridor Initiative and Bus Connects is very detailed. The NTA should ensure that this information is provided in accessible formats including Plain English.

The NDA suggests that the NTA could refer to the **Customer Communications Toolkit for the Public Service - A Universal Design Approach**. This toolkit was co-developed by the Centre for Excellence in Universal Design (CEUD), at the NDA and the Department of Public Expenditure and Reform. This aim of this toolkit is to help public bodies to produce universally designed written, verbal and digital communications that can be easily accessed, understood and used by everyone. In 2019, this toolkit won top prize

at the National Adult Literacy Agency (NALA)Plain English Awards, in the category, Best use of plain English by an organisation. This toolkit can be downloaded from the NDA's website at: <http://universaldesign.ie/Products-Services/Custom-Communications-Toolkit-for-the-Public-Service-A-Universal-Design-Approach/>

Information provided by the public transport service providers

The NTA should also ensure that all the information provided by public transport service providers across written, verbal and digital media is available in different accessible formats. This information includes information on fares, timetables, bus routes etc.

Persons with disabilities need to access information to plan their end to end journey from beginning to the end. It is therefore crucial that public transport service providers' websites are universally designed and that they comply with the accessibility criteria laid out in the **EU Directive on Web Accessibility 2016/2102**. This Directive came into force in September 2018.

It is also important that processes for contacting relevant personnel such as Access Officers to request information and Complaints Officers to make complaints are in Plain English and are easy to find on the home page of the public transport providers' websites. The contact details for these Officers should also be on the home page.

Mobile apps also need to be universally designed, in addition to information provided at bus stops and at bus stations. It is important that audio visual announcements on all bus services are fully operational and maintained.

(ii) Accessible Services

Staff Training

Providing all staff, including management, with disability awareness training is an important element regarding the provision of universally designed services. All staff providing public transport services, from the drivers to the customer service representatives, need to be equipped with the skills to communicate with and to provide any necessary supports to persons with different disabilities and support needs. The NDA has a free elearning programme on disability equality and providing inclusive customer service that public transport staff may find useful. The elearning programme can be accessed by following this link <http://nda.ie/Resources/eLearning/>

Designated Access and Complaints Officer

It is important that public transport service providers have trained and designated Access Officers to promote and ensure the provision of universally designed services by an organisation and to provide necessary supports for persons with

disabilities. It is also important that public transport service providers have designated Complaints Officers. These Officers should provide annual reports on the types of complaints they receive; the number and types of complaints they resolved; the number and types of complaints they did not resolve and the reasons why they were not resolved. The NTA should compile and publish these reports as part of their Annual Reports.

Built Environment

The location of bus stops, pavements, the provision for drop off and departure points i.e. a car dropping off near a bus stop, or a taxi pulling out from a bus stop, the design of bus stop shelters etc are some of the key aspects of the built environment. The NTA, the public transport service providers and the local authorities will need to work together to ensure that the built environment for the Core Bus Corridor Initiative and Bus Connect are universally designed. NDA produced a suite of guidance called **Building for Everyone** that provides comprehensive best practice guidance on how to design, build and manage buildings and spaces so that they can be readily accessed and used by everyone, regardless of age, size ability or disability. This guidance is on the NDA website at <http://universaldesign.ie/Built-Environment/Building-for-Everyone/>

Transfers

The Core Bus Corridor Initiative is part of the Bus Connects project. In the event that multiple transfers are included in this Initiative, the NTA will need to consider how this Initiative and the introduction of transfers will make the service users' journey faster and more efficient. The NDA advises that persons with different disabilities may have different challenges with making numerous transfers in one journey. Some of these challenges may include:

- A person using a wheelchair will now have to take several buses to work. If they are not guaranteed access to a wheelchair space on each of the buses, they will be consistently late to work or unable to get to work. Unless there is adequate shelter at each of these stops/transfer points, this person may possibly end up waiting for buses in the rain
- A person with autism spectrum disorder or a person with an intellectual disability may require significant supports to get them from A to B. Having to make transfers from one bus to another will cause significant changes in their journeys. They may find it very difficult to adjust to these changes and to use these new services
- What each transfer point will look like. Will each transfer point be located beside each other or parallel to each other?

- Consideration also needs to be given to how these proposed Core Bus Corridors will connect effectively with other services such as trains, the Luas and taxi services.

Bus Design

Under the Bus Connect project it is proposed that a new fleet of buses may be introduced. The NDA advises that the livery, exterior and interior of these buses need to be universally designed.

Reviewing the Catchment Areas

The NDA also suggests that this advisory committee could assist the NTA in reviewing the catchment areas for the Core Bus Corridor Initiative and the Bus Connects project to determine if these areas have the capacity to provide integrated universally designed public transport services that are easy to access, easy to understand and easy to use by everyone regardless of age, size ability and disability.

Cross Departmental Approach

The NDA suggests that a cross departmental approach involving the Department of Housing Planning and Local Government and related agencies will also be required to facilitate the effective development and implementation of the Core Bus Corridor Initiative and the Bus Connect Project

Conclusion

The NDA is happy to meet with the NTA to discuss this submission. The NDA is looking forward to continuing to work with the NTA to develop and implement integrated universally designed public transport services.