



Department for
**Regional
Development**
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Accessible Transport Strategy



Draft Action Plan
2012-2015

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1. Chapter 1

1.1 Introduction

In 2005 the Department for Regional Development published the Accessible Transport Strategy. This Strategy sought to address the wide ranging barriers that impede the use of the transport system by older people and people with disabilities, barriers which prevent them from carrying out their everyday functions or leave them feeling excluded from activities that others are able to enjoy.

The Strategy has been implemented through a series of Action Plans and this document represents the fourth and latest such action plan which will complete the current Strategy. It identifies policies and actions to be progressed for the period 2012-2015.

1.2 Progress Achieved to Date

Since 2005 the transportation system in Northern Ireland has been radically transformed with improvements in the accessibility of the network coupled with changes to legislation. Huge investment has also been made which has seen the introduction of 886 new fully accessible buses and 23 new trains. This investment has seen overall passenger numbers increase from 2004/5 levels with bus passengers up 5% and rail passengers up 45%. A further 79 buses are currently on order and 20 new trains are being purchased, the first of which entered into passenger service in September 2010.

The investment in the Translink bus fleet is making travel easier for many. The average age of the bus fleet has fallen from 9.6¹ years in 2007 to 6.3 in 2011. This investment has also offered improved access for many older and disabled people to the network with around 80% of the bus fleet now being wheelchair accessible, an increase of 33% from 2007.

The introduction of new services such as Door-2-Door and improvements to rural transport has enhanced access for older and disabled people in urban and rural areas. These improvements coupled with the introduction of the concessionary fares scheme has led to over 12 Million² journeys being made on the bus and rail network in 2011 by older and disabled people.

Many other improvements have also been made to the physical environment, the accessibility of bus and rail stations and to town and city centres.

1 Source: Translink

2 Source: Department for Regional Development

The Department and others have also sought to improve the type and range of information available about the transport network. This includes providing information in a range of accessible formats including Braille, audio CD and easyread formats. In 2010 the Department launched a "Travel Safe Guide" for people with learning disabilities which provide information on how to stay safe when out and about and how to use the transport network. Translink also produced an access guide which gives advice to older and disabled people on how to use their bus and rail services and what levels of service they can expect when travelling by public transport.

1.3 Future Context

Despite the progress which has been made in the transport network since 2005 more remains to be undertaken to fulfil the Strategy's vision. Too many disabled people and older people continue to find it difficult to get around because of the design of services, lack of suitable information and the cost of travel. Some have a lack of confidence to travel with gaps in the travel chain still making services difficult to access.

In the years ahead it is likely that the economic climate will mean that there will not be the same level of funding available for transport that has been available. This will require us to focus on finding alternative and innovative solutions to meet the transport needs of older people and disabled people while continuing to maximise the investment already made. The actions included within the draft action plan will therefore be subject to appropriate appraisal, statutory processes and the availability of resources.

1.4 Remaining Barriers to Travel

The Strategy originally identified 5 specific areas where barriers existed to travel for older people and disabled people. These included: physical, attitudinal or psychological barriers, information provision, type of transport services available and their affordability. Extensive efforts have been made to reduce many of these barriers through the introduction of new training schemes, production of new accessible information and introduction of new accessible services, including the Door-2-Door service.

This latest Action Plan seeks to further reduce the barriers to transport which remain for people with disabilities and older people. It has been developed as a result of discussions with disabled and older people's organisations, service providers and business areas across the Department. For each action the key stakeholders have been identified and a timescale for implementation provided.

1.5 Principles

In implementing the Strategy the following principles continue to be adopted:

Being proactive in our efforts to identify and remove barriers that prevent older people and people with disabilities accessing the transport system and to ensure that further barriers are not created;

Working in partnership with public, private, community and statutory transport providers to improve transport services, making them easier to use and understand so that people's confidence about using them is increased;

Implementing best practice by making sure that we keep up-to-date with best practice and reflect this when developing policies and implementation plans;

Good consultation, working openly and in partnership with people who provide transportation services and facilities and those who use them. We strive to maintain good communication with older people and people with disabilities to listen to their views and exchange information; and

Value for money in targeting available resources towards initiatives that are affordable, sustainable and that maximise the benefits for older people and people with disabilities.

1.6 Strategic Objectives

The Strategy identified seven Strategic Objectives and supporting policies that remain relevant. These include:

Strategic Objective 1

To manage effectively the transition to a fully accessible transport network in partnership with key stakeholders to maximise the benefits for older people and people with disabilities;

Strategic Objective 2

To ensure that the Disability Discrimination Act requirements are met and affordable adjustments are made so that accessibility for people with disabilities is a condition of public money being spent on all new public transport investment;

Strategic Objective 3

To develop, in partnership with key stakeholders, an integrated, fully accessible public transport system which will enable older people and people with disabilities to travel by bus, train, taxi, private and community transport services in safety and in comfort and move easily between these modes;

Strategic Objective 4

To enable older people and people with disabilities to travel safely using cars and other means of private transport;

Strategic Objective 5

To address attitudinal and psychological barriers that prevent or discourage older people or people with disabilities from using transport services and facilities that are available to them;

Strategic Objective 6

To ensure that information in a range of formats is available for all public transport services, including the full range of accessible services supported by the Department, to enable people to plan and make these journeys easily; and

Strategic Objective 7

To provide help with travel costs to enable older people and people with disabilities to use the transport services available to them.

1.7 Monitoring

The Regional Transportation Strategy Steering Group retains responsibility for monitoring progress on the Strategy. The Department's Mobility Inclusion Unit (MIU) will continue to provide regular updates on progress on the implementation of the Strategy.

1.8 Regional Transportation Strategy Review

The Accessible Transport Strategy was developed within the context of the Regional Transportation Strategy published in 2002. The Regional Transportation Strategy has recently been reviewed and a new approach to regional transportation is proposed. As part of public consultation and responses received, the Department is considering the value of amalgamating various separate transport strategies including the Accessible Transport Strategy, within the proposed new approach but continuing with targeted Action Plans.

1.9 Equality

A full Equality Impact Assessment (EQIA) was carried out on the original Accessible Transport Strategy. This can be accessed on the DRD website at www.drdni.gov.uk.

1.10 Consultation

This draft Action Plan 2012-2015 is open for a 12 week public consultation period and will use focus groups, public meetings and questionnaires to seek and record views. Further details of the consultation meetings and consultation period can be found on the DRD website www.drdni.gov.uk/ats

The Department is working closely with the Inclusive Mobility Transport Advisory Committee (IMTAC) as our advisors on issues relating to transport for older and disabled people to ensure that consultation is undertaken as widely as possible.

A number of public meetings will be held across Northern Ireland and advertised in the local press and on the Departmental website.

We would welcome any comments you may have on the content of this draft Action Plan. Under the requirements of the Freedom of Information Act (2000) all information contained in your response may be subject to publication or disclosure. More information on this is contained within Annex A of this document.

1.11 How to Respond

We have set out in this draft Action Plan measures which will be undertaken to improve the accessibility of the transport network over the next few years. We do not however, presume to have all the answers and it is accepted that others may have other measures for inclusion or an alternative view to what is proposed. It is important that we hear those views and opinions and consider them.

You can send us your views on the issues that feature or don't feature in this document to the address at the front of the document. In order to assist the process we have posed some questions in a separate questionnaire that may help you express your views.

2. Chapter 2 - Accessible Transport Strategy Draft Action Plan 2012- 2015



Strategic Objective One

To manage effectively the transition to a fully accessible transport network in partnership with key stakeholders to maximise the benefits for older people and people with disabilities.

Task	Description	Lead Organisation	Timescale
1.1	Continue to support IMTAC as the Department's main source of information for issues relating to the mobility of older people and people with disabilities.	DRD (MIU & PPTD)	Annually
1.2	DRD & Translink to continue to meet with older people and people with disabilities and their representatives when developing transport policies and projects.	DRD & Translink	As and when required
1.3	DRD to benchmark current accessible transport initiatives with best practice elsewhere within the UK and beyond.	DRD (MIU)	Annually
1.4	Undertake research into the transport needs of younger disabled people and consider outcomes.	IMTAC & DRD (MIU)	2012
1.5	Undertake research into the transport needs of people with Autism and consider outcomes.	DRD (MIU)	2012
1.6	Explore with IMTAC and Translink how information provision on transportation issues can be improved for people with learning disabilities.	IMTAC, DRD (MIU) & Translink	2013
1.7	Provide a New Approach to Regional Transportation and a Policy Prioritisation Framework tool to take better account of accessibility issues when prioritising strategic transport spend.	DRD (SPCD)	2013
1.8	Develop and implement an Active Travel Action Plan for the period 2012-2015.	DRD (TPD)	2012
1.9	Continue to provide disability awareness and equality training to all frontline staff.	Translink	As and when required
1.10	Undertake research to examine and assess the attitudes of disabled people and older people about accessible transport and any barriers to travel they face.	IMTAC & DRD (MIU)	2012

Strategic Objective Two

Ensure that Disability Discrimination Act requirements are met and affordable adjustments are made so that accessibility for people with disabilities is a condition of public money being spent on all new public transport investment.

Task	Description	Lead Organisation	Timescale
2.1	Engage with disability groups and organisations in relation to the design and implementation details for Rapid Transit to ensure that the system is accessible to all.	DRD (RTD)	2012-15
2.2	Engage with disability groups and organisations in relation to accessibility issues during the development and implementation of the "Belfast on the Move" transport masterplan.	DRD (RTD)	2012-15
2.3	Require trains undergoing substantial refurbishment to be made as compliant as possible with the passenger Reduced Mobility Technical Standard for interoperability or the Rail Vehicle Accessibility Regulations.	DRD (PPTD)	Ongoing

Strategic Objective Three

To develop, in partnership with key stakeholders, an integrated, fully accessible public transport system which will enable older people and people with disabilities to travel by bus, train, taxi, private and community transport services in safety and in comfort and move easily between these modes

Task	Description	Lead Organisation	Timescale
3.1	Develop regulations on access to Translink's passenger facilities by private and other operators.	DRD (PPTD)	2012/13
3.2	Monitor the use of bus stops and implement improvements targeted at older people and disabled people.	Translink/ Roads Service	Ongoing
3.3	Introduce into operation 79 new buses across the network which are fully compliant with PSV accessibility regulations.	Translink	2012
3.4	Introduce 35 new Goldline Express coaches which are wheelchair accessible (these buses are included in the overall target for new bus numbers in task 3.3).	Translink	2012

Strategic Objective Three

To develop, in partnership with key stakeholders, an integrated, fully accessible public transport system which will enable older people and people with disabilities to travel by bus, train, taxi, private and community transport services in safety and in comfort and move easily between these modes

Task	Description	Lead Organisation	Timescale
3.5	Introduce 20 new trains which are fully compliant with the Rail Vehicle Accessibility Regulations which will Improve the frequency and capacity of rail services.	Translink	2012/13
3.6	Review IMTAC's research into flexible forms of public transport for people with disabilities and older people.	DRD (MIU)	2012/3
3.7	Continue to improve the pedestrian accessibility of town and city centres as outlined in SRTP & BMTP.	DRD (Roads Service)	Ongoing
3.8	Review IMTAC's research conclusions highlighting the current barriers to the pedestrian environment and work with partners to identify areas for improvement.	DRD (MIU)	2012/3
3.9	Monitor and evaluate the impact of the Transport Programme for People with Disabilities (TPPD)	DRD (PPTD)	2012/3
3.10	Continue to roll out Puffin Controlled Crossings at newly identified sites and where existing crossings are being replaced to assist the safe crossing for road users, particularly older and disabled people.	DRD (Roads Service)	Ongoing
3.11	Introduce 8km of new footways throughout N.Ireland.	DRD (Roads Service)	2012
3.12	Resurface 65km of existing footways to improve the walking environment.	DRD (Roads Service)	2012
3.13	Provide 32 new controlled pedestrian crossing facilities to improve the safety at road crossing.	DRD (Roads Service)	2012

Strategic Objective Four

To enable older people and people with disabilities to travel safely using cars and other means of private transport.

Task	Description	Lead Organisation	Timescale
4.1	Pilot extended access times for Blue Badge Holders in pedestrian zones.	DRD (Roads Service)	October 2012
4.2	Continue to support an effective driver assessment service and driving school for people with disabilities through the NI Mobility Centre.	DRD (FOTD)	Ongoing
4.3	Review the adequacy of current parking provision for people with disabilities in car parks owned by DRD and improve where appropriate.	DRD (Roads Service)	Ongoing

Strategic Objective Five

To address attitudinal and psychological barriers that prevent or discourage older people and people with disabilities from using transport services and facilities that are available to them.

Task	Description	Lead Organisation	Timescale
5.1	Provide improved information to the general public on the needs of older people and people with disabilities when using public transport.	Translink / MIU	Ongoing
5.2	Apply enforcement procedures to deter car users from driving and parking in a manner that compromises access to the transport system for older people and people with disabilities.	DRD (Roads Service)	Ongoing
5.3	Blue Badge enforcement team to enforce the misuse of Blue Badges in all towns and cities.	DRD (Roads Service)	Ongoing
5.4	Translink marketing team to continue to reflect older people and disabled people in the promotion of services through accessible information, images and advertising and in timetabling information.	Translink	Ongoing
5.5	Continue to promote safety on and off buses by incorporating best practice design in the development of bus & rail stations.	Translink	Ongoing
5.6	Continue to tackle problem behaviour on buses which discourages travel by older or disabled people by working with schools and youth organisations through the Translink safety bus campaign.	Translink	Ongoing campaign
5.7	Review DRD staff training to ensure that its contents cover the needs of people with learning disabilities.	DRD (Training Branch)	2012
5.8	Undertake research to examine options for improving the provision of travel training schemes.	DRD (MIU) & IMTAC	2012
5.9	Review the Transport Buddying scheme and consider recommendations.	DRD (FOTD)	2012

Strategic Objective Six

To ensure that information in a range of formats is available for all public transport services, including the full range of accessible services supported by the Department, to enable people to plan and make journeys easily.

Task	Description	Lead Organisation	Timescale
6.1	Consider options to improve the current Passenger Information Systems for buses following completion of the on bus Audio Visual Pilot and, subject to funding, assess any subsequent opportunities offered by new technology to enhance the existing systems.	DRD (PPTD) & Translink	2012/13
6.2	Produce all new public information leaflets in a more accessible format.	DRD (Roads Service)	ongoing / as required
6.3	Review and reproduce Translink's Access Guide for bus and rail services.	Translink	April 2014
6.4	Work with Older People's Organisations to provide better information about accessible public transport to key services.	Translink	Ongoing
6.5	Increase the availability of information for use by older people or people with disabilities through development of websites, real time information systems, social media services and mobile phone applications etc.	Translink	Ongoing
6.6	Continue to update the NI Direct Website to provide clear information relating to transport. Test this information provision with older people and people with disabilities.	DRD	2011/2
6.7	Work with charities, schools and education authorities to distribute the Travel Safe to people with learning disabilities to encourage independent travel.	DRD (MIU)	2012
6.8	Update and distribute transport factsheets regarding transport	IMTAC	2012
6.9	Launch improved web information for disabled people travelling to the British Isles.	DRD (MIU)	June 2012

Strategic Objective Seven

To provide help with travel costs to enable older people and people with disabilities to use the transport services available to them.

Task	Description	Lead Organisation	Timescale
7.1	Consider the impact of the concessionary fares scheme and the Transport Programme for People with Disabilities following any proposed changes in the Disability Living Allowance.	DRD (PPTD)	2012/13
7.2	Evaluate the Assisted Rural Transport Scheme.	DRD and Partners	2011/2

3. Chapter 3 - Accessible Transport Strategy Action Plan 2009-2012 Review



Strategic Objective One

To manage effectively the transition to a fully accessible transport network in partnership with key stakeholders to maximise the benefits for older people and people with disabilities.

Ref	Policies and Actions	Who	Timescale	Status as of October 2011
P01	Ensure, where appropriate, that any legislative changes at National level which impact on people with disabilities' right of access to transport services or to the accessibility standards for transport vehicles are incorporated in Northern Ireland legislation in parallel with changes in GB.			
P01 A01	Introduce legislation to extend Part III of the DDA to transport services in Northern Ireland to maintain parity with Great Britain.	OFMDFM	January 2010	Completed January 2010
P01 A02	Develop a Code of Practice to assist providers of transport services in Northern Ireland to meet new duties under Part III of the DDA.	ECNI & Partners	March 2010	Completed May 2011
P01 A03	Require trains undergoing substantial refurbishment to be made as compliant with the Passenger Reduced Mobility Technical Standard for Interoperability as possible.	PPTD	Ongoing	No trains refurbished during this period.
P01 A04	Undertake a publicity campaign to promote the Disability Discrimination (Transport Vehicles) Regulations and the Code of Practice.	ECNI & Partners	Early 2010	Completed Feb 2010
P02	Enforce effectively any Accessibility Regulations that apply to new buses, coaches, taxis and trains.			
P02 A01	Carry out a review of enforcement procedures relating to Accessibility Regulations with regard to relevant public transport vehicles (including Belfast Public Hire Taxis).	DOE	July 2010	Completed

Ref	Policies and Actions	Who	Timescale	Status as of October 2011
P02 A02	Examine opportunities for vehicle inspection procedures and licensing procedures to provide data about the introduction of new accessible vehicles in N.Ireland.	DOE	July 2010	Completed
P03	Continue to support the Inclusive Mobility Transport Advisory Committee to enable it to be a main source of independent advice to service providers and departments on all transport matters that affect the mobility of older people and people with disabilities.			
P03 A01	IMTAC will prepare and agree with DRD an annual work programme detailing such transport matters that affect older people and people with disabilities as the committee think appropriate.	IMTAC MIU PPTD	31st March each year	Completed annually during plan period
P03 A02	Hold 4 full committee meetings of IMTAC each year. Older people and people with disabilities will be encouraged to attend these meetings.	IMTAC	Annually	Completed annually during plan period
P03 A03	Submit to the Minister responsible for DRD a report for the previous calendar year setting out IMTAC's achievements and advice to the Minister on transport matters that affect older people and people with disabilities as the committee think appropriate.	IMTAC	By end of June each year	Completed annually during plan period
P03 A04	Hold 3 meetings per year of the IMTAC subcommittees including Public Transport, Information & Training and Personal Mobility Working Groups.	IMTAC	Annually	Completed annually during plan period
P03 A05	Recruit annually new members through an open recruitment process to represent older people and people with disabilities to IMTAC.	IMTAC	Annually	Completed annually during plan period

Ref	Policies and Actions	Who	Timescale	Status as of October 2011
P04	Consult with older people and people with disabilities and their representative organisations at an early stage in the development of new transport policies and projects and on the detailed implementation of access features incorporated in new transport infrastructure.			
P04 A01	Consult with older people and people with disabilities and their representative organisations at an early stage when developing new transport policies and projects.	DRD DOE Translink	Ongoing	Ongoing consultation continues with IMTAC, Older Peoples Advocate and other organisations
P04 A02	Consult with CTA about vehicle design, service co-ordination, better information provision, training standards etc, in relation to Community Transport operations.	PPTD CTA	Ongoing	Completed Ongoing contact with CTA regarding these issues
P05	Work closely with the Department for Transport, the Scottish Government and the Welsh Assembly Government and the Irish Department of Transport as they develop standards and good practice.			
P05 A01	Regularly review policy, standards and good practice guidance produced in Great Britain, Europe and elsewhere and consider whether/how these can most effectively be implemented.	IMTAC MIU	Ongoing	Ongoing as and when new policy is developed
P05 A02	Distribute publications on policy, standards and good practice in accessible transport to the relevant departments, groups and organisations.	IMTAC MIU	Ongoing	Ongoing as and when new policy is developed
P05 A03	Attend and update DPTAC with current status of ATS.	MIU	Quarterly	Completed MIU Updates DPTAC annually

Ref	Policies and Actions	Who	Timescale	Status as of October 2011
P05 A04	Organise and lead the biannual meetings of BIC with other administrations to share best practice.	MIU	Biannually	Completed Organised biannual meetings during plan period
P05 A05	Identify training opportunities which are currently available between administrations.	MIU	June 2010	Completed June 2010
P05 A06	Identify opportunities to improve travel information across administrations.	MIU	June 2010	Completed June 2010
P05 A07	Investigate commonality of Concessionary Fare schemes across administrations.	MIU PPTD	June 2010	Completed Paper developed June 2010
P05 A08	Participate in an annual meeting between advisory organisations to share current best practice and information.	IMTAC	February each year	Completed Annual meeting held in January 2010
P06	Provide appropriate, accredited, disability awareness and diversity training for staff involved in work that impact on the accessibility of the transport system for older people and people with disabilities.			
P06 A01	Disability Awareness and Equality training to be provided to all front line staff and incorporated into driver training.	Translink	Complete by October 2010	Completed October 2010
P06 A02	Disability Awareness and Diversity training will be provided to all DRD staff.	DRD	Ongoing	Completed Summer 2011
P07	Key considerations for the evaluation of accessible transport initiatives will include: affordability, the number of people who will benefit, the extent to which they will benefit and whether they would otherwise be denied access to transport.			
P07 A01	Review IMTAC's findings on the policies and actions contained in the Accessible Transport Strategy and their impact on people with a learning disability.	PPTD MIU	March 2010	Completed June 2010

Ref	Policies and Actions	Who	Timescale	Status as of October 2011
P08	Improve the factual base about the extent of the transport needs of older people and people with disabilities to ensure evidence-based development of policies and programmes.			
P08 A01	IMTAC will identify priorities for research about the particular transport requirements of older people and people with disabilities, including attitudes towards the transport system and report to MIU on key areas.	IMTAC PPTD MIU	May each year	Completed within annual report each year
P08 A02	Distribute the revised DPTAC guidance for the design of large passenger ships amongst ferry operators in N.Ireland.	IMTAC	Following publication of DPTAC guidance	Guidance not produced by DPTAC
P08 A03	Distribute to transport providers and others any good practice and research around accessible transport systems as agreed between IMTAC and MIU.	IMTAC MIU	Ongoing	Completed IMTAC produced 2 newsletters annually and distributed regular email updates.
P08 A04	Consider outcomes of IMTAC's research on the transport needs of disabled younger people.	PPTD MIU IMTAC	July 2010	Research delayed to March 2012
P09	Ensure that there is effective communication of the Accessible Transport Strategy and understanding of the issues by key partners.			
P09 A01	Raise awareness of the ATS and its policies within DRD and key partners.	MIU	April 2010	Completed March 2011

Strategic Objective Two

Ensure that Disability Discrimination Act requirements are met and affordable adjustments are made so that accessibility for people with disabilities is a condition of public money being spent on all new public transport investment.

Ref	Policies and Actions	Who	Timescale	Status as of October 2011
P10	Ensure that best practice in accessible design is followed, when providing new public transport infrastructure.			
P10 A01	Require proposals for any new bus stations or for major refurbishment of bus stations to demonstrate how these provide for the requirements of older people and people with disabilities by meeting agreed standards in accessible design.	PPTD Translink	Ongoing	All Translink Bus Stations have recently been refurbished to ensure they meet the latest standards in relation to access.
P10 A02	Specify high standards of accessibility based on best practice experience in any contracts let in relation to the construction of the Belfast Rapid Transit network.	Rapid Transit Team	Ongoing	Continuing to be included in Rapid Transit design
P10 A03	Review compliance of Ulsterbus stations in relation to DDA standards and implement any remedial actions as required.	Translink	Ongoing	Completed as part of review of Translink DDA July 2011
P11	Promote the use of accessible vehicles on public transport and alternative transport services that are supported financially by Government.			
P11 A01	Disseminate guidance on the design of small buses (9-22 seats) to public, private, community and statutory sector transport providers.	MIU PPTD CTA	As required	Distributed following publication of DFT advice.

Strategic Objective Three

To develop, in partnership with key stakeholders, an integrated, fully accessible public transport system which will enable older people and people with disabilities to travel by bus, train, taxi, private and community transport services in safety and in comfort and move easily between these modes

Ref	Policies and Actions	Who	Timescale	Status as of October 2011
P12	Ensure that the pedestrian and traffic environments are designed and managed in a way that enables older people and people with disabilities to move around safely and with confidence.			
P12 A01	Undertake improvements to the walking network within towns and cities as outlined in the SRTP and BMTP.	Roads Service	Ongoing	Continuing as and when budgets are available
P12 A02	Review level of funding for Shopmobility within N.Ireland.	PPTD	March 2010	Ongoing discussions occurring with Shopmobility
P12 A03	Investigate the potential of a Northern Ireland wide membership scheme for Shopmobility. Work with Shopmobility NI to introduce new urban schemes.	PPTD SNI	Ongoing	Ongoing discussions occurring with Shopmobility
P13	Improve access to public bus and rail services to maximise their use by older people and people with disabilities to reduce the need for alternative transport systems.			
P13 A01	Improve traffic management and bus stop infrastructure in "Other Urban Areas" to support the RTS initiative to provide better urban bus services.	Roads Service	Ongoing	Continuing as and when budgets are available
P13 A02	Develop and implement Quality Bus Corridors to support the operation of high frequency, accessible bus services on the Belfast "Metro" network.	Roads Service	Ongoing	Ongoing implementation of 5 out of 14 metro routes launched as QBC's

Ref	Policies and Actions	Who	Timescale	Status as of October 2011
P13 A03	Implement a review programme aimed at improving the siting of bus stops and identify opportunities for providing hard standings at rural bus stops.	Translink Roads Service	Ongoing	Completed as part of review of Translink DDA improvements
P13 A04	Improve signage and pedestrian access to bus and rail stations.	Translink Roads Service	Ongoing	Completed - Signage & DDA improvements implemented
P13 A05	Introduce into operation 252 Ulsterbus and 38 Metro buses that are fully compliant with the PSV accessibility regulations.	Translink	2012	138 purchased to date with a further 79 planned by April 2012
P13 A06	Introduce into operation 20 new trains that are fully compliant with the Rail Vehicles Accessibility Regulations.	Translink	2012	Deliveries of new trains underway. Due to be introduced from 2012.
P14	Support alternative means of transport at reasonable fares for those people who cannot or find it difficult to use the public bus and rail network and ensure that these services provide their users with opportunities to access business, education, recreational, shopping and health care facilities.			
P14 A01	Analyse usage statistics for current Door-2-Door services and review the current deployment of buses.	PPTD	Ongoing	Undertaken periodically throughout development of Door-2-Door
P14 A02	Retender Door-2-Door contracts for all urban areas over 10,000 in population.	PPTD	April 2010	Retendering process completed March 2011
P14 A03	Continue the roll out of Dial-a-Lift services in rural areas.	PPTD	Early 2010	Completed December 2009
P14 A04	Review the application process for people applying for Concessionary Fares Smart Passes.	PPTD	March 2010	Ongoing - to be reviewed in March 2012

Ref	Policies and Actions	Who	Timescale	Status as of October 2011
P14 A05	Carry out a social audit to assess the non-financial, social, economic and environmental impact of the Door-2-Door scheme in urban and rural areas.	PPTD	April 2010	Completed March 2011
P14 A06	Undertake customer surveys on the operation of the Door-2-Door scheme in urban areas.	PPTD	Ongoing	Completed July 2011
P14 A07	Undertake research into the current level of use of the Concessionary Fares scheme by older people and disabled people and ascertain reasons for non-use.	PPTD	March 2010	Deferred
P15	Develop a community transport sector that advocates a strong volunteering ethos and adopts best practice in the management and operation of their transport initiatives which focus on providing transport services for people, communities and groups that experience mobility impairment.			
P15 A01	Provide an information and advice service for voluntary and community based transport providers.	CTA	Ongoing	Currently provided through CTA
P15 A02	Improve the skills base of the community transport sector through an annual training programme covering best practice in the management and operation of community based transport schemes.	CTA	Ongoing	Provided annually
P15 A03	Promote the MiDAS (Minibus Driver Awareness Scheme) and PATS (Passenger Assistance Training Scheme) as minimum training standards for CT Schemes supported by DRD.	PPTD CTA	Ongoing	Ongoing
P16	Ensure that a higher proportion of public hire taxis are accessible, allowing more older people and people with disabilities the same opportunities, at the same cost, to travel as those without a mobility impairment.			

Ref	Policies and Actions	Who	Timescale	Status as of October 2011
P16 A01	Consider options for a package of measures to improve access to taxis.	DOE	September 2012	Revised Taxi Act out for public consultation 2012
P16 A02	Roads Service to review the provision of taxi ranks in all towns and cities.	Roads Service	Ongoing	Undertaken periodically throughout Divisions
P16 A03	Implement on street taxi ranks included within SRTP.	Roads Service	Ongoing	Undertaken as and when requests are received
P17	Ensure that new development in the built environment properly addresses the transport needs of older people and people with disabilities in their design.			
P17 A01	Ensure that the needs of pedestrians, cyclists and public transport users have been properly addressed in proposals by developers.	DOE Roads Service	Ongoing	Ongoing as part of Development Control process
P17 A02	Ensure that planning policy contained in "PPS3 –Access Movement and Parking" "PPS13 – Transportation and Land Use" and guidance contained in Development Control Advice Note 11 are being followed by developers.	DOE	Ongoing	Ongoing
P17 A03	Consider the outcome of the Access and Mobility study for Belfast City Centre.	DSD Roads Service PPTD	Ongoing	Recommendations from Study being assessed by Belfast City Centre Change Working Group

Ref	Policies and Actions	Who	Timescale	Status as of October 2011
P17 A04	Introduce a pilot Wayfinder system within Belfast City Centre in Donegall Place.	DSD	2011	RNIB REACT Wayfinder system installed in Belfast City centre and will become operational in October 2011
P18	Encourage a partnership approach between older people, people with disabilities and public, private, community and statutory transport providers to ensure that each sector can build on the experience of others in the delivery of accessible transport services.			
P18 A01	Provide information about best practice in relation to accessibility between providers of public, private hire, voluntary and community and statutory bodies that provide transport.	IMTAC MIU Translink CTA	Ongoing	Best Practice Information shared regularly
P18 A02	Promote training opportunities that will assist people and organisations to provide better quality, accessible transport services that are responsive to the requirements of older people and people with disabilities.	CTA IMTAC	Ongoing	IMTAC training guidelines launched March 2009
P20	Provide parking concessions for people with disabilities through the Blue Badge scheme.			
P20 A01	Regularly review and update publicity leaflets and other information provided to applicants and holders about the operation of the Blue Badge scheme and ensure that these are available in a range of accessible formats.	Roads Service	Ongoing	Leaflets updated 2010

Strategic Objective Four

To enable older people and people with disabilities to travel safely using cars and other means of private transport.

Ref	Policies and Actions	Who	Timescale	Status as of October 2011
P21	Ensure that adequate parking is provided for Blue Badge holders in convenient locations, to enable easy access to activities and facilities.			
P21 A01	Review the adequacy of parking provision for people with disabilities in car parks owned by DRD and improve where appropriate.	Roads Service	Ongoing	Ongoing through Roads Service divisional surveys
P21 A02	Review the provision of parking bays provided for people with disabilities in all towns and cities.	Roads Service	Ongoing	Ongoing through Roads Service divisional surveys
P21 A03	The Department and disability groups will work together to ensure the Blue Badge scheme operated by DRD is enforced effectively.	Roads Service MIU Vol Sec	Ongoing	Department continues to meet and work with disability groups on issues around Blue Badges
P22	Continue support for the Northern Ireland Mobility centre to enable it to carry out driving assessments and assist people with disabilities to develop their driving skills			
P22 A01	Provide an efficient driver assessment service and driving school for people with disabilities through the NI Mobility Centre.	PPTD	Ongoing	Centre continuing to be supported by DRD

Ref	Policies and Actions	Who	Timescale	Status as of October 2011
P23	Develop appropriate measures to enhance the safety of older drivers in Northern Ireland.			
P23 A01	Assess the outcome of the Department for Transport review on older drivers in Great Britain and progress, where appropriate, proposals for improving the safety of older drivers in Northern Ireland.	DOE	Ongoing	Completed 2009/10

Strategic Objective Five

To address attitudinal and psychological barriers that prevent or discourage older people and people with disabilities from using transport services and facilities that are available to them.

Ref	Policies and Actions	Who	Timescale	Status as of October 2011
P24	Raise awareness amongst transport providers and general public of the needs of older people and people with disabilities when using transport.			
P24 A01	Provide information to the general public on the needs of older people and people with disabilities when using public transport.	Translink MIU IMTAC	Ongoing	Ongoing A range of new information has been developed
P24 A02	IMTAC to work with Translink marketing team to better reflect older people and disabled people in the promotion of services through accessible information and advertisements.	Translink IMTAC	Ongoing	Improved marketing of older people and disabled people included with Translink publications
P25	Promote independent mobility by raising awareness among older people and people with disabilities about the accessible transport opportunities available to them and provide help and support to address the concerns they may have about using these services.			
P25 A01	Incorporate best practice in the design of bus and rail stations to improve personal security and reduce fear of crime for passengers.	Translink	Ongoing	Newry Rail stations completed in 2009
P25 A02	Use CCTV on public transport vehicles to deter crime and vandalism.	Translink	Ongoing	Completed CCTV installed on all new bus and trains and at new stations
P25 A03	Provide advice for passengers about personal security on public transport.	Translink	Ongoing	Ongoing
P25 A04	Conduct a public information campaign to discourage attacks on public transport vehicles and raise awareness of the problem.	Translink	Ongoing	Ongoing through media initiatives

Ref	Policies and Actions	Who	Timescale	Status as of October 2011
P25 A05	Continue to encourage more schools to take part in the Translink Safety Bus campaign which aims to tackle problem behaviour of pupils on buses.	Translink	Ongoing	Completed Safety bus continuing to educate children and young people about travelling safely
P25 A06	Report on the pilot buddying scheme.	PPTD VSB	June 2010	Pilot Buddying scheme extended until 2012
P26	Deter car users from driving and parking in a manner that compromises access to the transport system for older people and people with disabilities.			
P26 A01	Enforce parking and waiting restrictions.	Roads Service	Ongoing	Completed & ongoing DPE enforcing waiting restrictions
P26 A02	Support and organise a "Baywatch" campaign aimed at raising public awareness about the problems that result from the abuse of parking bays provided for people with disabilities.	Baywatch Partners	Annually	Deferred
P26 A03	Blue Badge enforcement team to enforce the misuse of blue badges in all towns and cities.	Roads Service	Ongoing	Blue badge team continuing to enforce misuse
P26 A04	Enforce waiting restrictions on arterial roads in towns and cities including enforcement at bus stops.	Roads Service	Ongoing	Parking attendants continuing to enforce waiting restrictions

Strategic Objective Six

To ensure that information in a range of formats is available for all public transport services, including the full range of accessible services supported by the Department, to enable people to plan and make journeys easily.

Ref	Policies and Actions	Who	Timescale	Status as of October 2011
P27	Adopt best practice in the design of all information produced about transportation policies, initiatives and other guidance material and disseminate guidance about good practice in information design to transport providers.			
P27 A01	Work with IMTAC and other specialist organisations to identify and distribute best practice for transport providers on the communication of accessible transport information.	MIU IMTAC	Ongoing	IMTAC and MIU continually distribute best practice on accessible transport
P27 A02	Examine the business case of introducing audio and visual announcements of travel information on buses and if successful bid for resources for its implementation.	PPTD	Early 2010	Audio Visual pilot began on a Metro corridor in Belfast in August 2011
P27 A03	Produce access policy for bus and rail services.	Translink	February 2010	Completed Access Guide launched August 2010
P28	Ensure that all information provided about transport services that are financially supported by Government is made available in formats that are appropriate to the particular needs of older people and people with disabilities.			
P28 A01	Transport service providers will provide DRD with copies of all information issued about services that are financially supported by DRD.	Translink CTA MIU	Ongoing	Completed Information provided annually
P29	Ensure that information systems are out in place to support the development of accessible transport chains.			
P29 A01	Update the Travel Safe guide.	MIU	December 2010	Completed Travel Safe Guide launched June 2011

Ref	Policies and Actions	Who	Timescale	Status as of October 2011
P29 A02	Provide better information about accessible public transport opportunities and passenger support services provided by Translink for older people and people with disabilities.	Translink	Ongoing	Continuing A range of new information has been developed for older and disabled people
P29 A03	Investigate possibilities to provide timetable information by text messaging.	Translink	April 2010	Postponed
P29 A04	Review and republish the series of transport fact-sheets and ensure these are made widely available.	IMTAC	Ongoing	Completed Transport factsheet updated in 2010
P29 A05	Update the information contained in the Access Guide to bus and rail passenger facilities and distribute to the public.	Translink	Annually	Completed Access Guide published Aug 2010
P29 A06	Update Accessible Transport information to the N.I Direct Website.	PPTD	Ongoing	NI Direct continually updated with accessible transport information
P29 A07	Produce accessible timetable information for bus & rail services.	Translink	Ongoing	Completed Accessible timetable available on request
P29 A08	Update accessible information on Translink internet site.	Translink	Review March 2010	Completed Translink revised website & twitter service launched
P29 A09	Examine the current provision of Audio and Visual information at all main bus and rail stations.	Translink	Review March 2010	Completed September 2011

Strategic Objective Seven

To provide help with travel costs to enable older people and people with disabilities to use the transport services available to them.

Ref	Policy and Actions	Who	Timescale	Status as of October 2011
P30	Provide a range of travel concessions for older people and people with disabilities through the Northern Ireland Concessionary Fare Scheme.			
P30 A01	Consider the options for further expansion of the Northern Ireland Concessionary Fare Scheme.	PPTD	2010	Currently no plans at present to change the terms of the Concessionary Fares Scheme
P30 A02	Continue to monitor the roll out of the Assisted Rural Transport Scheme (ARTS).	PPTD / DARD	2010	Pilot scheme now extended until March 2012
P32	Provide practical assistance with travel to help people with disabilities to access training and job opportunities.			
P32 A01	Raise awareness of the range of measures provided by Department of Employment and Learning in the 'Access to Work Programme'.	DEL	Ongoing	DEL continuing to promote Access to Work programme

Glossary

ATS	Accessible Transport Strategy
BIC	British Irish Council
BMTP	Belfast Metropolitan Transport Plan
CTA	Community Transport Association
DDA	Disability Discrimination Act
DPTAC	Disabled Persons Transport Advisory Committee
DRD	Department for Regional Development
ECNI	Equality Commission for Northern Ireland
EQIA	Equality Impact Assessment
FOTD	Financial Operations and Transportation Division, DRD
IMTAC	Inclusive Mobility Transport Advisory Committee
MIU	Mobility Inclusion Unit, DRD
PPTD	Ports and Public Transport Division, DRD
PSV	Public Service Regulations
RNIB	Royal National Institute for the Blind
RTD	Rapid Transit Division, DRD
RTS	Regional Transportation Strategy
SNI	Shopmobility Northern Ireland
SPCD	Strategic Policy & Co-ordination Division, DRD
S RTP	Sub-Regional Transport Plan
TPD	Transport Policy Branch, DRD
Vol Sec	Voluntary Sector
VS B	Voluntary Services Bureau

Annex A – Freedom of Information Act 2000

Confidentiality of

Information you provide in your response, including personal information, could be published or disclosed under the Freedom of Information Act 2000 (FOIA). Following the end of the consultation we shall publish details of the responses received.

Under the FOIA, there is a statutory Code of Practice with which public authorities must comply and which deals with obligations of confidence.

If you want the information that you provide to be treated as confidential it would be helpful if you could explain why. Although we will take full account of your explanation we cannot give an assurance that confidentiality can be maintained in all circumstances. An automatic confidentiality disclaimer generated by your IT system will not be regarded as binding on the Department.

For further information about the confidentiality of responses please contact the Information Commissioner's Office (or see web site at: www.ico.gov.uk)



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