

# Accessible Transport Strategy

## Draft Action Plan 2009 - 2012



Department for  
**Regional  
Development**

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## GLOSSARY

ATS	Accessible Transport Strategy
BIC	British Irish Council
BMTP	Belfast Metropolitan Transport Plan
CTA	Community Transport Association
DA	Disability Action
DDA	Disability Discrimination Act 1995
DEL	Department for Employment & Learning
DOE	Department of the Environment
Dptac	Disabled Persons Transport Advisory Committee
DRD	Department for Regional Development
DSD	Department for Social Development
ECNI	Equality Commission for Northern Ireland
EQIA	Equality Impact Assessment
FPT NI	Federation of Passenger Transport NI
Imtac	Inclusive Mobility Transport Advisory Committee
MIU	Mobility Inclusion Unit DRD
OFMDFM	Office of the First Minister & Deputy First Minister
PPTD	Ports & Public Transport Division DRD
RTS	Regional Transportation Strategy
SNI	Shopmobility Northern Ireland
S RTP	Sub-Regional Transport Plan
S RTPB	Sub-Regional Transportation Partnership Board
RPTD	Regional Planning & Transportation Division DRD
TCMs	Town Centre Managers
Vol Sec	Voluntary Sector
VSB	Voluntary Services Bureau

## CONTENTS

Chapter 1	Background & Introduction	Page 7
Chapter 2	Accessible Transport Strategy Draft Action Plan 2009-2012	Page 13
Chapter 3	Draft Achievements: Accessible Transport Strategy Action Plan 2007-2009	Page 42
Annex A	Confidentially of Consultations	Page 61

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# **Chapter 1**

## **Introduction**

## INTRODUCTION

The Accessible Transport Strategy (ATS) was published in March 2005 and has the vision:

**"To have an accessible transport system that enables older people and people with disabilities to participate more fully in society, enjoy greater independence and experience a better quality of life."**

The ATS is being implemented through the development of Action Plans. This document represents the third such Action Plan which outlines and identifies the policies and actions to be progressed through 2009-2012.

The actions seek to further address the barriers to transport which remain for people with disabilities and older people. They are the result of discussions with disability and older people's organisations, other relevant departments and a consensus on what will be possible to achieve within the timescales of the ATS. For each action the key stakeholders have been identified and an indicative timescale for implementation provided.

In implementing the ATS the following broad 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 and sustainable and that maximise the benefits for older people and people with disabilities.

## **SUMMARY OF MAIN BARRIERS TO TRAVEL**

The ATS identified five main areas as constituting significant barriers for older people and disabled people:

- the physical barriers that prevent people from getting access to transport services;
- attitudinal or psychological barriers that prevent or discourage older people and people with disabilities from using transport services. This could involve the behaviour and attitudes of transport staff towards their customers or concerns that people have about using transport, for example because of fear of crime, abuse or attack etc;
- the kinds of information needed by users and potential users of accessible transport services both in terms of the details provided and the way it is provided;
- the type of services needed by older people and people with disabilities; and
- the affordability of accessible transport services available to older people and people with disabilities.

The actions contained within ATS Draft Action Plan seek to reduce and remove these barriers.

## **STRATEGIC OBJECTIVES**

The seven Strategic Objectives and supporting policies were developed within the ATS and remain relevant. They include:

- SO1.** 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;
- SO2.** 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;
- SO3.** 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;
- SO4.** To enable older people and people with disabilities to travel safely using cars and other means of private transport;

- SO5.** 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;
- SO6.** 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
- SO7.** To provide help with travel costs to enable older people and people with disabilities to use the transport services available to them.

### **NOTABLE ACHIEVEMENTS 2007 - 2009**

The ATS Action Plan 2007-2009 was wide ranging, covering over 100 individual actions. A significant number of these have been achieved while others are classified as ongoing. Many of the remaining actions extend beyond the two year Action Plan period.

In the period of the 2007-2009 Action Plan the notable achievements included:

- the introduction of 60+ Smartpass scheme;
- the expansion of Door to Door transport services to urban areas with a population of 10,000 including in Belfast & Derry;
- the introduction of Disability Discrimination (Taxis) (Carrying of Guide Dogs etc.) (Amendment) Regulations (Northern Ireland) 2007 by the Department of the Environment;
- the distribution of 3,000 copies of a Travel Safe Guide aimed at people with a learning disability;
- the introduction of 395 accessible buses to the Translink fleet including the introduction of new rural accessible buses;
- start of a consultation process to introduce legislation to extend part III of the DDA to Transport services in N.Ireland; and

A full list of the achievements of the actions contained within the ATS Action Plan 2007-2009 can be found in chapter 3 of this document.

### **MONITORING**

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

## **REGIONAL TRANSPORTATION STRATEGY REVIEW**

In 2005 the ATS was developed within the context of the Regional Transportation Strategy (RTS) which was published in 2002. A review of the RTS is under way and may prompt a need to review the strategic direction of the ATS.

## **EQUALITY**

A full Equality Impact Assessment (EQIA) was carried out on the ATS. This can be accessed on the DRD website at [www.drdni.gov.uk](http://www.drdni.gov.uk).

## **CONSULTATION**

The ATS Draft Action Plan 2009-2012 will be subject to a full public consultation process. This process will begin on 31<sup>st</sup> March 2009 and run for 14 weeks until 7<sup>th</sup> July 2009

A number of public meetings will also be undertaken across the region during this period which will be advertised in the local press. The Department is working closely with Imtac to identify further opportunities to ensure that consultation is undertaken as widely as possible, focusing particularly on disabled people and older people.

We would welcome any comments you may have on the content of this draft action plan. According to 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.

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## **Chapter 2**

# **Accessible Transport Strategy Draft Action Plan 2009-2012**

**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	Outcome
<b>P01</b>	<b>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.</b>		
P01 A01	Introduce legislation to extend Part III of the DDA to transport services in Northern Ireland to maintain parity with Great Britain.	OFMDFM	July 2009
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.	OFMDFM MIU ECNI PPTD	March 2010
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

**Accessible Transport Strategy Draft Action Plan 2009-2012**

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Ref	Policies and Actions	Who	Outcome
P01 A04	Undertake a publicity campaign to promote the Disability Discrimination (Transport Vehicles) Regulations and the Code of Practice.	ECNI	Early 2010
<b>P02</b>	<b>Enforce effectively any Accessibility Regulations that apply to new buses, coaches, taxis and trains.</b>		
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
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
<b>P03</b>	<b>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.</b>		
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	31 <sup>st</sup> March each year
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	Ongoing

**Accessible Transport Strategy Draft Action Plan 2009-2012**

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<b>Ref</b>	<b>Policies and Actions</b>	<b>Who</b>	<b>Outcome</b>
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
P03 A04	Hold 3 meetings per year of the Imtac subcommittees including Public Transport, Information & Training and Personal Mobility Working Groups.	Imtac	Annually
P03 A05	Recruit annually new members to represent older people and people with disabilities to Imtac.	Imtac	Annually
<b>P04</b>	<b>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.</b>		
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
P04 A02	Consult with CTA about vehicle design, service co-ordination, better information provision, training standards etc, in relation to CT operations.	PPTD CTA	Ongoing

**Accessible Transport Strategy Draft Action Plan 2009-2012**

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<b>Ref</b>	<b>Policies and Actions</b>	<b>Who</b>	<b>Outcome</b>
<b>P05</b>	<b>Work closely with the Department for Transport, the Scottish Executive and the Welsh Assembly and the Irish Department of Transport as they develop standards and good practice.</b>		
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
P05 A02	Distribute publications on policy, standards and good practice in accessible transport to the relevant departments, groups and organisations.	Imtac MIU	Ongoing
P05 A03	Attend and update Dptac with current status of ATS.	MIU	Quarterly
P05 A04	Organise and lead the bi-annual meetings of BIC with other administrations to share best practice.	MIU	Bi-annually
P05 A05	Identify training opportunities which are currently available between administrations.	MIU	February 2010
P05 A06	Identify opportunities to improve travel information across administrations.	MIU	June 2010

**Accessible Transport Strategy Draft Action Plan 2009-2012**

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<b>Ref</b>	<b>Policies and Actions</b>	<b>Who</b>	<b>Outcome</b>
P05 A07	Investigate commonality of Concessionary Fare schemes across administrations.	MIU PPTD	December 2009
P05 A08	Participate in an annual meeting between advisory organisations to share current best practice and information.	Imtac	February each year
<b>P06</b>	<b>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.</b>		
P06 A01	Disability awareness & equality training to be provided to all front line staff and incorporated into driver training.	Translink	September 2009
P06 A02	Disability awareness and diversity training will be provided to all DRD staff.	DRD	June 2009
<b>P07</b>	<b>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.</b>		
P07 A01	Commission Imtac to review the policies and actions contained in the Accessible Transport Strategy and to ascertain the impact of these policies on people with learning difficulties and mental health service users.	Imtac PPTD MIU	December 2009

**Accessible Transport Strategy Draft Action Plan 2009-2012**

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<b>Ref</b>	<b>Policies and Actions</b>	<b>Who</b>	<b>Outcome</b>
<b>P08</b>	<b>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.</b>		
P08 A01	Imtac to 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
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
P08 A03	Disseminate to transport providers and others any good practice and research around accessible transport systems as agreed between Imtac and MIU.	Imtac MIU	Ongoing
P08 A04	Commission Imtac to identify the transport needs of disabled younger people.	PPTD MIU Imtac	December 2009
P08 A05	Carry out research to identify the feasibility of using Taxis to deliver transport services.	Imtac	March 2010
<b>P09</b>	<b>Ensure that there is effective communication of the Accessible Transport Strategy and understanding of the issues by key partners.</b>		

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**Accessible Transport Strategy Draft Action Plan 2009-2012**

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<b>Ref</b>	<b>Policies and Actions</b>	<b>Who</b>	<b>Outcome</b>
P09 A01	Raise awareness of the ATS and its policies within DRD and key Partners.	MIU	February 2010

**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	Outcome
<b>P10</b>	<b>Ensure that best practice in accessible design is followed, when providing new public transport infrastructure.</b>		
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 best practice in accessible design.	PPTD Translink	Ongoing
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.	DRD Rapid Transit Team	Ongoing
P10 A03	Review compliance of Ulsterbus stations in relation to DDA standards & implement any remedial actions as required.	Translink	Ongoing

**Accessible Transport Strategy Draft Action Plan 2009-2012**

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Ref	Policies and Actions	Who	Outcome
<b>P11</b>	<b>Promote the use of accessible vehicles on public transport and “alternative” transport services that are supported financially by Government.</b>		
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	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**

Ref	Policies and Actions	Who	Outcome
<b>P12</b>	<b>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.</b>		
P12 A01	Undertake improvements to the walking network within towns & cities as outlined in the SRTP and BMTP.	Roads Service	Ongoing
P12 A02	Review level of funding for Shopmobility within N.Ireland.	PPTD	July 2009
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	December 2009
<b>P13</b>	<b>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.</b>		

**Accessible Transport Strategy Draft Action Plan 2009-2012**

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<b>Ref</b>	<b>Policies and Actions</b>	<b>Who</b>	<b>Outcome</b>
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
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
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
P13 A04	Improve signage and pedestrian access to bus and rail stations.	Translink Roads Service	Ongoing
P13 A05	Introduce into operation 251 Ulsterbus and 35 Metro buses that are fully compliant with the PSV accessibility regulations.	Translink	2012

**Accessible Transport Strategy Draft Action Plan 2009-2012**

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Ref	Policies and Actions	Who	Outcome
P13 A06	Introduce into operation 20 new trains that are fully compliant with the Rail Vehicles Accessibility Regulations.	Translink	2012
<b>P14</b>	<b>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.</b>		
P14 A01	Identify urban areas with recent or expected population increases over 10,000 and consider the introduction of new door-to-door services.	PPTD	September 2009
P14 A02	Analyse usage statistics for current door-to-door services and review the current deployment of buses.	PPTD	October 2009
P14 A03	Review door-to-door contracts for all urban areas over 10,000 in population.	PPTD	September 2011
P14 A04	Review the provision of Door-to-Door services in rural areas.	PPTD	October 2009

**Accessible Transport Strategy Draft Action Plan 2009-2012**

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<b>Ref</b>	<b>Policies and Actions</b>	<b>Who</b>	<b>Outcome</b>
P14 A05	Review the application process for people applying for concessionary fares Smart Passes.	PPTD	March 2010
P14 A06	Review operation of Translink's Easibus services.	PPTD	September 2009
P14 A07	Carry out a social audit to assess the non-financial, social, economic and environmental impact of the Door-to-Door scheme in urban and rural areas.	PPTD	September 2009
P14 A08	Undertake customer surveys on the operation of the Door-to-Door scheme in urban areas.	PPTD	Ongoing
P14 A09	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
<b>P15</b>	<b>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.</b>		

**Accessible Transport Strategy Draft Action Plan 2009-2012**

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<b>Ref</b>	<b>Policies and Actions</b>	<b>Who</b>	<b>Outcome</b>
P15 A01	Provide an information and advice service for voluntary and community based transport providers.	CTA	Ongoing
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
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
<b>P16</b>	<b>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.</b>		
P16 A01	Consider options for a package of measures to improve access to taxis.	DOE	September 2011
P16 A02	Roads Service to review the provision of taxi ranks in all towns and cities.	Roads Service	Ongoing

**Accessible Transport Strategy Draft Action Plan 2009-2012**

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Ref	Policies and Actions	Who	Outcome
P16 A03	Implement standards for taxi ranks included within SRTP.	Roads Service	Ongoing
<b>P17</b>	<b>Ensure that new development in the built environment properly addresses the transport needs of older people and people with disabilities in their design.</b>		
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
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
P17 A03	To consider the outcome of the Access and Mobility study for Belfast City Centre.	DSD Roads Service PPTD	Ongoing
P17 A04	Introduce a pilot Wayfinder system within Belfast City Centre in Donegall Place.	DSD	2010

**Accessible Transport Strategy Draft Action Plan 2009-2012**

<b>Ref</b>	<b>Policies and Actions</b>	<b>Who</b>	<b>Outcome</b>
<b>P18</b>	<b>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. (PO18/S03)</b>		
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
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
<b>P19</b>	<b>Exploit opportunities for better co-ordination of services and utilisation of accessible transport resources that exist in the public, private, community and statutory transport sectors to maximise opportunities to develop accessible transport chains and maintain consistent quality standards.</b>		
P19 A01	Support a Regional Shopmobility Group, which will provide a network for assisting the development and better co-ordination between Shopmobility schemes throughout the region.	PPTD SNI	August 2009
<b>P20</b>	<b>Provide parking concessions for people with disabilities through the Blue Badge scheme.</b>		

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**Accessible Transport Strategy Draft Action Plan 2009-2012**

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<b>Ref</b>	<b>Policies and Actions</b>	<b>Who</b>	<b>Outcome</b>
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
P20 A02	Review the blue badge scheme including changes to the eligibility criteria, the period of issue of a badge and the form of the badge.	Roads Service	April 2009
P20 A03	Amend the Disabled Persons (Badges for Motor Vehicles) Regulations (Northern Ireland) 1993.	Roads Service	April 2009

**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	Outcome
P21	<b>Ensure that adequate parking is provided for Blue Badge holders in convenient locations, to enable easy access to activities and facilities.</b>		
P21 A01	Reviews the adequacy of parking provision for people with disabilities in car parks owned by DRD and improve where appropriate.	Roads Service	Ongoing
P21 A02	Review the provision of parking bays provided for people with disabilities in all towns and cities.	Roads Service	Ongoing
P21 A03	The Department, and disability groups will work together to ensure the Blue Badge scheme operated by DRD is enforced effectively within allocated resources and consistent with other responsibilities.	Roads Service MIU Vol Sec	Ongoing

**Accessible Transport Strategy Draft Action Plan 2009-2012**

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Ref	Policies and Actions	Who	Outcome
<b>P22</b>	<b>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</b>		
P22 A01	Provide an efficient driver assessment service and driving school for people with disabilities through the NI Mobility centre.	PPTD	Ongoing
<b>P23</b>	<b>Develop appropriate measures to enhance the safety of older drivers in Northern Ireland.</b>		
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

**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	Outcome
<b>P24</b>	<b>Raise awareness amongst transport providers and general public of the needs of older people and people with disabilities when using transport.</b>		
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
P24 A02	Imtac to work with Translink marketing team to better reflect older people and disabled people in the promotion of services.	Translink Imtac	Ongoing
<b>P25</b>	<b>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.</b>		
P25 A01	Conduct an information campaign about accessible transport opportunities aimed at older people and people with disabilities and their representative organisations.	MIU Imtac Translink	March 2009

**Accessible Transport Strategy Draft Action Plan 2009-2012**

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<b>Ref</b>	<b>Policies and Actions</b>	<b>Who</b>	<b>Outcome</b>
P25 A02	Incorporate best practice in the design of bus and rail stations to improve personal security and reduce fear of crime for passengers.	Translink	Ongoing
P25 A03	Use CCTV on public transport vehicles to deter crime and vandalism.	Translink	Ongoing
P25 A04	Provide advice for passengers about personal security on public transport.	Translink	Ongoing
P25 A05	Conduct a public information campaign to discourage attacks on public transport vehicles and raise awareness of the problem.	Translink	Ongoing
P25 A06	Continue to encourage more schools to take part in the "Bee Safe" bus campaign which aims to tackle problem behaviour of pupils on buses.	Translink	Ongoing

**Accessible Transport Strategy Draft Action Plan 2009-2012**

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Ref	Policies and Actions	Who	Outcome
P25 A07	Expand the pilot buddying scheme to areas outside Belfast.	PPTD VSB	September 2009
<b>P26</b>	<b>Deter car users from driving and parking in a manner that compromises access to the transport system for older people and people with disabilities.</b>		
P26 A01	Enforce parking and waiting restrictions within allocated resources, and consistent with other responsibilities.	Roads Service	Ongoing
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
P26 A03	Blue Badge enforcement team to enforce the misuse of blue badges in all towns and cities.	Roads Service	Ongoing
P26 A04	Enforce waiting restrictions on arterial roads of towns and cities including enforcement at bus stops.	Roads Service	Ongoing

**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	Outcome
<b>P27</b>	<b>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.</b>		
P27 A01	Work with Imtac and other specialist organisations to identify and disseminate best practice for transport providers on the communication of transport information.	MIU Imtac	Ongoing
P27 A02	Submit revised business case for the introduction of audio and visual announcements of travel information on buses	Translink	April 2009
P27 A03	Examine the business case of introducing audio and visual announcements of travel information on buses.	PPTD	September 2009

**Accessible Transport Strategy Draft Action Plan 2009-2012**

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Ref	Policies and Actions	Who	Outcome
P27 A04	Produce access policy for bus and rail services.	Translink	June 2009
<b>P28</b>	<b>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.</b>		
P28 A01	Transport service providers will provide DRD with copies of all information issued about services that are financially supported by DRD.	Translink FPT NI CTA MIU	Ongoing
<b>P29</b>	<b>Ensure that information systems are out in place to support the development of accessible transport chains.</b>		
P29 A01	Revise and distribute the Travel Safe guide.	MIU	July 2010
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

**Accessible Transport Strategy Draft Action Plan 2009-2012**

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<b>Ref</b>	<b>Policies and Actions</b>	<b>Who</b>	<b>Outcome</b>
P29 A03	Investigate possibilities to provide timetable information by text messaging.	Translink	December 2009
P29 A04	Undertake social audit report of CT partnerships to assess the non-financial, social, economic and environmental impact of the Scheme in meeting the Department's objectives.	PPTD	June 2009
P29 A05	Review and republish the series of "Out and About" fact-sheets and ensure these are made widely available.	Imtac	Ongoing
P29 A06	Examine and scope the potential advantages and problems associated with the creation of a central body to co-ordinate booking of transport services for older people and people with disabilities.	PPTD Imtac CTA	November 2009
P29 A07	Review conclusions of research into central body to co-ordinate booking of transport services.	PPTD	July 2010
P29 A08	Update the information contained in the Access Guide to bus and rail passenger facilities and distribute to the public.	Translink	Annually

**Accessible Transport Strategy Draft Action Plan 2009-2012**

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<b>Ref</b>	<b>Policies and Actions</b>	<b>Who</b>	<b>Outcome</b>
P29 A09	Continue to provide a Web based "Guide to Accessible Transport in Northern Ireland" at <a href="http://www.ni-transportguide.info">http://www.ni-transportguide.info</a>	PPTD	Ongoing
P29 A10	Produce accessible timetable information for bus & rail services.	Translink	Ongoing
P29 A11	Update accessible information on Translink internet site.	Translink	March 2010
P29 A12	Examine the current provision of Audio and Visual information at all main bus and rail stations.	Translink	Review March 2010

**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	Outcome
<b>P30</b>	<b>Provide a range of travel concessions for older people and people with disabilities through the Northern Ireland Concessionary Fare Scheme.</b>		
P30 A01	Consider the options for further expansion of the Northern Ireland Concessionary Fare Scheme.	PPTD	2010
P30 A02	Based on the outcome of the work at P08A05, explore the possibility of using Taxis' to deliver transport services	PPTD	July 2010
P30 A03	Investigate the implementation of providing return tickets for concessionary travel on train services.	PPTD Translink	April 2009
<b>P32</b>	<b>Provide practical assistance with travel to help people with disabilities to access training and job opportunities.</b>		

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**Accessible Transport Strategy Draft Action Plan 2009-2012**

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<b>Ref</b>	<b>Policy and Actions</b>	<b>Who</b>	<b>Outcome</b>
P32 A01	Raise awareness of the range of measures provided by Department of Employment and Learning in the 'Access to Work Programme'.	DEL	Ongoing

## **Chapter 3**

### **Achievements: Accessible Transport Strategy Action Plan 2007-2009**

## ATS ACTIONS ACHIEVED

This chapter highlights the actions which have been achieved from the 2007-2009 ATS Action Plan. The reference numbers used refer to the reference numbers of each action contained within the 2007-2009 Action Plan.

### 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	Outcome
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		
P01A04	Set an end date by which all trains must comply with DDA Accessibility Regulations.	PPTD	Achieved, 2020 has been agreed as the end date by which all trains must comply with DDA Accessibility Regulations
P01A05	Introduce regulations to bring into operation The Private Hire (Carriage of Guide Dogs etc.) Act 2002.	DOE	Achieved These

**Accessible Transport Strategy Draft Action Plan 2009-2012**

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<b>Ref</b>	<b>Policies and Actions</b>	<b>Who</b>	<b>Outcome</b>
			regulations (specifically, the Disability Discrimination (Private Hire vehicles) Carrying of Guide Dogs etc) Regulations (NI) [SR 2008 No.19] came into operation on 28 February and 1 June 2008
<b>P02</b>	<b>Enforce effectively any Accessibility Regulations that apply to new buses, coaches, taxis and trains.</b>		
P02 A02	Establish a certification and civil enforcement regime for Rail Vehicle Accessibility Regulations.	PPTD	Achieved Enforcement will be under the requirements on the PRMTSI in the future. Indeed, as with RVAR, trains cannot be put into use without compliance with these requirements, externally validated.
<b>P03</b>	<b>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.</b>		

**Accessible Transport Strategy Draft Action Plan 2009-2012**

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<b>Ref</b>	<b>Policies and Actions</b>	<b>Who</b>	<b>Outcome</b>
P03 A02	Establish procedures in consultation with Imtac for recruiting of members for the committee and its Chair to ensure that there is an appropriate balance in terms of community background, gender, age and geographical origin of its members, subject to the proviso that at least half of its membership will comprise people with disabilities.	MIU Imtac	Achieved Procedures established and agreed with DRD
P03 A03	Enhance the skills and expertise of Imtac and remove barriers to participation by identifying and providing appropriate training and support.	Imtac	Achieved Imtac have established a training programme for new and existing & future members.
P03 A05	Establish consultation mechanisms to involve a wide range of older people and people with disabilities and their representative organisations in the work areas of Imtac as set in Imtacs' communication strategy.	Imtac	Achieved
<b>P04</b>	<b>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.</b>		
P04 A02	Consult with CTA about vehicle design, service co-ordination, better information provision, training standards etc, in relation to CT operations.	PPTD CTA	Achieved

**Accessible Transport Strategy Draft Action Plan 2009-2012**

Ref	Policies and Actions	Who	Outcome
<b>P06</b>	<b>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.</b>		
P06 A01	Investigate suitable training programmes for DRD staff.	MIU	Achieved
P06 A03	Produce an advisory leaflet about training standards in meeting the needs of older people and people with disabilities.	Imtac	Achieved
<b>P07</b>	<b>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.</b>		
P07 A01	Policy 7 to be applied to the following grant programmes: Transport Programme for People with Disabilities; the Rural Transport Fund; Bus Challenge; and implementation of RTS initiatives such as Demand Responsive Transport, Urban Bus Networks and Small Vehicle fixed route services. Translink will apply the policy when making decisions about prioritising the upgrading bus routes to provide full accessibility and deploying accessible vehicles.	DRD Translink	Achieved Now forms part of the Grant Funding process. Translink now prioritise the use of accessible vehicles in urban areas. The GISTRAN unit within Translink have identified these areas as the areas with the highest density of disabled people and older

**Accessible Transport Strategy Draft Action Plan 2009-2012**

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Ref	Policies and Actions	Who	Outcome
			people.
<b>P08</b>	<b>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.</b>		
P08 A02	Imtac will work with the Consumer Council to raise awareness with local airports and airlines about the new European wide rights for disabled people travelling by air.	Imtac	Achieved
<b>P09</b>	<b>Ensure that there is effective communication of the Accessible Transport Strategy and understanding of the issues by key partners.</b>		
P09 A01	Provide training seminars to raise awareness of the Accessible Transport Strategy and distribute information about the strategy.	MIU	Achieved

**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	Outcome
<b>P10</b>	<b>Ensure that best practice in accessible design is followed, when providing new public transport infrastructure.</b>		
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 best practice in accessible design.	PPTD Translink	Achieved DDA 1995 requires that all new buildings have and will be built with these requirements as standard, the other buildings will be brought up to standard with the DDA Project to include essential facilities such as: Deaf loop systems, Ramps, Lower counters, Lifts, Escalators, Brail, etc.

**Accessible Transport Strategy Draft Action Plan 2009-2012**

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Ref	Policies and Actions	Who	Outcome
<b>P11</b>	<b>Promote the use of accessible vehicles on public transport and “alternative” transport services that are supported financially by Government.</b>		
P11 A01	Policy 11 about promoting the use of accessible vehicles applies generally to all public, private and community transport services that DRD supports through bus grants and spending programmes such as the Rural Transport Fund and the Transport Programme for People with Disabilities; and the implementation of RTS initiatives such as Demand Responsive Transport, Urban Bus Networks and Small Vehicle fixed route services.	PPTD	Achieved The use of accessible vehicles is a requirement of government funding.

**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	Outcome
<b>P12</b>	<b>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.</b>		
P12 A01	Identify walk networks as part of the work on Local Transport Studies carried out in urban areas outside Belfast.	Roads Service	Achieved Sub-Regional Transport Plan published in June 2007 includes Blueprints for each town & cities.
P12 A02	Develop "Local Walking Plans" for major towns and cities.	Roads Service	Achieved Included in SRTP and BMTF
P12 A04	Develop guidance for Roads Service staff on the impact of the DDA on the management of the road network and update policies on parking provision for people with disabilities and standards for ramps and level access to premises from the	Roads Service	Achieved Included in DEM86/05

**Accessible Transport Strategy Draft Action Plan 2009-2012**

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Ref	Policies and Actions	Who	Outcome
	public footways.		
P12 A05	Provide a grant system under the TPPD to support existing Shopmobility schemes and establish new schemes to enable people with mobility impairment to more easily access the pedestrian environment in urban areas.	PPTD	Achieved The department has established a regional Shopmobility body and revised guidance on the establishment of Shopmobility schemes has been developed.
<b>P13</b>	<b>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.</b>		
P13 A01	Introduce into the operation 395 new buses that are fully compliant with the PSV Accessibility Regulations.	Translink	Achieved 350 Ulsterbus & 45 Metro
P13 A05	To further investigate “grounding” problems that low-floor buses have in some rural areas and take remedial action where appropriate.	Translink Roads Service	Achieved New rural buses introduced in 2008

**Accessible Transport Strategy Draft Action Plan 2009-2012**

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Ref	Policies and Actions	Who	Outcome
<b>P14</b>	<b>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.</b>		
P14 A01	Provide financial support to operate door-to-door transport services for people who are unable to use conventional public transport services in urban areas.	PPTD	Achieved Door-to-door services for those who find it difficult or impossible to use conventional public transport are being introduced in all urban areas with a population of more than 10,000.
P14 A02	Provide financial support to operate door-to-door services for people living in rural areas through Rural Community Transport Partnerships and new demand responsive services.	PPTD	Achieved The Department continues to provide support to the Rural Community Transport Partnerships to provide Door-to-Door and other specialised transport services to people living in

**Accessible Transport Strategy Draft Action Plan 2009-2012**

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Ref	Policies and Actions	Who	Outcome
			rural areas. In 2005/06 the Partnerships provided some 561,881 passenger trips to people living in rural areas. Of these 135,000 trips were for ages 65 & over and 7,405 were for people with disabilities.
P14 A03	Review the provision of Door-to-Door service in rural areas.	PPTD	Achieved April 2008
P14 A05	Review the application process for people applying for concessionary fares Smart Passes.	PPTD	Achieved
P15	<b>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.</b>		

**Accessible Transport Strategy Draft Action Plan 2009-2012**

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<b>Ref</b>	<b>Policies and Actions</b>	<b>Who</b>	<b>Outcome</b>
P15 A03	Support the operation of Rural Community Transport Partnerships to enable them to provide accessible transport opportunities for people living in rural areas who experience mobility impairment.	PPTD	Achieved September 2007
<b>P17</b>	<b>Ensure that new development in the built environment properly addresses the transport needs of older people and people with disabilities in their design.</b>		
P17 A01	Ensure that the needs of pedestrians, cyclists and public transport users have been properly addressed in proposals by developers.	DOE Roads Service	Achieved
P17 A03	Carry out Local Transport Studies to assist in the production of Development Plans. Studies include basic accessibility analysis for walking, cycling, public transport and cars (the methodology approach will take account of the needs of people that experience mobility impairment).	Roads Service	Achieved SRTP Published in 2007
<b>P18</b>	<b>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. (PO18/S03)</b>		

**Accessible Transport Strategy Draft Action Plan 2009-2012**

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Ref	Policies and Actions	Who	Outcome
P18 A04	Establish Door-to-Door branded services in Belfast and Derry.	PPTD	September 2008
<b>P19</b>	<b>Exploit opportunities for better co-ordination of services and utilisation of accessible transport resources that exist in the public, private, community and statutory transport sectors to maximise opportunities to develop accessible transport chains and maintain consistent quality standards.</b>		
P19 A02	Provide a Guide which outlines examples of co-ordinated services.	CTA	Achieved
<b>P020</b>	<b>Provide parking concessions for people with disabilities through the Blue Badge scheme.</b>		
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	Achieved

**Strategic Objective Four**

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

<b>Ref</b>	<b>Policies and Actions</b>	<b>Who</b>	<b>Outcome</b>
<b>P22</b>	<b>Provide parking concessions for people with disabilities through the Blue Badge scheme.</b>		
P22 A01	Provide an efficient driver assessment service and driving school for people with disabilities through the NI Mobility centre.	DA	Achieved

**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	Outcome
<b>P25</b>	<b>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.</b>		
P25 A04	Incorporate best practice in the design of bus and rail stations to improve personal security and reduce fear of crime for passengers.	Translink	Achieved Translink has CCTV systems at all existing Translink locations.
P25 A05	Use CCTV on public transport vehicles to deter crime and vandalism.	Translink	Achieved Translink has CCTV systems on all new Translink vehicles.
P25 A08	Encourage more schools to take part in the “Bee Safe” bus campaign which aims to tackle problem behaviour of pupils on buses.	Translink	Achieved Translink employ a team of two dedicated staff who visit schools on a daily basis around Northern Ireland

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**Accessible Transport Strategy Draft Action Plan 2009-2012**

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<b>Ref</b>	<b>Policies and Actions</b>	<b>Who</b>	<b>Outcome</b>
			raising awareness. Translink has also distributed a CD to all schools.

**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	Outcome
<b>P29</b>	<b>Ensure that information systems are out in place to support the development of accessible transport chains.</b>		
P29 A01	Work with the Imtac to identify audiences for using wheelchairs on public transport and distribute copies of the DfT report "Wheels within Wheels".	MIU Imtac	Achieved
P29 A09	Continue to provide a Web based "Guide to Accessible Transport in Northern Ireland" at <a href="http://www.ni-transportguide.info">http://www.ni-transportguide.info</a>	PPTD	Achieved

**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	Outcome
<b>P30</b>	<b>Provide a range of travel concessions for older people and people with disabilities through the Northern Ireland Concessionary Fare Scheme.</b>		
P30 A01	Review the operation of the Northern Ireland Concessionary Fare Scheme.	PPTD	Achieved
<b>P32</b>	<b>Provide practical assistance with travel to help people with disabilities to access training and job opportunities.</b>		
P32 A01	Raise awareness of the range of measures provided by Department of Employment and Learning in the 'Access to Work Programme'.	DEL	Achieved

## **ANNEX A**

### **Freedom of Information Act 2000 –**

#### **Confidentiality of Consultations**

The Freedom of Information Act gives the public a right of access to any information held by a public authority, namely, the Department in this case. This right of access to information includes information provided in response to a consultation. The Department cannot automatically consider as confidential information supplied to it in response to a consultation. However, it does have the responsibility to decide whether any information provided by you in response to this consultation, including information about your identity, should be made public or be treated as confidential. If you do not wish information about your identity to be made public please include an explanation in your response.

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- the Department should only accept information from third parties in confidence if it is necessary to obtain that information in connection with the exercise of any of the Department's functions and it would not otherwise be provided
- the Department should not agree to hold information received from third parties "in confidence" which is not confidential in nature
- acceptance by the Department of confidentiality provisions must be for good reasons, capable of being justified to the Information Commissioner

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





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