



**An Roinn Iompair,
Turasóireachta agus Spóirt**
Department of Transport,
Tourism and Sport

Accessibility Consultative Committee
Work Programme (Q2 2018)

30 June 2018

No	Action	Strategy Action comes from	Who	When	Current Position
Over-arching Public Transport					
01	<p>We will improve the accessibility and availability of public transport, especially inter-city buses and rural transport and accessibility of train and bus stations.</p> <p>We will focus on linking up the different forms of transport and make connections accessible as well as transport information, including audible announcements.</p> <p>We will prioritise the maintenance, management and monitoring of systems and services which make transport accessible.</p>	NDIS Action 100	DTTAS	Cont	<ul style="list-style-type: none"> On 25 June 2018, the Minister for Transport, Tourism and Sport, Shane Ross TD and Minister of State for Tourism & Sport, Brendan Griffin TD launched 'Linking people and places' as part of Government's Project Ireland 2040 capital investment programme (NDP). Almost €25billion which will be invested in transport, tourism and sport infrastructure over the next 10 years. New major public transport programmes to be delivered under the NDP will be fully accessible as part of the normal design and there will also be a continued investment programme to fund retro-fitting of older existing public transport facilities to enhance accessibility.
02	<p>Plan for appropriate public spending and investment in efficient, sustainable, integrated and accessible land transport networks and services.</p>	SoS 2016-2019	DTTAS	2016 - 2019	<ul style="list-style-type: none"> 'Linking people and places' is available on the Department's website at http://www.dttas.ie/corporate/publications/english/project-ireland-2040-linking-people-and-places

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Over-arching Public Transport (continued)					
03	<p>We will invest to make public transport services more accessible for people with disabilities. Examples of such investment include increased wheelchair access to bus and train stations, bus fleet enhancement and audio announcements on train and bus services, to aid the visually impaired.</p> <p>We will examine transport service provision for young people with disabilities to ensure that the service is fit for purpose, consistent with their needs.</p>	<p>PfG 14.1.18</p> <p>PfG page 72</p>	DTTAS	2016 - 2019	<ul style="list-style-type: none"> • On 21 May 2018, the Minister for Transport, Tourism and Sport Mr. Shane Ross TD hosted a round-table discussion on public transport policy. • This stakeholder event brought together a wide range of representatives of consumer and passenger interests, public transport operators, staff and unions, business interests, environmental groups, research institutes and the academic community, regulators, legislature and policy makers. • The disability sector was represented by the NDA and the office of Senator John Dolan, CEO of Disability Federation Ireland. • It is anticipated that the formal public consultation will be in late 2018.
04	<p>Improved provision and delivery of accessible public transport services.</p>	SP Action 01	NTA	Cont	<ul style="list-style-type: none"> • The deadline for applying for the vacancies on the Boards of the transport companies was extended to 27 April. • It is expected that the new Directors with direct personal experience of disability will be appointed to these Boards in Q3 2018.

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Advance Notice					
05	We will introduce a pilot scheme on the DART for mobility-impaired customers requiring assistance that will significantly reduce the advised notice time for travelling, and ensure a better response when customers requiring assistance cannot give notice.	NDIS Action 101	Irish Rail	Q3 2017	<ul style="list-style-type: none"> • The Irish Rail DART Improved Accessibility pilot project which is aimed at reducing the period of advance notice from 24 to 4 hours, commenced at the end of January 2018. • Since then, Irish Rail has published monthly reports on its website at http://www.irishrail.ie/access-dart
06	We will review operational issues in relation to the need for advance notice of accessibility requirements for train travel with a view to removing barriers for service users with disabilities.	NDIS Action 110	Irish Rail Bus Éireann	Q4 2017	<ul style="list-style-type: none"> • This is an initial 6 month trial project.

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Audio & Visual announcements					
07	We will commit to the implementation of consistent and reliable on-board audio and visual announcements on all public transport vehicles including buses, coaches DART, trains and trams and to monitoring and maintaining this aspect of accessibility.	NDIS Action 111	NTA CIE DTTAS Operators	Cont	<p>TII</p> <ul style="list-style-type: none"> • TII recognises the importance of consistent and reliable audio and visual announcements, particularly with respect to critical information such as destination and next stop announcements. • Red Line announcements have recently been upgraded to include additional destination announcements and the Green Line will follow shortly. • TII notes that the dual language requirement introduces an additional challenge as there is limited capacity on the system. <p>Bus Éireann</p> <ul style="list-style-type: none"> • Bus Éireann and the NTA are currently working on the “Short Common Name” (SCN) Project. • This involves the renaming of every stop within the Bus Éireann nationwide network using a standard naming criteria in both the Irish and English languages. • Separately the NTA are undertaking this task with all other transport operators.
08	Implement on-board announcements of next stops on all public transport to assist those with a visual impairment.	CES Action 2.21	NTA	Q4 2015	

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Passenger Assistance					
09	Develop the passenger assistance concept further for assisting people with a disability to plan their public transport journeys.	CES Action 2.12	NTA	Q2 2015	<ul style="list-style-type: none"> • The NTA continues to support the travel assistance scheme which is managed by Dublin Bus. • The scheme aims to give people with disabilities confidence to use public transport. • Under the scheme an assistant can accompany people who need help using public transport and to plan a journey on Dublin Bus, Luas and DART.

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Market Consultation & Commercial operators					
10	We will undertake a market consultation exercise with bus vehicle manufacturers who engage with us to establish the feasibility and availability of certain wheelchair accessibility options suitable for use in Ireland, and develop proposals in relation to attaching conditions regarding wheelchair accessibility on commercial licensed services.	NDIS Action 102	NTA	Q4 2017	The NTA intends to publish its proposals in this area in late 2018 which will set out minimum accessibility standards for fleet operating public transport services for new licences and on renewal of existing licences.
11	Examine the introduction of conditions on licensed commercial operators of public transport services to provide wheelchair accessible vehicles.	CES Action 2.13	NTA	Q1 2015	
12	Attachment of conditions , including accessibility conditions , to the grant of bus licences.	SP Action 05	NTA	2018	

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Infrastructure					
13	Make all railway stations accessible to people with mobility, sensory and cognitive impairments.	SP Action 18	NTA Irish Rail	Cont	<p>Irish Rail - Railway Accessibility</p> <ul style="list-style-type: none"> • Details of the 2018 Programme are attached at Appendix A <p>Bus Éireann – accessible bus stops</p> <ul style="list-style-type: none"> • The long term objective is to install a wheelchair accessible bus stop in every town in Ireland. • Funding has been allocated for up to 40 stops. This is being rolled out on a route by route basis. • The routes being focussed on initially are Routes 30 (Dublin-Donegal) and 32 (Dublin-Letterkenny). • Following on from this, the project will be rolled out on a nationwide basis. • A wheelchair platform in Drogheda bus station is being installed in the current tranche of works. • Letterkenny Bus Station works ongoing. • The NTA is also providing funding for accessible bus stop works at Dungarvan Co. Waterford.
14	Invest in supporting infrastructure to increase their level of accessibility i.e. bus stops, bus and rail stations, bus ramps.	CES Action 2.19	NTA	Cont	
15	We will ensure further roll-out of accessible inter-city coaches and accessible regional / rural coach and bus stops.	NDIS Action 109	NTA Bus Éireann LAs	Cont	
16	All bus stops made compatible with accessible buses.	SP Action 06 SP Action 07	NTA LAs AGS Service Providers DHPLG TII DTTAS	Cont	
17	Make all bus stations accessible to people with mobility, sensory and cognitive impairments.	SP Action 08	NTA Bus Éireann	Cont	

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Accessible bus & coach					
18	Invest in bus fleet to increase the number of wheelchair accessible vehicles in the provision of public transport services.	CES Action 2.18	NTA	Cont	<ul style="list-style-type: none"> • In 2017 the NTA initiated a tender competition for a potential new (single deck) medium distance bus/coach type vehicle which would allow wheelchair users to board with normal ramp access on PSO services replacing the high floor type coach which requires an external wheelchair lift. • These vehicles being sought are intended for routes up to 50km, being regional commuter routes. • The tender competition has been completed and the preferred supplier identified. • The first of these vehicles are expected to enter service in Q1 2019.
19	Make all urban public transport buses accessible for people with mobility, sensory and cognitive impairments.	SP Action 03	NTA Bus Éireann, Dublin Bus, Private Operators	Cont	
20	Provide scheduled coach-based services that are accessible to people with mobility, sensory and cognitive impairments.	SP Action 04	NTA Bus Éireann Private Operators	Cont	

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Rural Transport Programme (RTP) / Local Link services					
21	Develop the concept of car-sharing beyond the car sharing website and voluntary car schemes that currently exist and tailor that provision for those with a disability.	CES Action 2.11	NTA	Q4 2015	<ul style="list-style-type: none"> The new Evening and Night Time Local Link Services were officially launched in Tipperary and Kerry on 22 June 2018. The initial launch took place in Cashel, followed by the main launch in Listowel during which Minister Shane Ross and Minister of State Brendan Griffin travelled on one of the new evening services around the town. These services will run on average from 6pm to 11pm typically on Friday and Saturday evenings The provision of these evening and night new services is aimed at addressing unmet transport needs and addressing social isolation in rural areas, and will run until December 2018 on a pilot basis. A total of 65 additional services were approved for funding, throughout the country, covering all 17 Local Link areas. All the new evening services are using accessible vehicles.
22	Develop the model of door-to-door community transport provision that is currently being provided in isolated rural areas.	CES Action 5.4	NTA	Cont	
23	Ensure that Rural Transport Programme vehicles are accessible, having regard to all passenger needs.	APRD Action 245	NTA	Cont from 2017	
24	Maintain and integrate the Rural Transport Programme with other local transport services as much as is practicable.	NPAS Action 1.5	DTTAS	Cont	
25	Enhanced availability of local and rural transport services for all	SP Action 15	DTTAS	Cont	

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Heavy Rail services					
26	Make all suburban trains accessible to people with mobility, sensory and cognitive impairments.	SP Action 16	NTA Irish Rail	Cont	All new trains, whether DART, regional, commuter or Intercity will be fully accessible internally.
27	Make all Inter-City passenger trains accessible to people with mobility, sensory and cognitive impairments.	SP Action 17	NTA Irish Rail	Cont	
Fares					
28	Simplify the fares structure across the public transport modes to make them easier to understand.	CES Action 2.14	NTA	Cont	This is a continuous process implemented through the NTA's annual fares determination process.

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Light Rail services					
29	In conjunction with visually impaired people, identify and implement workable solutions to assist them in identifying the correct Luas tram to board when a number of services are operating in close proximity.	SP Action 19	TII NTA Transdev	Cont	<ul style="list-style-type: none"> • This work is ongoing. TII have carried out extensive research in this area. • Existing work-arounds include web based solutions and the use of the on-platform emergency help points. • TII is currently looking at driver activated announcements at certain key/spur stops.

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PSO					
30	Provide a subsidy to fund the provision of public transport services throughout the State.	CES Action 2.17	NTA	Cont	<ul style="list-style-type: none"> • Following reductions in the early years of this decade, the improved budgetary framework in the last 3 years has allowed a series of annual increases to overall PSO funding for bus and rail services to be provided. • Budget 2018 provided an 8% increase in the overall Exchequer funding for PSO services across the bus and rail networks, bringing the cumulative increase over 2016-2018 to €75 million, or 36%. • In 2018, over €285 million will be allocated to support the delivery of PSO services.
Direct Award Contracts					
31	Monitor the implementation of the Plan by transport operators under the Direct Award contracts with the NTA.	SP Action 02	NTA	Cont	The NTA is reviewing the contracts and is gearing up to start a formal statutory consultation relating to the post November 2019 period in the coming months.

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Taxi					
32	Facilitate the increase in the numbers of wheelchair and accessible taxis across the state by allowing smaller vehicles and incentivising purchase or adaption of those vehicles.	CES Action 2.16	NTA	Cont	<ul style="list-style-type: none"> • Since 2010 the only new vehicle licences issued are for wheelchair accessible vehicles (WAVs). • The NTA opened the 2018 Taxi Wheelchair Accessible Vehicle Grant Scheme on 01 February 2018. • Almost 900 applications were received by the end of May 2018. • Total number of WAVs at end June 2018 was 1,899 vehicles, an increase of 344 on the number of WAVs in the fleet at the start of the year.
33	Improve the accessibility of taxis and hackneys for people with mobility, sensory and cognitive impairments.	SP Action 09	NTA	Cont	
34	Wheelchair Accessible Grant Scheme	SP Action 14	NTA	Cont	

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Technology					
35	Develop the functionality and the availability of the Leap card so that it simplifies the payment for travel for those with a disability.	CES Action 2.15	NTA	Q1 2015	<ul style="list-style-type: none"> 3 million cards have been issued to date. For example, the card has been deployed on all Dublin Bus, Bus Eireann, Iarnrod Eireann and Luas services within the GDA. It is also available on some licensed services in the GDA – Wexford Bus, Matthews Coaches etc.
36	Develop the information tools that are currently available to ensure that they include the information that a person with a disability needs to know in order to take a public transport journey e.g. the National Journey Planner on www.transportforireland.ie is being developed to have an option to plan a journey with no steps .	CES Action 2.20	NTA	Q1 2015 Cont	<ul style="list-style-type: none"> The Dept of Social Protection is rolling out the new Public Services Card and for those that are eligible for Free Travel they will receive a PSC with a Leap chip which will allow them to access public transport services. The operators equipment can now read the Leap variant of the PSC.
37	Develop the Real Time Information System both on-street and on web and smart phone applications to be more accessible and to include real time information that is of value for a passenger with a disability e.g. wheelchair symbol on real time information.	CES Action 5.3	NTA	Q1 2015	<ul style="list-style-type: none"> 670 signs have been deployed throughout the state with 482 located in the Greater Dublin Area. The real time information for all bus and Luas stops is available on the Transport for Ireland website and on the integrated Real Time App which also includes rail data.

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Mobility schemes					
38	<p>We will lead a review of transport supports encompassing all Government funded transport and mobility schemes for people with disabilities, to enhance the options for transport to work or employment supports for people with disabilities and will develop proposals for development of a coordinated plan for such provision.</p> <p>This plan will have regard to making the most efficient use of available transport resources.</p>	NDIS Action 104	DJE with DTTAS NDA DEASP Pobal Revenue	Q4 2017	<p>Department of Justice and Equality is leading on these Actions.</p> <p>Updates will be included as provided by that Department.</p>
39	<p>Undertake a review of transport supports encompassing all Government funded transport and mobility schemes for people with disabilities, to enhance the options for transport to work or employment supports for people with disabilities, and to make proposals for development of a coordinated plan for such provision.</p> <p>This Plan should have regard to making the most efficient use of all available transport resources.</p>	MWP Action 05 Page 123	DJE with DTTAS NDA Pobal DH HSE DEASP DF DPER	Q2 2017 Q4 2017	

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Age related					
40	Promote the age-friendliness of public transport services by accommodating the particular needs of older users (particularly those with compromised mobility) in their design and delivery.	NPAS Action 1.5	DTTAS	Cont	DTTAS sponsored the “ <i>Age Friendly Transport Award</i> ” at the National Age Friendly Recognition and Achievement Awards 2018 on 11 April 2018.
41	Enable people as they age ‘to get out and about’ through the provision of accessible, affordable, and flexible transport systems in both rural and urban areas.	NPAS Action 1.5 Goal 2	DTTAS	Cont	

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SPORT					
42	We will ensure that new buildings and facilities for arts, sport or leisure are based on universal design principles .	NDIS Action 75	DTTAS Sport Ireland DCRA LAs	Cont	The National Indoor Centre Phase 2 is under development.
43	<p>We will foster disability awareness and competence in voluntary, sporting, cultural and other organisations.</p> <p>We will ensure that disability inclusion is fully integrated into funding programmes, monitored and linked to further funding.</p>	NDIS Action 76	DTTAS Sport Ireland DCHG	Cont	<ul style="list-style-type: none"> • Following the launch of the Sport Ireland Policy on Participation in Sport by People with Disabilities in November 2017, each Sport Ireland unit has met to consider its implementation in their work (Jan-Feb). • A draft Annual Report 2017 (May) and a draft Work Plan 2018 (May) has been developed and has been considered by an internal Policy Implementation Group. • Disability Awareness Training has been delivered across Sport Ireland units (April). • The 2017 Irish Sports Monitor was published (May). It identifies that <i>"challenges exist particularly around the resilient social and disability gradients in all forms of participation"</i> (in Sport).

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SPORT					
44	We will develop access to outdoor recreation facilities especially footpaths and trails.	NDIS Action 107	Sport Ireland LAs	Cont	<ul style="list-style-type: none"> • Sport Ireland Trails continues to work with IWA-Sport on the development of Accessibility Guidelines for outdoor facilities. • As well as the public transport companies, Minister Ross intends to appoint a disability advocate to the Board of Sport Ireland. It is intended that the appointment will be made in Q3 2018.

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CROSS-CUTTING AND CROSS-SECTORAL ISSUES					
Procurement of Exchequer Funded Transport Services					
45	Promote accessibility as a key element of Exchequer funded transport procurement .	SP Action 33	OGP NTA	Cont	Accessibility features, such as wheelchair access and audio/visual aids, are built into all new public transport infrastructure projects and vehicles from the design stage.
46	We will also introduce a provision whereby taxi companies who wish to bid for state procurement contracts must ensure that a minimum of 10% of their fleet is wheelchair accessible.	PfG 14.1.19 (Page 134)	OGP	2016 - 2019	In consultation with the NTA, the Office of Government Procurement (OGP) has included a requirement in a recent tender for Taxi Services for Public Bodies in the Greater Dublin Area for bidders to have a minimum fleet size, 10% of which must be wheelchair accessible taxis.

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Disability User Groups					
47	Providers of public transport services should be advised by Disability User Groups in the design and provision of their services.	SP Action 38	ACC NTA NDA Service Provider	Cont	<ul style="list-style-type: none"> • Irish Rail User Group representatives presented at the ACC meeting on 30 May 2018. • TII holds regular Luas User Group meetings – approximately 3 per year. • At the 28 March 2018 meeting the items discussed included: <ul style="list-style-type: none"> ○ Luas Cross City, Lessons Learned. ○ Green Line Extension Update ○ Audio and Visual Announcements ○ Broken lifts notification/newsfeed apps ○ Collaborative promotional videos ○ Metrolink public consultation
48	Continue the work of the Maritime Passenger Transport Forum (MPTF)	SP Action 39	DTTAS working with the MPTF	Annual	The Department continues to pursue initiatives to promote improvements in maritime passenger transport accessibility.

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Disability Awareness Training					
49	Maintain disability awareness in all agencies concerned with the provision of public transport	SP Action 34	NTA Providers DTTAS	Cont	<ul style="list-style-type: none"> • Disability awareness training is provided by state transport operators • For example, TII and Transdev run an ongoing programme of Disability Awareness Training.
50	The NTA to put in place a mandatory Skills Development Programme that will have as a core element disability awareness and training relevant to the provision of a service for people with mobility, sensory and cognitive impairments.	SP Action 35	NTA	Cont	<ul style="list-style-type: none"> • Strict terms and conditions apply to the WAV grant to ensure vehicles are used for intended purpose and disability awareness training is a condition of the grant. • Training is provided free of charge by the NTA/IWA
51	Improved consistency in the provision of disability awareness training .	SP Action 36	ACC DJE NDA		As per DJE instructions, the Report by the ACC Sub-Committee on Disability Training has been forwarded to DJE for submission to the NDA and consideration in due course by the NDIS Steering Group.

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Websites					
52	Accessibility upgrades to public transport related websites .	SP Action 40	DTTAS NTA Service Provider	Cont	<ul style="list-style-type: none"> In 2017, TII conducted an accessibility audit of all of its websites and introduced measures to bring them to as high a compliance level as possible, given the requisite map and image content. Feedback has been sought from users via the LUG meetings.
53	Provision of a ' one-stop shop ' for public transport information.	SP Action 41	NTA	Cont	<ul style="list-style-type: none"> The NTA is the national enforcement body in Ireland for the Rights of Passengers Travelling by Sea and Inland Waterways. The NTA is also the National Enforcement Body for Rail and Bus/Coach. The existing Transport for Ireland website is a "one stop shop" for public transport information - www.transportforireland.ie
54	Monitoring and/or enforcement of Work Programme actions .	SP Action 42	DTTAS ACC NTA User Groups NDISSG CESIG	Cont	<ul style="list-style-type: none"> Next ACC meeting is 05 September 2018. Next NDISSG is scheduled for 09 September 2018. Meeting on 21 June was cancelled. Next CESIG meeting is scheduled for 07 July 2018

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Annual Reports					
55	Each state agency, regulatory body, company or representative organisation or other body or organisation that is comprehended by Transport Access for All and required by statute to prepare and/or publish an annual report, must include therein a yearly progress report on how it is meeting its obligations under this Sectoral Plan.	SP page 88	All relevant members of ACC	Cont - Annual	<ul style="list-style-type: none"> • All relevant Agencies to include required progress report in Annual Reports. • The 2017 TII Annual Report is due to be published in September 2018 and will include a progress report on how it is meeting its obligations under the Sectoral Plan. • The Commission for Aviation Regulation (CAR) is the national enforcement body (NEB) for EC Regulation No. 1107/ 2006 in Ireland. • The CAR routinely includes updates on the application of Regulation 1107/ 2006 (including its handling of same) in its annual reports. • Sport Ireland has prepared a draft Annual Report 2017 in line with its Policy on Participation in Sport by People with Disabilities. Its contents are being considered for inclusion in the Sport Ireland Annual Report 2017.

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Roads					
56	Make pedestrian facilities on roads more accessible for persons with disabilities.	SP Action 22	LAs with TII oversight for National Roads and DTTAS oversight for other Roads	Cont	TII follows best practice in the delivery of pedestrian facilities, including the Design Manual for Urban Roads and Streets (DMURs), NDA Buildings for Everyone and Part M of the building regulations – where appropriate - as well as TII’s own standards, published under TII Publications.

Glossary of Terms

ACC	Accessibility Consultative Committee
AGS	An Garda Síochána
CCMA	City and County Managers Association
CES	Comprehensive Employment Strategy for People with Disabilities 2015-2024
CEUD	Centre for Excellence in Universal Design
CIÉ	Córas Iompair Éireann
Cont	Continuous
DART	Dublin Area Rapid Transit
DCHG	Department of Culture, Heritage and the Gaeltacht
DEASP	Department of Employment Affairs and Social Protection
DF	Department of Finance
DH	Department of Health
DHPLG	Department of Housing, Planning and Local Government
DJE	Department of Justice and Equality
DPER	Department of Public Expenditure and Reform
DTTAS	Department of Transport, Tourism and Sport
Dublin Bus	Dublin Bus/Bus Átha Cliath
GDA	Greater Dublin Area

HSE	Health Service Executive
Irish Rail	Irish Rail/Iarnród Éireann
LA	Local Authority
LGMA	Local Government Management Agency
MWP	Make Work Pay for People with Disabilities
NDA	National Disability Authority
NDIS	National Disability Inclusion Strategy 2017-2021
NTA	National Transport Authority
OGP	Office of Government Procurement
Operators	Commercial/private bus companies
PfG	Programme for a Partnership Government
PSO	Public Service Obligation
Revenue	Revenue Commissioners
RTP	Rural Transport Programme, now operating under the “Local Link” brand
SP	DTTAS Sectoral Plan “Access for All”
SoS	DTTAS Statement of Strategy
TCU	Transport Co-ordination Units/Local Link Offices
TII	Transport Infrastructure Ireland
Transdev	Transdev Ireland operates the Luas (Light rail) system
WAV	Wheelchair Accessible Vehicle