



National Coach Connections Summit

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Accessible Transport Standards and the Coach Sector An Overview

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The Compliance Framework

- Compliance is based on percentage of Trips
- A trip is a “public transport service”
- An inward journey and outward journey are to trips
- 100% compliance to all standards is required by 31/12/22



Key Coach Sector Issues

- The creation of a cross-operator DDA compliance pool, which would allow an operator the flexibility of calling on the services of other operators' services to meet the accessibility needs of passengers with disabilities.



Key Coach Sector Issues

- The retention of a tour operators' right to determine the suitability of a person with a disability taking part in a tour without fear of a complaint being made where infrastructure for the tour is inadequate or the nature of the tour is unsuitable e.g. an adventure tour.
- A National standard and label to identify which mobility devices are suitable to travel on a bus and coach



Key Coach Sector Issues

- A defined exemption from the requirements of the Disability Standards for Accessible Public Transport for **chartered** bus services as applied to chartered boat services, limousines, hire cars and small aircraft.



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Key Coach Sector Issues

- Equivalent Access and Unjustifiable Hardship
- The Complaints Process
- Performance based V's Prescriptive

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Questions?

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