

# Accessibility

Our proposal is to provide an inclusive and accessible bus system

This proposal seeks to ensure that the bus system is accessible to our customers and communities.

To achieve this, we propose:

- Involving our communities, including older people, disabled people and young people in the design and delivery of the bus system
- Providing an inclusive customer experience
- Providing information which meets best practice guidelines and statutory requirements

This includes:

- Establishing a 'reference' group to work in an accessibility advisory capacity on the development of projects and services
- Maintaining dialogue with stakeholder groups through regular communications and engagement
- Embedding disability awareness training for transport staff
- Ensure that complaints procedures are accessible and well promoted
- Recording and monitoring accessibility related complaints and using data to inform service improvements
- Adopting a clear, consistent policy on the use of wheelchair priority spaces
- Adopting a Customer Service Charter, including a section on accessibility, enabling customers to know what to expect when they travel

