

29 August 2021

Chief Executive Officer
Willoughby City Council
P.O. Box 57
Chatswood NSW 2057

Dear Ms Just,

Accessibility of the Artarmon Loop Bus Service

The Disability Discrimination Act Transport Standards (2002) require Willoughby City Council (WCC) to provide an accessible community transport service. When providing access to the Loop Bus service WCC needs to consider the following three actions within its program:

1. Accessibility of the buses;
2. Disability awareness training for bus drivers; and,
3. Accessibility to infrastructure such as bus shelters.

The Artarmon Progress Association (APA) understood that the buses being used for this service were completely accessible, and that disability awareness training had been provided to bus drivers. But the APA has since learnt that the buses used do not provide access and employees do not have the necessary skills.

Further, a Willoughby Council Transport Strategy 2036 initiative is *'to investigate the extension of The Loop bus services through possible new routes and extended hours of operation.'* Any extension of bus services would assume that actions one and two have already been implemented. The APA understands that funding will be available for the installation of accessible new bus shelters over the next two years. Could you please clarify the status of this initiative, as well as the above three actions?

Yours faithfully,

A handwritten signature in blue ink that reads 'G. Roussac'.

Georgie Roussac
President
Artarmon Progress Association