

RD AND FH SAINTY  
T/A NORTH EAST BUS SERVICE  
110 MT STUART DRIVE  
NEWNHAM  
LAUNCESTON 7248

036554  
contract 1812

19 JUL 2011  
BY:

## DSAPT ACTION PLAN 2011

### HISTORY

RD and FH Sainty established in 2005, purchasing a special needs school contract in Launceston. In 2006 then taking over the student access service only, from Bridport to Launceston. New general access contracts were introduced in 2009 allowing us to expand our business in the North East of Tasmania. Meeting the needs of the general public, we changed the Bridport student access only service over to a general access service. Providing transport not only for students, but also for all members of the public. Now providing a broader service in the North East. Introducing our new trading name as North East Bus Service.

### SERVICES IN THE NORTH EAST

North East Bus Service provides a long distance general access service to the following towns. Lilydale, Lebrina, Nunamara, Scottsdale, Bridport, Legerwood, Ringarooma, Branxholm, Derby, and Winnaleah to Launceston and return. In November 2010 as part of our new general access contracts improvement service. For a trial period of 12 months, we are operating a Saturday service from Launceston to Bridport via Scottsdale.

### ACTION PLAN

Currently to comply with DSAPT we have provided a 33 seat capacity wheelchair accessible coach style vehicle. Purchased in September 2009. Equipped with destination signs security camera and seat belts. Prior to the new general access service, we purchased a new BCI coach in September 2008, for our then student only service from Bridport to Launceston. When purchasing this bus student only access services did not have to be DSAPT compliant, there for when we changed this service over to general access, along with the other new vehicle gave us a 50% DSAPT compliant service.

Subject to the terrain of the North East of Tasmania approximately 90% of the roads do not have road side curbs for easy wheelchair access, there for making the lifts dangerous to operate safely. As part of our vehicle replacement program, on the 31<sup>st</sup> December 2012 we are on the understanding all passenger services should be 55% DSAPT compliant. Even though we are working towards this goal with the purchase of 2 new vehicles in the last 3 years (along with a new special needs vehicle being purchased for our Launceston special needs contract, as this letter is being written ) We find this may be of considerable financial strain to our business.

## **INFORMATION AND OTHER REQUIREMENTS**

### **Timetables:**

Enlarged timetables are available on request, with each service stating wheelchair accessibility.

## **HEARING AUGMENTATION**

Currently obtaining cost on a visual and hearing impairment system, for drivers to communicate to passengers on destinations and general information. Hoping to be fitted in one of the vehicles by September 2011. In place destination signs on all vehicles for all services.

## **EQUIPMENT AIDS**

To be stored in under bus bins, or by trailer with custom made ramp, for aids such as disability scooters.

## **SEATING**

Priority seating is given to wheelchair patron's by allocating and removing quick release seats for passengers to remain in wheelchairs. Signage on forward seats reserved for passengers with special needs.

## **FARES AND GENERAL INFORMATION**

Drivers are capable to assist with any persons requiring assistance or information concerning our services (Operating wheelchair lifts, assisting with boarding and disembarking, ticket sales and directions) For further assistance passengers are referred to the owner operators.

As the owners and operators of these services, we are working to provide better services for passengers with disabilities. We are open to suggestions and guidance from the DSAPT and The Department of Infrastructure and Energy resources.

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