Accessibility Action Plan 2017 - 2019

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CEO Forward

NTT DATA is committed to delivering ticketing services to the Victorian community that takes into account the needs of people with disabilities so that they are not treated less favourably than people who do not have a disability.

This Accessibility Action Plan is a public declaration by NTT DATA of our intention to tackle discrimination in areas of the myki ticketing system where we have responsibility. It aligns with the Accessible Public Transport in Victoria Action Plan 2013-17, released by the Victorian Government and supports the Public Transport Victoria (PTV) Implementation Plan.

The NTT DATA Accessibility Action Plan 2017 – 2019 outlines the initiatives that we will undertake to improve the accessibility to the myki ticketing system, in partnership with Public Transport Victoria (PTV) and builds on the successful implementation and operation of the myki ticketing system during 2008 – 2016.

NTT DATA commits to collaborate and consult for better accessibility outcomes. Through our partnership with PTV, we are including the voice of the myki cardholders in decision making and identifying opportunities for accessibility improvement. NTT DATA will review its Accessibility Action Plan 2017 – 2019 to ensure it is maintained up-to-date on an annual basis and when PTV issues its new Implementation Plan.

Greg Purdy
Senior Vice President and CEO

BACKGROUND AND HISTORY

NTT DATA's role as Ticketing System Provider

Public Transport Victoria (PTV) maintains the ownership of the ticketing system and manages the relationship with Public Transport Operators (i.e. Metro Trains, Yarra Trams, Bus Operators and V/Line) and the travelling public. NTT DATA Payment Services Victoria is a wholly owned subsidiary of NTT DATA Inc and has been contracted by PTV to operate the myki ticketing system. Technical specifications of the ticketing system, including accessibility specifications, are detailed in our contract with PTV and any improvement initiative that leads to a system change follows a formal process of PTV approval.

How myki Works

myki is a reloadable public transport smartcard ticketing system which can be used across buses, trains and trams in Victoria.

Passengers can purchase a myki smartcard, and then add value onto the card either online, by calling the call centre, setting up an auto top up feature, at retail outlets and at card vending machines.

At the start of a trip passengers validate the card at a myki reader. At the completion of a trip, passengers validate their myki card again, at which point the best fare for the trip is assessed and its value is deducted from the myki smartcard.

Our Progress to Date

The myki ticketing system design and any changes have always considered the importance of all customers, particularly those with a disability:

- Card vending machines have been located in places without barriers or obstacles to make sure that there is space to operate them from a clear, flat area that is large enough to manoeuvre mobility aids

- Touch screens of card vending machines are flexible and user interfaces present information clearly for travellers with disabilities

- The touch screens use ergonomic principles to maximise accessibility, with enhanced visibility of displays through managed contrast, colours, font size and the use of intuitive icons

- Card vending machines have raised letters, Braille labels and tactile keypads. The introduction of Paywave simplifies their operation

- Wide myki gates accommodate wheelchairs and myki readers are positioned at a suitable height

- Audible signals indicate successful touch on or touch off of the myki readers

OBJECTIVES AND PURPOSE

This Accessibility Action Plan has been developed to support the objectives outlined in the Disability Discrimination Act 1992 and the Disability Standards for Accessible Public Transport 2002.

Further, the NTT DATA Accessibility Action Plan aims to underpin the "Accessible Public Transport in Victoria Action Plan 2013-2017: PTV Implementation Plan" as it pertains to the Ticketing System Services Agreement.

The Accessibility Action Plan describes how NTT DATA will support PTV in actively eliminating discrimination in myki ticketing services by considering accessibility in:

- Devices and ancillary infrastructure installation

- Awareness and training for staff

- Operational procedures

KEY PRIORITY AREAS FOR 2017-19

The actions listed in this Plan are designed to integrate with the four priority areas defined in the PTV Implementation Plan 2013-2017:

- Customer service

- Consultation and community engagement

- Access to public transport services

- Access to facilities

Along with each action, we have also included a tangible measure. However, these measurements will not be the only indication of success. Overall, the evaluation of the effectiveness of the initiatives described in this plan will be primarily managed through business-as-usual processes, including:

- Complaints monitoring

- PTV audit

- Performance reporting

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ACTION PLAN 2017-19

The actions outlined in this plan are designed to ensure the four key priority areas are addressed with a range of actions including short term and long term actions. In measuring the success of our actions, we will be using a variety of data sources and each action has a defined success measure.

Priority One - Customer Service

NTT DATA aims to maintain a fully accessible electronic ticketing system that provides cardholders confidence in planning, paying for and completing their journey.		
Action	**Measure of success**	**Target Date**
Build awareness and educate NTT DATA employees on accessibility requirements	100% of employees to complete annual online training module	30 June 2017 and annually thereafter
Build a repository of information on the intranet to support and increase NTT DATA employees' accessibility awareness	Intranet page complete	1 January 2017
Ensure customer accessibility by monitoring the condition of devices used by cardholders and ensuring that they are maintained in a good presentation state in compliance with our accessibility commitment and requirements	Presentation performance monitoring surveys every 6 months with overall 'Good' condition	30 June 2017 and 6-monthly thereafter
Reduce time between online top-up and ability to travel to ensure ease of access to public transport	Change implemented	1 January 2017
Delegate overall responsibility of the Accessibility Action Plan implementation and monitoring to the Accessibility Leader to ensure that it is allocated adequate priority and authority	Responsibility allocated and included in the job description	1 January 2017
Build a positive culture of inclusion and customer service within NTT DATA	Annual updates to managers on the progress of this Plan	30 September 2017 and annually thereafter
NTT DATA representatives to participate in PTV's 'Travelling in the Shoes of Others' program and sharing any new ideas with the Accessibility Leader	Participation to the program	1 January 2018

Priority Two - Consultation and Community Engagement

NTT DATA understands the importance of PTV's active engagement with the travelling public, including people with disability, mobility restriction and older people.		
Action	**Measure of success**	**Target Date**
Undertake a review of web portals in consultation with Public Transport Operators, PTV and other stakeholders	Portal Useability Review completed	30 June 2017
Ensure that ticketing system stakeholders are engaged on their utilisation of the portals and provide PTV with a Portal Useability Review report to enable PTV to consider improvements that it may wish to undertake in conjunction with NTT DATA	Report on Portal Useability Review provided to PTV	30 June 2017
Work collaboratively with PTV to promptly identify and address physical, informational, attitudinal and communication barriers that are escalated to PTV via the call centre, consultation sessions and advocacy groups	Regular meetings with PTV attended by NTT DATA representatives	31 January 2017 and monthly
Ensuring this Plan remains effective, by reviewing and amending it regularly to promptly address accessibility barriers relating to ticketing	Completed annual review of the Accessibility Action Plan	31 December 2017 and annually thereafter

Priority Three - Access to Public Transport Services

NTT DATA is committed to maintaining a fully accessible electronic ticketing system and ensuring the best outcomes for the travelling public when introducing any technology upgrades to this system.		
Action	**Measure of success**	**Target Date**
Work with PTV to include the vision impaired myki in the early stages of next generation myki smartcard testing	Next generation myki smartcard testing completed	30 June 2018
Request that PTV investigate the feasibility of extending the implementation of the enhanced volume fare gate card readers to improve accessibility for vision impaired customers with guide dogs.	Discussion with PTV completed	31 December 2017

Priority Four - Access to facilities

NTT DATA is committed to maintaining a fully accessible electronic ticketing system and ensuring the best outcomes for the travelling public when introducing any technology upgrades to this system.		
Action	**Measure of success**	**Target Date**
Work collaboratively with transport operators to ensure that myki fare payment devices and ticket validation devices are situated in accessible locations (including sufficient place for accessing and manoeuvring, height, controls and illumination)	No complaints regarding the location of fare payment devices	Ongoing

MONITORING OUR PROGRESS

The Accessibility Responsible Leader is accountable for the implementation and monitoring of the key actions included in this plan. This Accessibility Responsible Leader will undertake at least annually to:

Review the performance against and compliance with the requirements of this plan

- Analyse any cardholder or PTV feedback or complaints on accessibility

- Identify if any modifications in scope or approach or general updates are required to deliver the actions included in the plan.

This will enable us to better recognise success and highlight areas where we need to improve. The Accessibility Responsible Leader will provide annual recommendations regarding accessibility to the NTT DATA Senior Leadership Team.
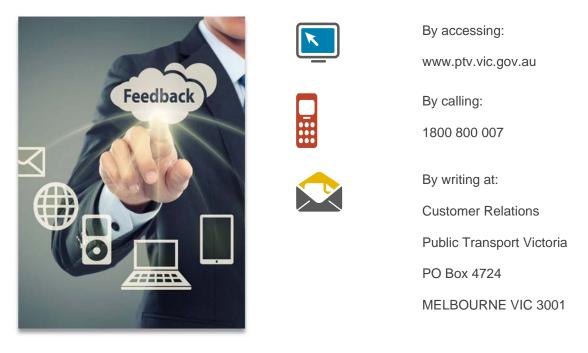
The annual review will analyse the progress made throughout the year towards achieving the goals of the Accessibility Action Plan. The annual review will also include any necessary changes or updates for the ongoing suitability of the Accessibility Action Plan.

The key findings of the annual review will be presented to PTV to ensure:

- Alignment of the PTV and NTT DATA Accessibility Action Plans

- Prioritisation of NTT DATA actions

- Better service to cardholders by making it easier to use the ticketing system throughout their journey

PROCEDURE FOR DEALING WITH COMPLAINTS

As part of NTT DATA's continuous improvement process, we welcome feedback, enquiries or suggestions in the following ways:

By accessing:

www.ptv.vic.gov.au

By calling:

1800 800 007

By writing at:

Customer Relations

Public Transport Victoria

PO Box 4724

MELBOURNE VIC 3001

NTT DATA takes any complaint received from cardholders seriously and it is our priority to look for ways to resolve the issue through discussion and negotiation. Consultation with PTV and any relevant subcontractors is always pursued.

A person with a disability may decide to make a complaint to the Australian Human Rights Commission (the Commission), or a Victorian state anti-discrimination body, in relation to any alleged discrimination. We will be advised of the complaint and we will take necessary steps to provide all necessary information.

If you would like to receive this publication in an accessible format, such as large print or audio, telephone 1800 800 007.