



# Action plan for Universally Accessible Transport

## *Accessible Transport for All*

Action Plan from the Transport Summit on Universal Accessibility (Version 13)



Public Transport



Roads



Rail



Integrated Transport Planning



Aviation



Maritime

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Version 13, (Post-Summit, website version)

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# Problem statement

## Public transport



### 1. Legislation and policy

- **Public transport licenses**, all modes: do not accommodate people with disabilities except IPTN services.
- **No regulations on universally accessible transport** for provinces and municipalities under the NLTA.
- **Standards**: unimplemented minimum standards leads to inaccessible services, non-compliance is evident.

### 2. Service delivery

- **Inaccessible transport services**: learner, buses, long-distance coaches, On-demand services (dial-a-ride, e-hailing) Minibuses. Most complaints concern minibus taxis.
- **Service strikes**: means no accessible services.
- **High cost of transport**: long travel distances and no universally accessible vehicles.
- **Inaccessible first and last mile**: makes public transport inaccessible.
- **Transport safety**: and GBV&F.
- **Inaccessible information**: (digital systems, apps and websites).
- **Visual and audio announcements**: are not available. No communication with people who are deaf.



## Roads

### 1. Legislation and policy

- White paper on roads policy (2021) has no disability equality focus. Road classification and freight intervention amplifies inaccessibility.
  - **Pedestrian crossings**: lack of compliance and document alignment: (NTR 1 and the NMT guidelines).
- ### 2. Service delivery
- **Lack of connecting pathways** and walkways in rural towns and villages.
  - **Dangerous roads** for people with disabilities and cyclists. Serious injuries and death have been reported.
  - **Unacceptable driver behaviour and speeding** has caused tragic death and further disablement.
  - **Inaccessible commuter and other buses**: dangerous to board or replaced with a worse model.
  - **Driving licenses, Blue Badges** and vehicle modifications for drivers with disabilities: no national system.
  - **Other**: inaudible electric vehicles, penalization of people with disabilities on mobility scooters, the e-Toll exemption forms are inaccessible.
  - **RTMC and SANRAL**: support lacking for universal access in committees.



## Rail

### 1. Legislation and policy

- **Lack of rail integration**: historic planning practices result in stations far from residences.
  - **Standards**: are not implemented, affecting drop-off, level station platforms, operations & rolling stock.
  - **Gautrain**: is better, but national standards are also not implemented.
- ### 2. Service delivery
- **GBV&F** remains an ever-present risk.
  - **No access to information and communication**: inaccessible systems and no service information.
  - **Lack of maintenance and station supervision**: lifts and access to platforms breaks down, lighting fails.
  - **Lack of reasonable accommodation**: it is impossible to complete a journey independently.
  - **Station security services**: violence against people with disabilities, overcrowding and a direct relationship with GBV&F, insensitive staff.
  - **Stations and interchanges: are not accessible**. The few improvements are implemented too slowly. Where changes are made, there is no action to remedy non-compliance.

# Problem statement

## Integrated Transport Planning



### 1. Legislation and policy

- Legislation and policy is supportive. **The lack of an oversight function for complaints**, creates a gap in transport integration, negatively affecting all groups of vulnerable transport users, and the number of groups of vulnerable transport users is increasing.

### • Service delivery

There is a lack of implementation of universal access in the following areas:

- **E-vehicles:** Regulation on electronic vehicles does not accommodate people who are blind because vehicles are inaudible.
- **TETA:** no institutionalized capacity building on universal accessibility in transport.
- **BBB-EE:** on disability and gender – targets are not met in employment, procurement or training across the entire transport family.
- **Freight imbalance** causes barriers
- **Urban planning in municipalities** negatively effects transport and national urban planning;
- **No integrated settlements:** is an externality that affects the universally accessible travel chain



## Aviation

### 1. Legislation and policy

- **Civil Aviation Regulation** discrepancies lead to discrimination and court cases.

### 2. Service delivery

- **Due diligence report not implemented.** It covers barriers identified through complaints on booking, disclosing personal information when purchasing tickets, parking, drop off, pick up, ease of movement through the airport, lack of reasonable accommodation during the journey through departures and during the flight, damage to wheelchairs during flight, mistreatment during the use of the passenger aid unit, and abandonment on arrival at an airport or difficult moving with two parents with disabilities from the arrivals exit to the car.
- **Airline bookings** and airline services: provide no reasonable accommodation for travelling alone with a disability & there are discrepancies over wheelchair weight
- **Silent airports:** were an international trend adopted that was not inclusive.



## Maritime

### 1. Legislation and policy

- **Maritime legislation**, policy and regulation have not been aligned to the Constitution.

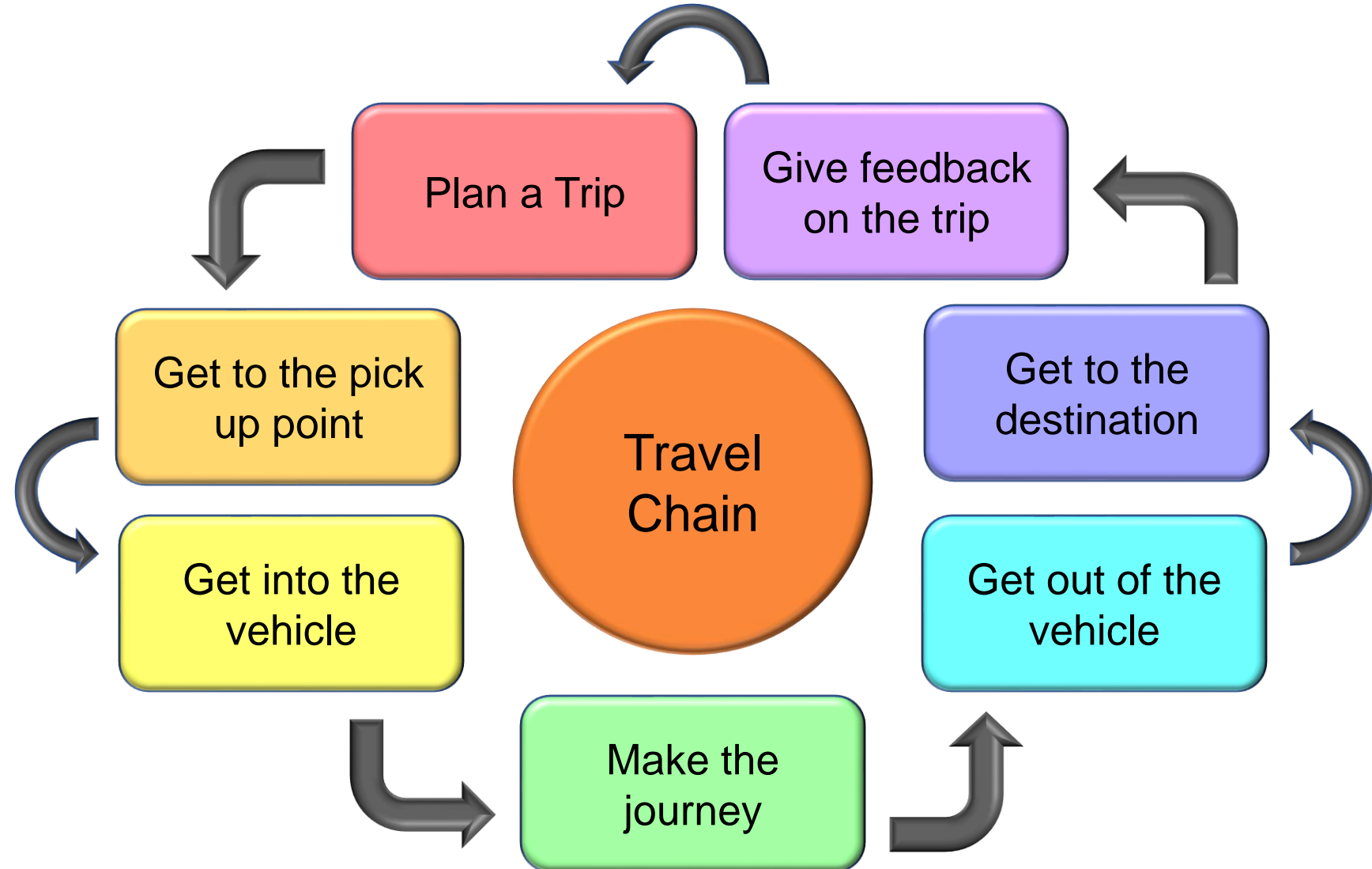
### 2. Service delivery

The following service delivery areas fall under Maritime, and some have never dealt with universal accessibility. The others have never critically examined the standards that the use or the service that they give to make sure that it is universally accessible:

- **Inland waterways:** these waterways require a license from government to operate with no UA clauses.
- **River crossings:** rivers are crossed with inaccessible boats when no bridge is present.
- **Cruises:** do not necessarily consider universal accessibility.
- **Sailing and yachting clubs:** do not consider universal accessibility as a basic minimum requirement.
- **Tourist destinations:** where sea or inland water services are used as a tourist attraction or ferry, for example, Robben Island, accommodation of tourists from countries with higher standards of implemented universal accessibility.

# Guiding Framework: universal design in the travel chain

1. Equitable Use
2. Flexibility in Use
3. Simple and Intuitive Use
4. Perceptible Information
5. Tolerance for Error
6. Low Physical Effort
7. Appropriate Size and Space for Approach and Use.



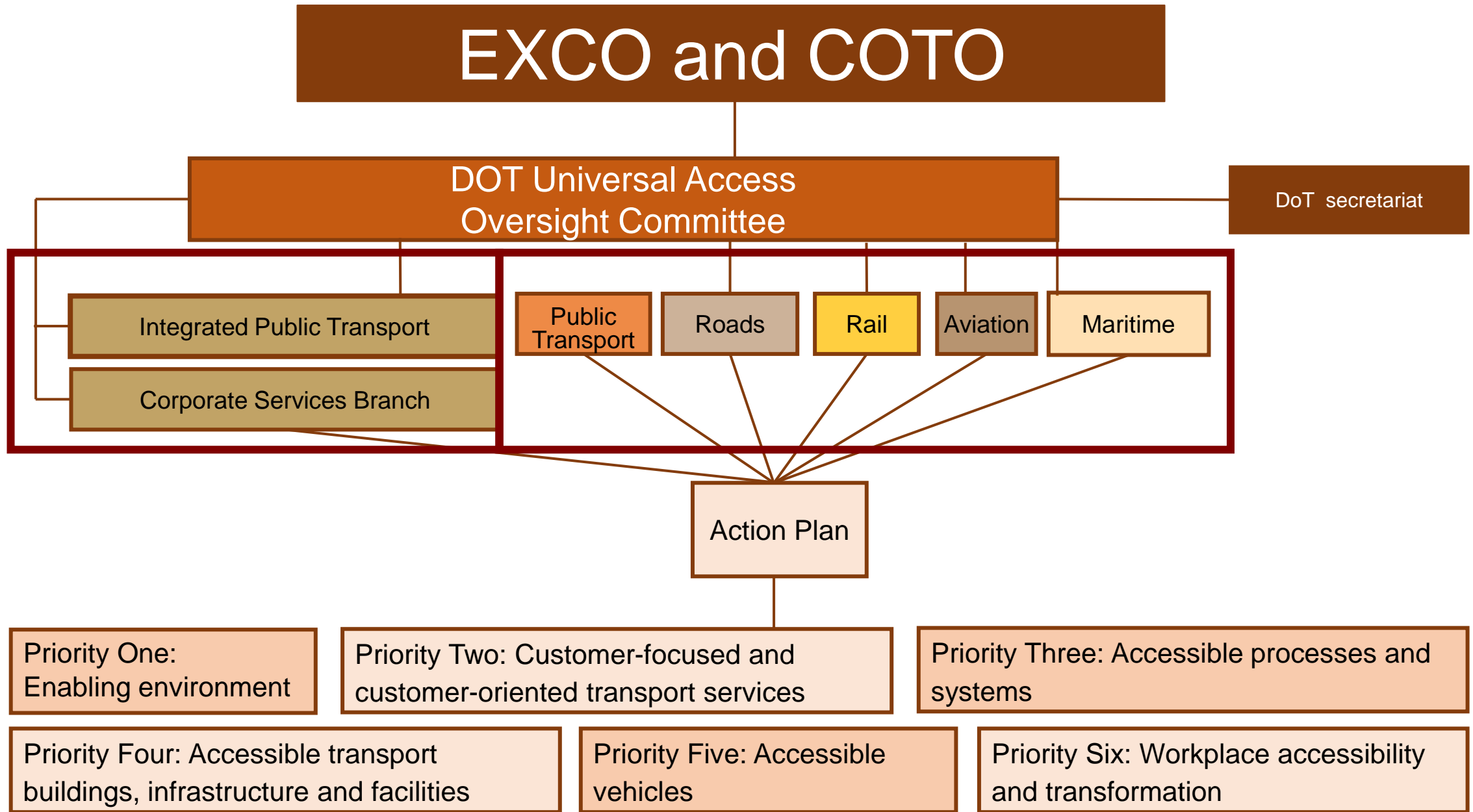
# Action plan: structure

The Action Plan includes 6 priority areas that will apply across the transport family, and through which performance will explicitly be measured in the APP.

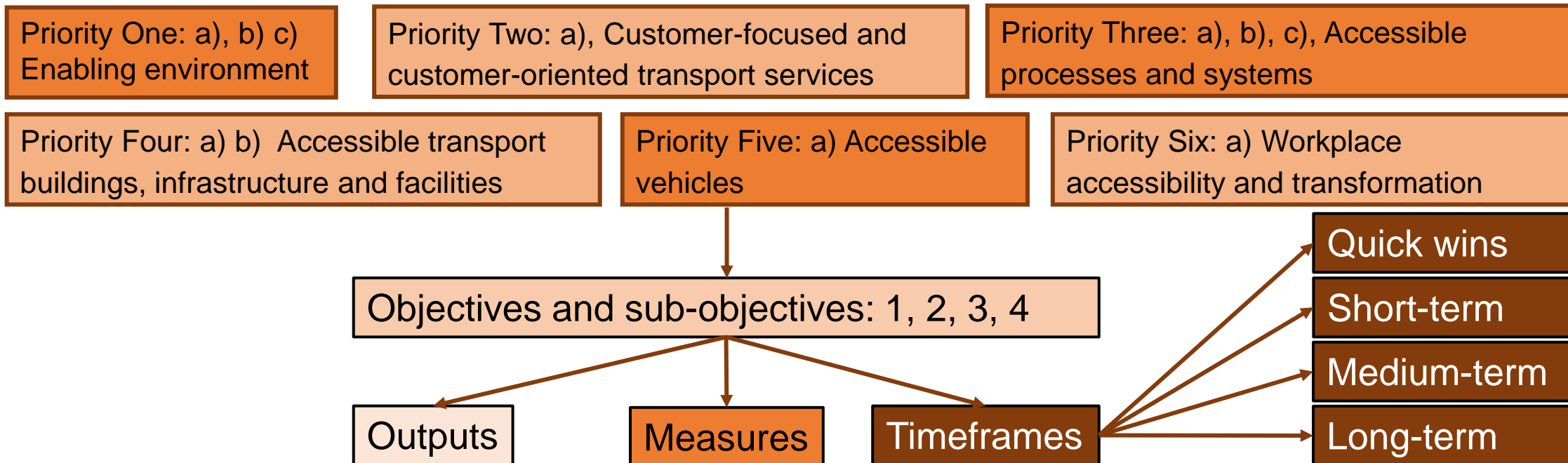
The entire 'transport family', the Department of Women, Youth, and Persons with Disabilities (DWYPD), and the Department of Performance Monitoring and Evaluation (DPME), shall monitor progress and evaluate successful implementation. These six priorities are:

- 1. Priority One:** Enabling environment
- 2. Priority Two:** Customer-focused and customer-oriented transport services
- 3. Priority Three:** Accessible processes and systems
- 4. Priority Four:** Accessible transport buildings, infrastructure and facilities
- 5. Priority Five:** Accessible vehicles
- 6. Priority Six:** Workplace accessibility and transformation

# Action plan: institutional structure



# Priorities and sub-priorities



Key	
Joint projects	2+branches or departments responsible for achievement, as listed
Status	Discuss, Underway, for APP, Completed
Quick Wins	2025 - 2026
Short term	2025 - 2028
Medium term	2025 – 2030, (including a pause to review progress)
Long term	2030 - 2035



# Priorities and sub-priorities examined

## **Priority One: Enabling environment**

- 1.a) Legislation, policy and regulation shall support the universal accessibility of all modes of transport
- 1.b) Universal accessibility shall be institutionalised across all workstreams
- 1.c) Capacity development shall increase officials' understanding and knowledge of universal design & universal access

## **Priority Two: Customer-focused and customer-oriented transport services**

- 2.a) Persons with disabilities shall have equitable, dignified and responsive access to customer service, and shall be provided with the opportunity to interact and engage, to identify continuous service improvement, and so that barriers are remedied

## **Priority Three: Accessible processes and systems**

- 3.a) Persons with disabilities shall benefit from inclusive and accessible processes and systems: travel chain
- 3.b) Persons with disabilities shall use innovative technology implemented on an equal basis to others
- 3.c) Persons with disabilities shall receive responsive and timely information on disruptions, cancellations and major events, and shall be equally accommodated in crises situations & by emergency services

## **Priority Four: Accessible transport buildings, infrastructure and facilities**

- 4.a) Universal design principles and dignified access to transport buildings, infrastructure and facilities shall be planned into and included in all new buildings, expansions, upgrades, retrofits, modifications and maintenance
- 4.b) Existing infrastructure shall be upgraded or modified to comply with minimum standards (Part S) that support universal design, and reasonable accommodation shall be provided

## **Priority Five: Accessible vehicles**

- 5.a) Persons with disabilities shall have increased access to existing aircraft, vessels, train, bus, coach, midi & minibus taxis, e-hailing/ metered taxis, cars, pedestrian and cycling, and universal access to all future forms of transport

## **Priority Six: Workplace accessibility and transformation**

- 6.a) Inclusive practices for employment of people with disability shall create accessible work environments

# Action Plan: Quick wins per workstream



## Public transport

- Conduct an annual travel survey with the ITP branch, and the ICT subcommittee on UA transport
- Develop a customer care charter and conditions of carriage for all public transport modes
- Finalise transversal procurement for buses in IPTN municipalities for Treasury
- Commence with a new standard (SANS 10370) covering road-based public transport
- Commence combining NTR 1 as a combined standard with NMT guidelines
- Commence with selecting & prioritising interventions for station & IPTN service integration



## Roads




- Commence combining NTR 1 as a combined standard with NMT guidelines
- Commence with a new standard (SANS 10370) covering road-based public transport
- Identification of vehicle testing centres for drivers with disabilities in each province
- Finalise the Blue Badge and minimum car parking legislation (*completed, with the President*)
- Develop parking guidelines to prevent the misuse of designated car parking bays
- Introduce a new road safety campaign targeting drivers of vehicles to reduce pedestrian and cyclist fatalities



## Rail

- Implement a reasonable accommodation plan for all inaccessible services, including modifying stopping time for boarding and alighting, and providing assistance / temporary modifications where needed
- Conduct access assessments across the PRASA network to determine reasonable accommodation measures and universal design quick wins
- Conduct customer care training for all station staff
- Accelerate the finalisation of the dedicated maintenance budget for station access improvements, particularly for lifts and platforms
- Fast-track acquisition and installation of suitable signage
- Commence with selecting & prioritising interventions for station & IPTN service integration

# Action Plan: Quick wins

	<h2>ITP/COO</h2>	<ul style="list-style-type: none"><li>• Establish an institutional structure for universal accessibility in all workstreams</li><li>• Conduct a travel survey on accessible transport with the Public Transport Branch</li><li>• Commence the process of institutionalising the complaints system through the economic regulator</li><li>• Alignment of ITSB-BBEE Codes to DTIC Codes of Good Practice</li><li>• Develop a bid specification on disability awareness raising programme for the entire transport family</li><li>• Conduct a gap analysis of universal design and universal access modules in all academic funded transport programmes, and TETA training programmes</li></ul>
	<h2>Aviation</h2>	<ul style="list-style-type: none"><li>• Implement an ACSA and Ekurhuleni municipality Airport Terminal Bus stop project</li><li>• Set up help desks at all airports, providing free porter assistance (reasonable accommodation) to all passengers using airport premises</li><li>• Institutionalise the ACSA Access committee</li><li>• Implement air and ground staff oversight and monitoring of complaints handling for passengers with disabilities at all airports</li><li>• Implement guidelines for airlines on booking flights for persons with disabilities and monitor standards</li></ul>
	<h2>Maritime</h2>	<ul style="list-style-type: none"><li>• Conduct travel chain and accessibility audits for Inland Waters/ Dams pilot projects with selected municipalities</li><li>• Conduct travel chain and accessibility audits of all ports, inclusive of infrastructure and operations</li><li>• Conduct travel chain and accessibility audits of inland waterways, beach facilities and ports</li></ul>

# What will each workstream deliver?: Priorities 1-3

P R I O R I T Y	Public Transport	Roads	Rail	ITP / COO	Aviation	Maritime
	Accessible public transport vehicles, services and facilities	Accessible driving and testing, non-motorised transport & vehicles	Accessible rail rolling stock, services and facilities	Accessible transport planning, coordination and development	Accessible booking procedures, airports, operations and aircraft	Accessible services on inland water, ports and beaches
1	Review and revision of legislation					
	Regular engagement with universal access passengers					
	Institutional structures supporting universal design and universal access					
	Reporting procedures within DoT to the Regulator and to DWYPD					
	Disability awareness and capacity development					
2	Passenger travel survey focused on universal accessibility issues Transformed customer services in public transport Complaints escalation process Service-specific reasonable accommodation			<ul style="list-style-type: none"> <li>• Development of the regulator to oversee complaints in line with Transport legislation</li> <li>• Coordination of access audits across the travel chain</li> <li>• Research into technology to assist with information and communication</li> <li>• Coordination of reporting on procedures for emergencies and disruptions in all forms of transport</li> </ul>	Passenger travel survey focused on universal accessibility issues Transformed customer services in public transport Complaints escalation process Service-specific reasonable accommodation	
	Access audits across the travel chain Technology to assist with information and communication Implement mode-specific reasonable accommodation solutions Procedures for emergencies and disruptions in all forms of land transport				Access audits across the travel chain Technology to assist with information and communication Implement mode-specific reasonable accommodation solutions Procedures for emergencies and disruptions in all forms of aviation and maritime services	



# What will each workstream deliver?: Priorities 4-6

P R I O R I T	Public Transport	Roads	Rail	ITP / COO	Aviation	Maritime
	Accessible public transport vehicles, services & facilities	Accessible driving and testing, non-motorised transport & vehicles	Accessible rail rolling stock, services and facilities	Accessible transport planning, coordination & development	Accessible booking procedures, airports, operations & aircraft	Accessible services on inland water, ports and beaches
4	Accessible public transport infrastructure and crossings			<ul style="list-style-type: none"> <li>• Accessible planning guidelines, intermodal facilities, integrated &amp; accessible interchanges</li> <li>• compliant with Part S</li> <li>• Guidelines for upgrading accessible existing building compliant with Part S</li> <li>• Maintenance-management guidelines supporting compliance with Part S</li> </ul>	Accessible aviation and maritime infrastructure	
	Accessible new buildings compliant with Part S				Accessible new buildings compliant with Part S	
	Accessible existing building compliant with Part S				Accessible existing building compliant with Part S	
	Maintenance management programme supporting compliance with Part S				Maintenance management programme supporting compliance with Part S	
	Integrated and accessible transport interchanges				Integrated and accessible transport interchanges	
5	Accessible road-based public transport vehicles: new standards			<ul style="list-style-type: none"> <li>• Timetable for phasing in accessible vehicles/rolling stock, &amp; phasing out inaccessible vehicles/rolling stock</li> <li>• Research into universally accessible vehicles</li> </ul>	Accessible planes and airport vehicles: new standards	
	Phasing in accessible vehicles				Phasing in accessible vehicles	
	Phasing out in-accessible vehicles				Phasing out in-accessible vehicles	
6	Accessible workplaces and practices in all forms of public transport					
	Alignment of BB-EEE codes and managerial training					
	Revised reporting procedures					
	Revised mentoring and training for supervisors and managers					

# Implementation programme: 2025-35

Priority 1 Priority 3 Priority 5  
Priority 2 Priority 4 Priority 6

	2025	2028	2030	2035
Timeframes	Quick wins	Short Term Reasonable accommodation	Medium Term Policy and legislation	Long Term Infrastructure and vehicles
Public Transport	4 5 1 3 5 2 2 3 3		4 3 1 6 6 4 5	1 5 4 5 4
Roads	4 5 1 3 5 2 2 3 3		4 3 1 6 6 4 5	1 5 4 5 4
Rail	3 4 3 4 2 2 3 3		4 3 1 6 6 4 5	1 5 4 5 4
ITP / COO	6 1 6 1 2 6 3		2 3 1 6 4	1 5 4 5 4
Aviation	1 3 3 2 2 3 3		3 1 6 3 6 4	1 5 4 5 4
Maritime	1 3 3 2 2 3 3		3 1 6 3 6 4	1 5 4 5 4



# Action plan for Universally Accessible Transport

## *Accessible Transport for All*

### Summary of Actions (Version 12)



Public Transport



Roads



Rail



Integrated Transport Planning



Aviation



Maritime



Department of Transport - Lefapha la Dipalangwa - Departement van Vervoer  
Umnyango we Zokuthutha - Ndzawulo ya Vuleketli - Mushasho wa Vhuendi

Together we move South Africa forward

Department of Transport,  
South Africa



# Priority One: Enabling environment

<b>Priority one</b>	<b>Enabling environment</b>		
<b>Priority 1.a)</b>	<b>Legislation, policy and regulation shall support the universal accessibility of all modes of transport</b>		
<b>Objective 1</b>	<b>1.1</b>	<b>Modal Workstreams</b>	<b>A modal legislative service delivery review shall be conducted against universal accessibility requirements (Workstreams shall carry out a modal service delivery review of modal transport acts, regulations, policies, procedures, standards, &amp; practices)</b>
	<b>1.2</b>	<b>ITP</b>	<b>ITP shall oversee, collate and publish all reviews of modal service delivery legislative reviews</b>
<b>Objective 2</b>	<b>A consistent approach to transport universal accessibility shall be promoted across all workstreams</b>		
<b>Priority 1.b)</b>	<b>Universal accessibility shall be institutionalised across all workstreams</b>		
<b>Objective 1</b>	<b>Transport shall hold regular and on-going engagements with universal access user groups in all workstreams</b>		
<b>Objective 2</b>	<b>Compliant reporting on universal accessibility shall be introduced</b>		
<b>Objective 3</b>	<b>A complaints management process and transport accessibility oversight shall be established</b>		
<b>Priority 1.c)</b>	<b>Capacity development shall increase officials' understanding and knowledge of universal design &amp; universal access</b>		
<b>Objective 1</b>	<b>Disability awareness training for all modal workstreams, shall be conducted with the application of the travel chain to all forms of transport</b>		
<b>Objective 2</b>	<b>Standardised UD&amp;A module shall be developed within all transport academic courses and training programmes</b>		



1.a)	Objective 1	A modal legislative service delivery review shall be conducted against universal accessibility requirements					
Priority 1		Enabling environment					
1.a)		Legislation, policy and regulation shall support the universal accessibility of all modes of transport					
Objective 1		Activities	Outcome	Measure	Timeframe	Agency	
1.a) 1.1	Workstreams shall carry out a modal service delivery review of modal transport acts, regulations, policies, procedures, standards, & practices against national standards on universal access and international practice, and coordinate with ITP on the publication of a gap analysis	Review legislation and produce a gap analysis on legislation that prohibits universal accessibility	A comprehensive understanding of gaps in legislation prohibits universal access, & that which promotes it	Number of modal reports reviewing UA in service delivery policy and legislation, including gaps, standards and regulations for ITP to collate	Medium-term (2025-2030)	DoT modal work-streams	
		Identify standards and regulations that require revision to include universal accessibility as part of on-going actions					
		Review all contracts, concessions, licenses and another legal agreements for conditions on universal access					
		Develop plan to bring in new standards and regulations on universal design, universal access and reasonable accommodation in the travel chain in the long-term	New processes in all modes that promote equality & prevent unfair discrimination	Review of all contracts, concessions, licenses and another legal agreements for conditions on universal accessibility, & newly published revised ones			
		Complete finalisation & gazette the combined minimum standard on NTR 1 & the NMT guidelines	Consistency of passenger expectation & experience of universally accessible transport across local, provincial, national & international transport	Gazetted minimum standard on NTR 1 & the NMT guidelines			Public Transport/ Roads
		Complete finalisation of new bus standards, and new vehicle standards for drivers with disabilities (SANS 10370)		A completed new bus standard, (SANS 10370)			
		Amend NRTA (parking)		NRTA Amendment (parking)			Roads
1.a) 1.2	ITP shall oversee, collate and publish all reviews of modal service delivery legislative reviews	Amend NRTA (driving with a disability: provision in testing centres)	Collated legislative review process	NRTA amendment (Testing centres)	Roads		
		Oversee reports on the submission of the reviews per workstream		Published review on universal access gaps in transport legislation		ITP/ COO	

1.a)	Objective 1	A modal legislative service delivery review shall be conducted against universal accessibility requirements (cont'd)					
Priority 1		Enabling environment					
1.a)		Legislation, policy and regulation shall support the universal accessibility of all modes of transport					
Objective 1 (cont'd)		Activities	Outcome	Measure	Timeframe	Agency	
A modal legislative service delivery review shall be conducted against universal accessibility requirements (Workstreams shall carry out a modal service delivery review of modal transport acts, regulations, policies, procedures, standards, & practices)		Introduce new standards and regulations per mode on universal design, universal access and reasonable accommodation in the travel chain	New standards that promote equality & prevent unfair discrimination	New regulations and standards published, including but not limited to those specifically mentioned	Long-term (2030-2035)	DoT Modal work-streams	
		Develop universal access regulations based on developed standards, with implementation timeframes					
		Bring in regulations on UA under Chapter 1, Section 8(1)(y) & other parts of the NLTA	Consistency of passenger expectation & experience of universally accessible transport across local, provincial, national and international transport			P.T, Rail & Roads	
		Update Road Traffic Signs Manual with UA standards					Roads
		Amend Rolling Stock standards so that all new rolling stock is universally designed					Rail
		Develop guidelines and planning principles on integration of rail with public transport				Rail /ITP	
		Develop new rail and IT-related standards				Rail	
		Review and develop CAA regulations (Part 121: 91 &135.07.36 & 139),) in line with Constitutional equality clause				Aviation	
		Review and improve standards for Passenger Aid Unit Services, handling agents / IOSA					
		Bring in new CAA regulations, airport and PAU standards					
		Review the CMTP & amend the National Ports Act, 2005 to incorporate universal design & access design principles				Maritime	
		Publish UA standards for ports, cruise liners, day trip boats and ferries					
		Bring in new NLTA regulation and standards for maritime infrastructure				ITP/ COO	
		Provide oversight & direction on compliance through the Public Transport Regulator. Amend the NLTA to provide the necessary powers					Collated legislative review process

1.a)	Objective 2	A consistent approach to transport universal accessibility shall be promoted across all workstreams				
Priority 1		Enabling environment				
1.a)		Legislation, policy and regulation shall support the universal accessibility of all modes of transport				
Objective 2		Activities	Outcome	Measure	Timeframe	Agency
A consistent approach to transport universal accessibility shall be promoted across all workstreams	Review and measure current policies, procedures & practices against existing standards and international practice to produce modal codes of practice		Consistent approach to implementing universal accessibility regardless of modes of transport applied by the Department of Transport, SoEs, Provinces and Municipalities	Published code of practice per mode	Medium-Term (2025-2030)	DoT modal work-streams
	Bring in new processes on universal design, universal access and reasonable accommodation in the travel chain			Plan developed for new standards and regulations per mode		
	Develop plan to bring in new standards and regulations on universal design, universal access and reasonable accommodation in the travel chain in the long-term			Published Transport-wide Universal Access Strategy		
	Develop a transport-wide Universal Access Strategy based on the Departmental-wide legislative review (see next slide)			Published Standard Operating Procedure (SOP) on infrastructure (Part S)		DoT modal work-streams
	Prepare an template for an infrastructure SOP covering the following: New transport buildings, infrastructure and facilities shall comply with minimum standards on Part S and will be examined using an access audit prior to handover. The contract will include a clause on remedial action to be required before project completion			Published NLTSF universal access guidelines and minimum requirements		ITP/COO
	Produce detailed universal access guidelines and minimum requirements under the National Land Transport Strategic Framework (NLTSF), reviewing sector-specific interventions for IPTN integrated transport planning			Completed Due Diligence Audits		ITP/COO
	Carry out Due Diligence audits per mode that cross-check issues raised in concessions and contracts with complaints to identify administrative barriers to universal access (including cross-boarder)			Compliance report on UA published		

<b>1.a)</b>	<b>Objective 2</b>	<b>A consistent approach to transport universal accessibility shall be promoted across all workstreams (cont'd)</b>			
<b>Priority 1</b>		<b>Enabling environment</b>			
<b>1.a)</b>		<b>Legislation, policy and regulation shall support the universal accessibility of all modes of transport</b>			
<b>Objective 2 (cont'd)</b>	<b>Activities</b>	<b>Outcome</b>	<b>Measure</b>	<b>Timeframe</b>	<b>Agency</b>
<b>A consistent approach to transport universal accessibility shall be promoted across all workstreams</b>	Conduct pilot projects per mode on licenses with conditions on UA, and reasonable accommodation, expand to cover all services. Include coach, minibus, tourism, and e-hailing as well as all regular scheduled bus services	Consistent approach to implementing universal accessibility regardless of modes of transport	Number of Public Transport pilot projects, reviewed, expanded and embedded, including reasonable accommodation	<b>Medium-term (2025-2030)</b>	PT
	Conduct pilot projects with driving licenses for testing centres, expand to designated licenses centres		Number of Roads pilot projects, reviewed, expanded and embedded, including reasonable accommodation		Roads
	Review reasonable accommodation and testing centre licenses		Number of Rail pilot projects, reviewed, expanded and embedded, including reasonable accommodation		Rail
	Review all public private, local and long-distance rail services including Shosholoza Meyl, reasonable accommodation pilot programmes and licenses		Number of Aviation pilot projects, reviewed, expanded and embedded, including reasonable accommodation		Aviation
	Review public and private airports and airlines, expand to cover all public and privately run airports		Number of Maritime pilot projects, reviewed, expanded and embedded, including reasonable accommodation		Maritime
	Conduct pilot projects with selected yacht clubs, sea-related services, and services that operate on inland waterways and ports. Expand to cover all services		Transport-wide Universal Access Strategy published		ITP /COO
	Use reviews to develop a Transport-wide Universal Access Strategy				



<b>Priority 1.a)</b>		<b>Outputs and timeframes</b>						
<b>1.</b>		<b>Enabling environment: mode specific interventions</b>						
<b>1.a)</b>		<b>Legislation, policy and regulation shall support the universal accessibility of all modes of transport</b>						
<b>Objective</b>		<b>Public Transport</b>	<b>Roads</b>	<b>Rail</b>	<b>ITP</b>	<b>Aviation</b>	<b>Maritime</b>	
<b>1</b>	<b>A modal legislative service delivery review shall be conducted against universal accessibility requirements</b>	Modal reports reviewing UA in service delivery policy and legislation, including gaps, standards and regulations for ITP to collate						
		Review of all contracts, concessions, licenses and another legal agreements for conditions on universal accessibility, & newly published revised ones						
		New bus standard Gazetted minimum requirements on NTR 1 and NMT guidelines				Published review on universal access gaps in transport legislation		
	<b>ITP shall oversee, collate and publish all reviews of modal service delivery legislative reviews</b>	A completed new bus standard, (SANS 10370)				Completed Due Diligence Audits		
		NRTA Amendment (parking)				Compliance report on UA published		
		NRTA amendment (Testing centres)						
<b>2</b>	<b>A consistent approach to transport universal accessibility shall be promoted across all workstreams</b>	Codes of practice on universally accessible services per mode						
		A plan on new standards and regulations per mode						
		A Standard Operating Procedure (SOP) on infrastructure (Part S)						
		NLTSF universal access guidelines and minimum requirements						
		Due Diligence Audits per mode						
		Pilot projects per workstream, reviewed, expanded and embedded, including reasonable accommodation						
		A Transport-wide Universal Access Strategy						
<b>Timeframe</b>		<b>Medium-term (2025-2030)</b>						
<b>1</b>	<b>A modal legislative service delivery review shall be conducted against UA requirements</b>	Regulations on UA under Chapter 1, Section 8(1)(y) & other parts of the NLTA, with Roads	Updated Road Traffic Signs Manual with UA standards	Guidelines & planning principles on rail /PT integration	Compliance through the Public Transport Regulator. Amended NLTA to provide the necessary powers	Reviewed & improved CAA regulations, standards for PAU Services	Reviewed & amended CMTP & NPA, NLTA incorporating UDA, principles, standards & regulations for ports, cruise liners, daytrip boats, ferries & infrastructure	
<b>Timeframe</b>		<b>Long term (2030-2035)</b>						

1.b)	Objective 1	Transport shall hold regular and on-going engagements with universal access user groups in all workstreams			
Priority 1		Enabling environment			
1.b)		Universal accessibility shall be institutionalised across all workstreams			
Objective 1	Activities	Outcome	Measure	Timeframe	Agency
Transport shall hold regular and on-going engagements with universal access user groups in all workstreams	Institutionalise the ACSA Access forum, PRASA Access committee, and others as required	Better liaison with the disability and access sectors so that remedial action becomes part of everyday practice, and not reliant on court cases	Meetings held, agenda and minutes, attendance registers if available	Short-term (2025-2028)	DoT modal work-streams
	Develop an institutional structure with an Access Oversight Committee under ITP, liaising with each workstream				ITP /COO
	Develop the terms of reference for a universal access oversight committee and modal workstream reporting, established under priority 2.a) Objective 2		Terms of reference for UA oversight committee produced		ITP /COO
	Coordinate and provide the administrative support for quarterly engagements with the ICT subcommittee on universally accessible transport, workstreams and industry		Meetings held, agenda and minutes, attendance registers if available		PT/ ITP
	Conduct an annual travel survey with the PT branch, and the ICT subcommittee on universally accessible transport	Develop a better understanding through a longitudinal survey, of the effectiveness of the implementation of transport policy, from users	Annual travel survey produced		PT/ ITP

1.b)	Objective 2	Compliant reporting on universal accessibility shall be introduced				
Priority 1		Enabling environment				
1.b)		Universal accessibility shall be institutionalised across all workstreams				
Objective 2		<b>Activities</b>	<b>Outcome</b>	<b>Measure</b>	<b>Timeframe</b>	<b>Agency</b>
Compliant reporting on universal accessibility shall be introduced		Designate officials per branch and requirements as part of KPIs for reporting on the WPRPD. The WPRPD report shall be completed by each mode, collated by ITP and submitted to DWYPD	Reporting across the entire transport family to the DWYPD on the WPRPD	Complete WPRPD reports submitted annually to ITP dealing with all UA issues per workstream	Short-term (2025-2028)	DoT modal work-streams
		Reporting framework for WPRPD circulated by ITP to modal workstreams, through the DG's office, report to DWYPD		Reporting framework developed. Reports submitted annually to DWYPD		ITP /COO

1.b)	Objective 3	A complaints management process and transport accessibility oversight shall be established				
Priority 1		Enabling environment				
1.b)		Universal accessibility shall be institutionalised across all workstreams				
Objective 3		Activities	Outcome	Measure	Timeframe	Agency
A complaints management process and transport accessibility oversight shall be established		Develop an institutional structure with an Access Oversight Committee under ITP, liaising with each workstream	Remedial action on complaints in line with legislative requirements	Meetings held, agenda and minutes, attendance registers if available	Medium-term (2025-2030)	ITP /COO with Modal work-streams
		A passenger complaints management process for all universal access passengers using all modes, under the Economic Transport Regulator; with a complaints desk		Passenger complaints are correctly recorded and included in WPRPD reports		
		The role of the Economic Transport Regulator in dealing with disability and universal access issues, to be established using existing legislation and new legislation if required		Remedial action is recorded over time		
		Monitor remedial action taken and record information from complaints reported from each workstream		Annual reports are submitted to the Economic Transport Regulator		
		Prepare complaint reports under the Economic Transport Regulator, for the DWYPD annually, and the parliamentary portfolio committee as required		A registry of remedial Action is developed		
		Prepare a registry of remedial action taken under the Transport regulator				



<b>1.b)</b>		<b>Outputs and timeframes</b>						
<b>1.</b>		<b>Enabling environment</b>						
<b>1.b)</b>		<b>Universal accessibility shall be institutionalised across all workstreams</b>						
<b>Objective</b>		<b>Public Transport</b>	<b>Roads</b>	<b>Rail</b>	<b>ITP</b>	<b>Aviation</b>	<b>Maritime</b>	
<b>1</b>	<b>Transport shall hold regular and on-going engagements with universal access user groups in all workstreams</b>	Quarterly meetings with user groups, agenda and minutes, attendance registers	Quarterly meetings with user groups, agenda and minutes, attendance registers	Quarterly meetings with user groups, agenda and minutes, attendance registers	Terms of reference for UA oversight committee produced	Quarterly meetings with user groups, agenda and minutes, attendance registers	Quarterly meetings with user groups, agenda and minutes, attendance registers	
		Annual travel survey			Quarterly meetings held, with ICT subcommittee, agenda & minutes, attendance registers			Annual travel survey
		Complete WPRPD reports submitted annually to ITP dealing with all UA Public Transport issues per mode			Complete WPRPD reports submitted annually to ITP dealing with all UA Roads issues			Complete WPRPD reports submitted annually to ITP dealing with all UA Rail issues
<b>2</b>	<b>Compliant reporting on universal accessibility shall be introduced</b>	Complete WPRPD reports submitted annually to ITP dealing with all UA Public Transport issues per mode	Complete WPRPD reports submitted annually to ITP dealing with all UA Roads issues	Complete WPRPD reports submitted annually to ITP dealing with all UA Rail issues	Reporting framework developed for WPRPD	Complete WPRPD reports submitted annually to ITP dealing with all UA Aviation issues	Complete WPRPD reports submitted annually to ITP dealing with all UA Maritime issues	
<b>Timeframe</b>		<b>Short-term (2025-2028)</b>						
<b>3</b>	<b>A complaints management process and transport accessibility oversight shall be established</b>	Correctly recorded passenger complaints	Correctly recorded passenger complaints	Correctly recorded passenger complaints	Passenger complaints are included in WPRPD reports	Correctly recorded passenger complaints	Correctly recorded passenger complaints	
					Remedial action is recorded over time			
					Annual reports are submitted to the Economic Transport Regulator			
					A registry of remedial Action is developed			
<b>Timeframe</b>		<b>Medium-term (2025-2030)</b>						

1.c)	Objective 1	Disability awareness training for all modal workstreams, shall be conducted with the application of the travel chain to all forms of transport			
Priority 1		Enabling environment			
1.c)		Capacity development shall increase officials' understanding and knowledge of universal design & universal access			
Objective 1	Activities	Outcome	Measure	Timeframe	Agency
Disability awareness training for all modal workstreams, shall be conducted with the application of the travel chain to all forms of transport	Develop a general disability and universal access awareness module(s) for transport with TETA	(A) disability awareness module(s) available for and used by the entire transport family	Meetings held, agenda and minutes, attendance registers if available, and resultant disability awareness module(s)	Short-term (2025-2028)	ITP /COO/ TETA / DoT modal work-streams
	Implement a disability and universal access awareness module, based on the general module for all modal staff across all workstreams, including all SoEs, Departments of Transport in Provincial & municipal government, with TETA		Number of staff in the transport family trained in Disability awareness.		

1.c)	Objective 2	Standardised UD&A module shall be developed within all transport academic courses and training programmes						
Priority 1		Enabling environment						
1.c)		Capacity development shall increase officials' understanding and knowledge of universal design & universal access						
Objective 2		Activities	Outcome	Measure	Timeframe	Agency		
Standardised UD&A module shall be developed within all transport academic courses and training programmes	Review current and develop knowledge programmes with TETA in universal design and universal access for: Public Transport, Roads, Rail, Integrated Transport Planning, Aviation and Maritime		Universal access knowledge programmes and products for transport available to everyone involved in delivering services to universal access passengers or employing people with disabilities	Number of published review and knowledge programmes and products for all modal workstreams  Numbers of sponsored universities with UA courses included in programmes  Number of Public Transport/ Roads / Rail /Aviation /Maritime workstream staff attending courses on universal accessibility in transport	Short-term (2025-2028)	ITP /COO/ TETA / DoT modal work-streams		
	Introduce knowledge products in universal design and universal access into university programmes for Public Transport, Roads, Rail, Integrated Transport Planning, Aviation and Maritime						Medium-term (2025-2030)	ITP /COO/ TETA / DoT modal work-streams
	Planners and operations managers, drivers and facilities staff regularly trained on universal design, access and reasonable accommodation for Public Transport services				P.T			
	Roads engineers, facilities and security staff regularly trained on universal design, access and reasonable accommodation in service stations and car parks					Roads		
	Planners and operations managers, drivers and facilities staff regularly trained on universal design, access and reasonable accommodation for Rail services					Rail		
	Planners and operations managers, land and air side (cabin crew) and facilities staff regularly trained on universal design, access and reasonable accommodation for Aviation services					Aviation		
	Planners and operations managers, land and water-side (cabin crew) and facilities staff regularly trained on universal design, access and reasonable accommodation for Maritime services				Maritime			

<b>1.c) Outputs and timeframes</b>							
<b>Priority 1</b>		<b>Enabling environment</b>					
<b>1. c)</b>		<b>Capacity development shall increase officials' understanding and knowledge of universal design &amp; universal access</b>					
<b>Objective</b>		<b>Public Transport</b>	<b>Roads</b>	<b>Rail</b>	<b>ITP</b>	<b>Aviation</b>	<b>Maritime</b>
<b>1</b>	<b>Disability awareness training for all modal workstreams, shall be conducted with the application of the travel chain to all forms of transport</b>	Attend ITP meetings	Attend ITP meetings	Attend ITP meetings	Agenda and minutes, attendance registers if available, for meetings held.	Attend ITP meetings	Attend ITP meetings
<b>2</b>		Published review & knowledge programmes & products for all Public Transport	Published review and knowledge programmes and products for Roads	Published review and knowledge programmes and products for Rail		Disability awareness module(s) reviewed and developed	Published review and knowledge programmes and products for Aviation
<b>Standardised UD&amp;A module shall be developed within all transport academic courses and training programmes</b>							
<b>Timeframe</b>		<b>Short-term (2025-2028)</b>					
<b>1</b>	<b>Disability awareness training for all modal workstreams, shall be conducted with the application of the travel chain to all forms of transport</b>	Disability awareness training for staff in Public Transport	Disability awareness training for staff in Roads	Disability awareness training for staff in Rail	Disability awareness training for staff in ITP/ COO	Disability awareness training for staff in Aviation	Disability awareness training for staff in Maritime
<b>2</b>		<b>Standardised UD&amp;A module shall be developed within all transport academic courses and training programmes</b>	Module on universal accessibility in transport included in academic courses for the Public Transport workstream	Module on universal accessibility in transport included in academic courses for the Roads workstream	Module on universal accessibility in transport included in academic courses for the Rail workstream	Universities with UA courses included in programmes	Module on universal accessibility in transport included in academic courses for the Aviation workstream
<b>Timeframe</b>						<b>Medium-term (2025-2030)</b>	
<b>Standardised UD&amp;A module shall be developed within all transport academic courses and training programmes</b>							

# Priority Two: Customer-focused and customer-oriented transport services

<b>Priority 2</b>	<b>Customer-focused and customer-oriented transport services</b>
<b>Priority 2.a)</b>	<b>Persons with disabilities shall have equitable, dignified and responsive access to customer service, and shall be provided with the opportunity to interact and engage, to identify continuous service improvement, and so that barriers are remedied</b>
<b>Objective 1</b>	<b>Equitable, dignified and responsive access to customer service shall be promoted</b>
<b>Objective 2</b>	<b>Modal workstreams shall promote of passenger rights through escalation</b>
<b>Objective 3</b>	<b>All modes shall address their responsibilities on the care &amp; reasonable accommodation of universal access passengers</b>



2.a)	Objective 1	<b>Equitable, dignified and responsive access to customer service shall be promoted</b>				
<b>Priority 2</b>		<b>Customer-focused and customer-oriented transport services</b>				
<b>2.a)</b>		<b>Persons with disabilities shall have equitable, dignified and responsive access to customer service, and shall be provided with the opportunity to interact and engage, to identify continuous service improvement, and so that barriers are remedied</b>				
<b>Objective 1</b>		<b>Activities</b>	<b>Outcome</b>	<b>Measure</b>	<b>Timeframe</b>	<b>Agency</b>
<b>Equitable, dignified and responsive access to customer service shall be promoted</b>		Develop input for the strategy and passenger charter on universally accessible transport for all modes of transport	Responsive customer care in all transport modes regardless of workstream, dealing with transport barriers systematically	Strategy and passenger charter published for Public Transport, Rail and Aviation published	<b>Short-term (2025-2028)</b>	Public Transport, Rail, Aviation
		Include universal design and universal access and reasonable accommodation as part of all customer service contracts across each modal travel chain for passenger-related services		Number of customer service contracts for each mode that include universal design, universal access and reasonable accommodation for passenger-related services		<b>Medium-term (2025-2030)</b>
		Develop input for the strategy and passenger charter on universally accessible transport for all modes of transport		Strategy and passenger charter published for Maritime and Roads published	Maritime, Roads	
		Develop strategy and passenger charter on universally accessible transport, focusing on helpful and friendly staff, and a functioning customer service system at operator and governmental level		Input on strategy and passenger charter covering all forms of transport	DoT modal workstreams	
		Develop a strategy and charter on universally accessible transport covering all transport modes, outlining ITP oversight role		Strategy and passenger charter published covering all forms of transport, including ITP oversight role	ITP /COO	

2.a)	Objective 2	Modal workstreams shall promote of passenger rights through escalation				
Priority 2		Customer-focused and customer-oriented transport services				
2.a)		Persons with disabilities shall have equitable, dignified and responsive access to customer service, and shall be provided with the opportunity to interact and engage, to identify continuous service improvement, and so that barriers are remedied				
Objective 2		Activities	Outcome	Measure	Timeframe	Agency
Modal workstreams shall promote of passenger rights through escalation		Report through the universal access oversight committee oversight structure established under priority 1.b) Objective 1	Effective reporting of barriers systematically collected within DoT, and remedial action taken	Regular reports from each workstream to the universal access oversight committee	Short-term (2025-2028)	DoT modal workstreams
		Monitor transport service customer interface, and implement contractual conditions		Number of operational checks and reports on operations by each workstream on universal accessibility		
		Set up a universal access user group in the provinces/ SoEs/ municipality and collect feedback in support of service experience		Number of Provincial universal access groups or other structures running and supported	Medium-term (2025-2030)	

2.a)	Objective 3	All modes shall address their responsibilities on the care & reasonable accommodation of universal access passengers				
Priority 2		Customer-focused and customer-oriented transport services				
2.a)		Persons with disabilities shall have equitable, dignified and responsive access to customer service, and shall be provided with the opportunity to interact and engage, to identify continuous service improvement, and so that barriers are remedied				
Objective 3		Activities	Outcome	Measure	Timeframe	Agency
All modes shall address their responsibilities on the care & reasonable accommodation of universal access passengers	Implement a 'safe transport' campaign, that includes safer driving		Prevention of the creation of barriers in transport for people with disabilities and other universal access passengers	Evidence of implementation of a safe transport and safe driving campaign	Short-term (2025-2028)	DoT modal workstreams
	Through the safe driving campaign protect pedestrians, cyclists and vulnerable road users			Number of UA awareness campaigns implemented in different modes		
	Develop awareness campaigns to run in parallel to the passenger charter, on the right of access to transport in each mode in each workstream			Evidence that complaints / passenger input have led to safe transport campaigns	Medium-term (2025-2030)	
	Identify the need for particular campaigns from complaints and coordinate their implementation					

2.a) Outputs and timeframes							
Priority 2		Customer-focused and customer-oriented transport services					
2.a)		Persons with disabilities shall have equitable, dignified and responsive access to customer service, and shall be provided with the opportunity to interact and engage, to identify continuous service improvement, and so that barriers are remedied					
Objective		Public Transport	Roads	Rail	ITP	Aviation	Maritime
1	Equitable, dignified and responsive access to customer service shall be promoted	Strategy & passenger charter		Strategy & passenger charter		Strategy & passenger charter	
2	Modal workstreams shall promote of passenger rights through escalation	Reports from each workstream submitted to the universal access oversight committee					
3	All modes shall address their responsibilities on the care & reasonable accommodation of universal access passengers	Implementation programmes that are part of a safe transport and safe driving campaign					
Timeframe		Short-term (2025-2028)					
1	Equitable, dignified and responsive access to customer service shall be promoted		Strategy & passenger charter		Strategy & passenger charter published covering all forms of transport, including ITP oversight role		Strategy & passenger charter
		Customer service contracts for each mode that include universal design, universal access and reasonable accommodation for passenger-related services					
		Input on strategy and passenger charter covering all forms of transport					
2	Modal workstreams shall promote of passenger rights through escalation	Operational checks and reports on operations by each workstream on universal accessibility					
		Provincial universal access groups or other structures running and supported					
3	All modes shall address their responsibilities on the care & reasonable accommodation of universal access passengers	Universal accessibility awareness campaigns implemented in different modes					
		Direct use of complaints / passenger input leading to safe transport campaigns					
Timeframe		Medium-term (2025-2030)					

# Priority Three: Accessible processes and systems

<b>Priority 3</b>	<b>Accessible processes and systems</b>
<b>Priority 3.a)</b>	<b>Persons with disabilities shall benefit from inclusive and accessible processes and systems: travel chain</b>
<b>Objective 1</b>	<b>Services shall overtime, ensure that reasonable accommodation is in place through out the travel chain, including safety and security</b>
<b>Objective 2</b>	<b>Modal and sector-specific solutions shall be implemented: All modes shall address their responsibilities on the care &amp; reasonable accommodation of universal access passengers</b>
<b>Objective 3</b>	<b>Long-term solutions to barriers shall be identified and implemented</b>
<b>Priority 3.b)</b>	<b>Persons with disabilities shall use innovative technology implemented on an equal basis to others</b>
<b>Objective 1</b>	<b>Information and communication audits conducted on all modes and services in each workstream: Persons with disabilities shall use innovative technology implemented on an equal basis to others</b>
<b>Objective 2</b>	<b>Improve passenger experience through universally designed innovative technology</b>
<b>Priority 3.c)</b>	<b>Persons with disabilities shall receive responsive and timely information on disruptions, cancellations and major events, and shall be equally accommodated in crises situations &amp; by emergency services</b>
<b>Objective 1</b>	<b>Emergency service responses shall be aligned to emergency situations per mode inclusive of people with disabilities and other vulnerable groups</b>



3.a)	Objective 1	Services shall overtime, ensure that reasonable accommodation is in place through out the travel chain, including safety and security				
Priority 3		Customer-focused and customer-oriented transport services				
3.a)		Persons with disabilities shall benefit from inclusive and accessible processes and systems: travel chain				
Objective 1	Activities	Outcome	Measure	Timeframe	Agency	
Services shall overtime, ensure that reasonable accommodation is in place through out the travel chain, including safety and security	Conduct universal access audits, including interviews with people with disabilities and other UA passengers; on all modes of transport in all workstreams	Audits for compliance with WPRPD and to improve public safety, equality and dignity in transport environments	Number of universal access audits conducted per mode	Short-term (2025-2028)	DoT modal workstreams	
	Barriers identified and a programme for reasonable accommodation measures put in place, long term barriers recorded		Implementation plan in place and regularly updated, per mode			
	Development of a universal design access plan (UDAP) UDAP by every transport mode in all workstreams workstream		Number of complete and up-to-date UDAPs per workstream	Medium-term (2025-2030)		
	Review and audit cross-border travel chain barriers affecting road, rail, public transport, and ports		Number of cross-boarder reviews			ITP /COO
	Research and examine city planning to introduce guidelines and principles for safer cities, towns and villages		Safe city research study completed with guidelines and principles			

3.a)	Objective 2	Modal and sector-specific solutions shall be implemented: From sector-specific barriers, implement projects not limited to but including the following:			
Priority 3		Customer-focused and customer-oriented transport services			
3.a)		Persons with disabilities shall benefit from inclusive and accessible processes and systems: travel chain			
Objective 2	Activities	Outcome	Measure	Timeframe	Agency
Modal and sector-specific solutions shall be implemented: From sector-specific barriers, implement projects not limited to but including the following:	Process for blue badges and dedicated car parking regulated and managed effectively by government	Implementation of high priority, easy to implement mode specific interventions for people with disabilities and other universal access passengers	Number of provinces with effective process for blue badges	Short-term (2025-2028)	Roads
	Ensure that there vehicle testing centres for drivers with disabilities in each province, with suitably trained staff		Number of provinces with testing centre(s) for drivers with disabilities		
	Implement guidelines for airlines on booking flights for persons with disabilities and monitor standards		Number of airlines trained on booking guidelines		Aviation
	Implement air and ground staff oversight and monitoring of complaints handling for passengers with disabilities at all airports		Process for monitoring and oversight of air and ground complaints from people with disabilities		
	Set up help desks at all airports, providing free porter assistance (reasonable accommodation) to all passengers using airport premises		Number of manned helpdesks and reasonable accommodation measures in place		
	Reserved seats and operating procedures for people with disabilities and others requiring special assistance at the boarding gate and on the plane		Reports on process for reserving seats and provision of assistance tested by people with disabilities		Maritime
	Reserved seats and operating procedures for people with disabilities, and others requiring special assistance when boarding any maritime service		Reports on process for reserving seats and provision of assistance tested by people with disabilities		

3.a)	Objective 2	<b>Modal and sector-specific solutions shall be implemented. From sector-specific barriers, implement projects not limited to but including the following</b>			
<b>Priority 3</b>		<b>Customer-focused and customer-oriented transport services</b>			
<b>3.a)</b>		<b>Persons with disabilities shall benefit from inclusive and accessible processes and systems: travel chain</b>			
<b>Objective 2 (cont'd)</b>	<b>Activities</b>	<b>Outcome</b>	<b>Measure</b>	<b>Timeframe</b>	<b>Agency</b>
<b>Modal and sector-specific solutions shall be implemented. From sector-specific barriers, implement projects not limited to but including the following:</b>	Pilot and implement the sign language and assistive technology policy in all modal services, and provide feedback	Implementation of high priority, easy to implement mode specific interventions for people with disabilities and other universal access passengers	Number of sign language and assistive technology pilots per workstream	<b>Medium-term (2025-2030)</b>	DoT modal workstreams
	Establish a task team for e-hailing and on-demand services established to encourage innovative solutions for first and last mile transport, transport hub integration and learner transport		Innovation solutions developed through the e-hailing task team		Public Transport
	Strengthen learner transport for learners with disabilities: pilot situation-based solutions through a ring-fenced grant		Number of learner transport solutions for learners with disabilities		
	Ensure car parking and on-demand service drop-off for people with disabilities and modal integration at transport hubs		Number of transport hubs with car parking and drop-off facilities		
	Coordinate and monitor all modal and sector-specific actions		Process in place to monitor modal and sector-specific actions		ITP /COO
	Develop a sign language policy and assistive technology policy		Sign language and assistive technology policy developed for all forms of transport		
	Review and revise both policies based on practice		Review report on both policies		

<b>3.a)</b>	<b>Objective 3</b>	<b>Long-term solutions to barriers shall be identified and implemented</b>			
<b>Priority 3</b>		<b>Customer-focused and customer-oriented transport services</b>			
<b>3.a)</b>		<b>Persons with disabilities shall benefit from inclusive and accessible processes and systems: travel chain</b>			
<b>Objective 3</b>	<b>Activities</b>	<b>Outcome</b>	<b>Measure</b>	<b>Timeframe</b>	<b>Agency</b>
<b>Long-term solutions to barriers shall be identified and implemented</b>	Implement costed solutions and review barriers in all modes across all workstreams to make all transport safer for vulnerable groups	Deal with systemic and high-cost barriers to access through the auditing process	Number of costed solutions for barriers in the implementation plan implemented in all modes in all workstreams	<b>Long-term (2030-2035)</b>	DoT modal workstreams
	Analyse and cost the removal of further long-term, high-cost barriers in travel chain service audits		Number of costed solutions for long-term high-cost barriers implemented through the implementation plan		
	Remedial action taken on barriers identified through the access audits, built into budget cycles		Costed solutions as part of budget cycles		
	Introduce guidelines and principles for universally accessible transport systems planning in cities, towns and villages		Gazetted guidelines and principles for universally accessible transport systems		ITP /COO

3.a	<b>Outputs and timeframes</b>						
<b>Priority 3</b>	<b>Customer-focused and customer-oriented transport services</b>						
3.a)	<b>Persons with disabilities shall benefit from inclusive and accessible processes and systems: travel chain</b>						
<b>Objective</b>		<b>Public Transport</b>	<b>Roads</b>	<b>Rail</b>	<b>ITP</b>	<b>Aviation</b>	<b>Maritime</b>
<b>1</b>	Services shall overtime, ensure that reasonable accommodation is in place throughout the travel chain, including safety & security	Universal access audits conducted per mode					
		Implementation plan in place, per mode					
<b>2</b>	Modal and sector-specific solutions shall be implemented: From sector-specific barriers, implement projects not limited to but including the following:		Effective provincial processes for blue badges			Airlines trained on booking guidelines	Process for reserving seats & provision of assistance tested by people with disabilities
			Provincial testing centre(s) for drivers with disabilities			Manned helpdesks & reasonable accommodation measures	
						Process for reserving seats & provision of assistance tested by people with disabilities	
<b>Timeframe</b>		<b>Short-term (2025-2028)</b>					



3.a	Outputs and timeframes (cont'd)						
Priority 3	Customer-focused and customer-oriented transport services						
3.a)	Persons with disabilities shall benefit from inclusive and accessible processes and systems: travel chain						
Objective (cont'd)		Public Transport	Roads	Rail	ITP	Aviation	Maritime
2	Services shall overtime, ensure that reasonable accommodation is in place throughout the travel chain, including safety & security	Sign language and assistive technology pilots per workstream					
Innovation solutions developed through the e-hailing task team				Process in place to monitor modal and sector-specific actions			
Learner transport solutions for learners with disabilities				Sign language and assistive technology policy developed for all forms of transport			
Transport hubs with car parking and drop-off facilities				Review report on both policies			
Timeframe		Medium-term (2025-2030)					
3	Long-term solutions to barriers shall be identified and implemented	Costed solutions for barriers in the implementation plan implemented in all modes in all workstreams			Gazetted guidelines & principles for universally accessible transport systems	Costed solutions for barriers in the implementation plan implemented in all modes in all workstreams	
Costed solutions for long-term high-cost barriers implemented through the implementation plan			Costed solutions for long-term high-cost barriers implemented through the implementation plan				
Costed solutions as part of budget cycles			Costed solutions as part of budget cycles				
Timeframe		Long-term (2030-2035)					

3.b)	Objective 1	<b>Improve passenger experience through universally designed innovative technology: Information and communication audits shall be conducted on all modes and services in each workstream</b>			
<b>Priority 3</b>		<b>Accessible processes and systems</b>			
<b>3.b)</b>		<b>Innovative technology shall be researched, introduced and tested</b>			
<b>Objective 1</b>	<b>Activities</b>	<b>Outcome</b>	<b>Measure</b>	<b>Timeframe</b>	<b>Agency</b>
<b>Improve passenger experience through universally designed innovative technology: Information and communication audits shall be conducted on all modes and services in each workstream</b>	Conduct surveys, passenger complaints & research with affected passenger groups to determine the set of universally accessible information & communication elements in each mode & service	Information & communication	Number of reviews and interventions on universally accessible information & communication elements in each mode & service completed	<b>Medium-term (2025-2030)</b>	DOT Modal work-streams
	Conduct information & communication audits on all modes & services in each workstream	barriers in public	Number of UA Information & communication audits completed		
	Make information available in accessible formats that all passengers can access and understand, before, during and after the journey	transport systems are	Alternative formats implemented as a result of the audits		
	Develop websites and Apps that are universally designed	identified and	Number of universally designed websites & apps per mode		
	Provide help points: Physical and Audio/Visual systems, text communication facilities	overcome	Number of universally accessible help points per mode		
	Introduce audible announcements or staff to assist vulnerable passengers: with visible and invisible disabilities		Audible announcements or assistance available per mode		
	Introduce universally designed fare media and a universally accessible card loading		Universally designed fare media and card loading per mode		
	Ensure services with universally accessible security gates		Number of inaccessible security gates per mode		
	Draft a set of expected elements, referencing SANS or ISO standards		Published set of expected elements per mode		
	Develop standards & guidelines for all modes of transport, based on research into universal design into all areas of technology in the travel chain		Review of universal design standards per set of expected elements		
Research innovative technology in all forms of transport		Number of research projects implemented		ITP /COO	

<b>3.b)</b>	<b>Objective 2</b>	<b>Persons with disabilities shall use innovative technology implemented on an equal basis to others</b>				
<b>Priority 3</b>		<b>Accessible processes and systems</b>				
<b>3.b)</b>		<b>Innovative technology shall be researched, introduced and tested</b>				
<b>Objective 2</b>	<b>Activities</b>	<b>Outcome</b>	<b>Measure</b>	<b>Timeframe</b>	<b>Agency</b>	
<b>Persons with disabilities shall use innovative technology implemented on an equal basis to others</b>	Introduce innovations such as universally designed last-mile / first mile and on-demand services in public transport, and all aspects of the public transport travel chain	New or improved technology is universally designed, universally accessible and available within transport systems	Number of innovation measures introduced that are universally designed and accessible	<b>Long-term (2030-2035)</b>	Public Transport	
	Introduce innovations such as connected and autonomous vehicles (CAVs) that are universally designed, and pedestrian and cycling safety		Number of universally designed CAVs, consistent and significant reduction in pedestrian and cycling accidents		Roads	
	Introduce innovation to enable boarding on and alighting from existing trains where reasonable accommodation is needed		Number of innovations that result in reasonable accommodation when boarding and alighting		Rail	
	Introduce innovation that enables people with disabilities to use the same boarding and alighting process as everyone else, and to have their needs met during the trip		Number of innovations that result in universally accessible boarding and alighting		Aviation/ Maritime	
	Introduce a 'universal design in transport technology research programme' on piloting inclusive product & service design & technological developments		Number of projects introduced as part of the universal design in transport technology research programme		ITP /COO	

<b>3.b</b>		<b>Outputs and timeframes</b>					
<b>Priority 3</b>		<b>Customer-focused and customer-oriented transport services</b>					
<b>3.b)</b>		<b>Innovative technology shall be researched, introduced and tested</b>					
<b>Objective</b>		<b>Public Transport</b>	<b>Roads</b>	<b>Rail</b>	<b>ITP</b>	<b>Aviation</b>	<b>Maritime</b>
<b>1</b>	<b>Improve passenger experience through universally designed innovative technology: Information &amp; communication audits shall be conducted on all modes &amp; services in each workstream</b>	Completed reviews and interventions			Review of universal design standards per set of expected elements	Completed reviews and interventions	
		Information & communication audits completed				Information & communication audits completed	
		Alternative formats implemented as a result of the audits			Set of expected elements per mode	Alternative formats implemented as a result of the audits	
		Universally designed websites & apps per mode				Universally designed websites & apps per mode	
		Audible announcements or assistance available per mode			Number of research projects implemented	Audible announcements or assistance available per mode	
		Universally designed fare media and card loading per mode				Universally designed fare media and card loading per mode	
		Accessible security gates in all modes				Accessible security gates in all mode	
<b>Timeframe</b>		<b>Medium-term (2025-2030)</b>					
<b>2</b>	<b>Persons with disabilities shall use innovative technology implemented on an equal basis to others</b>	Innovation measures introduced that are universally designed and accessible	Universally designed CAVs, consistent & significant reduction in pedestrian & cycling accidents	Innovations that result in reasonable accommodation when boarding & alighting	Projects introduced as part of the universal design in transport technology research programme	Innovations that result in universally accessible boarding and alighting	
<b>Timeframe</b>		<b>Long-term (2030-2035)</b>					

3.c)	Objective 1	<b>Persons with disabilities shall receive responsive and timely information on disruptions, cancellations and major events, and shall be equally accommodated in crises situations &amp; by emergency services</b>				
<b>Priority 3</b>		<b>Accessible processes and systems</b>				
<b>3.c)</b>		<b>Innovative technology shall be researched, introduced and tested</b>				
<b>Objective 1</b>		<b>Activities</b>	<b>Outcome</b>	<b>Measure</b>	<b>Timeframe</b>	<b>Agency</b>
<b>Persons with disabilities shall receive responsive and timely information on disruptions, cancellations and major events, and shall be equally accommodated in crises situations &amp; by emergency services</b>		Review operational manuals, emergency procedures, evacuation arrangements, safety information for all modes in all modal workstreams, against universal accessibility compliance measures	People with disabilities and other universal access passengers are accommodated where disruptions, cancellations and major events occur, and shall be equally accommodated in crises situations & by emergency services on an equal basis to others	Reviewed emergency procedures available universal access compliance, per mode	<b>Short-term (2025-2028)</b>	DoT modal workstreams
		Submission of emergency service plan that is inclusive of universal accessibility, as part of the risk register before issuing modal service contracts		Emergency service plans submitted, per mode		
		Review of risk registers for all transport services in all modes, for emergency service situations that are inclusive of universal accessibility		Risk registered reviewed, per mode		ITP /COO
		Develop of a standardised, risk and emergency service profile that is inclusive of universal accessibility for use by all workstreams		Risk and emergency service profiles developed, per mode		



3.c)	Objective 1	Persons with disabilities shall receive responsive and timely information on disruptions, cancellations and major events, and shall be equally accommodated in crises situations & by emergency services (cont'd)			
Priority 3		Accessible processes and systems			
3.c)		Innovative technology shall be researched, introduced and tested			
Objective 1 (cont'd)	Activities	Outcome	Measure	Timeframe	Agency
Persons with disabilities shall receive responsive and timely information on disruptions, cancellations and major events, and shall be equally accommodated in crises situations & by emergency services	Risk assessments conducted identifying the range of disruptions, cancellations & major events that may cause a lack of public transport services	People with disabilities and other universal access passengers are accommodated where disruptions, cancellations and major events occur, and shall be equally accommodated in crises situations & by emergency services on an equal basis to others	Number of risk assessments conducted per mode	Medium-term (2025-2030)	DoT modal work-streams
	Risk assessment on disruptions, cancellations & major events, recorded in a register for each transport mode		Completed risk register per mode		
	Submission of crisis situation review as part of the risk register before issuing public transport contracts		Review of crisis situations per mode		
	Risk assessment on disruptions, cancellations & major events recorded in a risk register for aviation & maritime, aligned to international standards and practice		Risk assessments aligned to international practice		Aviation/ Maritime
	Coordination of risk assessments in each service workstream		Number of risk teams per mode		ITP /COO
	Review of risk registers for all transport services in all workstreams in crisis situations on universal accessibility		Number of risk registers covering universal accessibility		
	Report to the modal workstreams on the review of the risk registers for crisis situations inclusive of universal access		Number of crisis situations including universal access		
	Review modal integration and advise on better response planning for alternative forms of transport accessible to all, in disruptions, cancellations & major events, through gazetted minimum requirements		Gazetted minimum requirements on universally accessible responses to disruptions, cancellations and major events, crisis situations and emergency services		
	Gazetted minimum requirements on provision of transport services in times of disruption, cancellation & major events				

<b>3.c</b>	<b>Outputs and timeframes</b>							
<b>Priority 3</b>	<b>Customer-focused and customer-oriented transport services</b>							
<b>3.c)</b>	<b>Persons with disabilities shall receive responsive and timely information on disruptions, cancellations and major events, and shall be equally accommodated in crises situations &amp; by emergency services</b>							
<b>Objective</b>		<b>Public Transport</b>	<b>Roads</b>	<b>Rail</b>	<b>ITP</b>	<b>Aviation</b>	<b>Maritime</b>	
<b>1</b>	<b>Persons with disabilities shall receive responsive and timely information on disruptions, cancellations and major events, and shall be equally accommodated in crises situations &amp; by emergency services</b>	Reviewed emergency procedures available universal access compliance, per mode						
		Emergency service plans submitted, per mode						
		Risk register reviewed, per mode						
		Risk and emergency service profiles developed, per mode						
<b>Timeframe</b>		<b>Short-term (2025-2028)</b>						
<b>1</b>	<b>Persons with disabilities shall receive responsive and timely information on disruptions, cancellations and major events, and shall be equally accommodated in crises situations &amp; by emergency services</b>	Risk assessments conducted per mode			Risk teams per mode		Risk assessments conducted per mode	
		Risk register per mode			Risk registers covering universal accessibility per mode		Risk register per mode	
		Review of crisis situations per mode			Record of crisis situations including universal access		Review of crisis situations per mode	
		Risk assessments aligned to international practice			Gazetted minimum requirements on universally accessible responses to disruptions, cancellations & major events, crisis situations & emergency services		Risk assessments aligned to international practice	
<b>Timeframe</b>		<b>Medium-term (2025-2030)</b>						

# Priority four: Accessible transport buildings, infrastructure and facilities

<b>Priority 4</b>	<b>Accessible transport buildings, infrastructure and facilities</b>
<b>Priority 4.a)</b>	<b>Universal design principles and dignified access to transport buildings, infrastructure and facilities shall be planned into and included in all new buildings, expansions, upgrades, retrofits, modifications and maintenance</b>
<b>Objective 1</b>	<b>New infrastructure (Part S) shall comply with existing minimum standards that support universal design</b>
<b>Objective 2</b>	<b>Modal and sector-specific solutions shall be implemented: All modes shall address their responsibilities on the care &amp; reasonable accommodation of universal access passengers</b>
<b>Objective 3</b>	<b>A maintenance-management programme shall be implemented for transport facilities and connecting NMT facilities so that the standard of universal accessibility is maintained and improved</b>
<b>Priority 4.b)</b>	<b>Existing infrastructure shall be upgraded or modified to comply with minimum standards (Part S) that support universal design, and reasonable accommodation shall be provided</b>
<b>Objective 1</b>	<b>Existing infrastructure shall be reviewed and a programme put in place to upgrade it in line with minimum standards</b>
<b>Objective 2</b>	<b>Ensure universal access to all transport facilities including toilets, restaurants and shops, business centres, executive lounges, places for prayer and viewing areas</b>

4.a)	Objective 1	<b>New infrastructure (Part S) shall comply with existing minimum standards that support universal design</b>				
<b>Priority 4</b>		<b>Accessible transport buildings, infrastructure and facilities</b>				
4.a)	<b>Universal design principles and dignified access to transport buildings, infrastructure and facilities shall be planned into and included in all new buildings, expansions, upgrades, retrofits, modifications and maintenance</b>					
<b>Objective 1</b>	<b>Activities</b>	<b>Outcome</b>	<b>Measure</b>	<b>Timeframe</b>	<b>Agency</b>	
<b>New infrastructure (Part S) shall comply with existing minimum standards that support universal design</b>	Prepare an SOP covering the following: New transport buildings, infrastructure and facilities shall comply with minimum standards on Part S and will be examined using an access audit prior to handover. All contracts will include a clause on remedial action to address compliance short-falls before project completion.	Ensure that all new building work complies with minimum standards supporting universal design and minimise the possibility of future non-compliance	SOP on Part S minimum standards circulated & in use	<b>Short-term (2025-2028)</b>	Public Transport (IPTNS) Rail, Aviation	
	Raise awareness on Part S within each modal workstream, develop Pro-forma contracts for all planning and infrastructure contracts, & provide to all levels of government for all government -related work		Number of workshops on Part S		DoT modal workstreams	
	Develop contracts on infrastructure and facilities that include universal design and universal access		Number of Part S inclusive contracts			
	Collate information on contracts on infrastructure and facilities across all workstream into a report		Report on universal access in infrastructure & facilities		ITP /COO	
	Report on the state of contracts on information and facilities that include universal access					
	Prepare an SOP covering the following: New transport buildings, infrastructure and facilities shall comply with minimum standards on Part S and will be examined using an access audit prior to handover. All contracts will include a clause on remedial action to address compliance short-falls before project completion		<b>Medium-term (2025-2030)</b>	SOP on Part S minimum standards circulated & in use	Public Transport Roads, Maritime	
	Measure infrastructure and facilities that include universal design and universal access			Number of access audits conducted	DoT modal workstreams	
	Report on infrastructure that is universally designed and universally accessible			Report on universal access in infrastructure & facilities	ITP /COO	

4.a)	Objective 2	<b>Modal and sector-specific solutions shall be implemented: All modes shall address their responsibilities on the care &amp; reasonable accommodation of universal access passengers</b>				
<b>Priority 4</b>		<b>Accessible transport buildings, infrastructure and facilities</b>				
4.a)		<b>Universal design principles and dignified access to transport buildings, infrastructure and facilities shall be planned into and included in all new buildings, expansions, upgrades, retrofits, modifications and maintenance</b>				
<b>Objective 2</b>		<b>Activities</b>	<b>Outcome</b>	<b>Measure</b>	<b>Timeframe</b>	<b>Agency</b>
<b>Modal and sector-specific solutions shall be implemented: All modes shall address their responsibilities on the care &amp; reasonable accommodation of universal access passengers</b>	Introduce short-term interventions based on complaints received		Ensure that reasonable accommodation is considered and available, even if compliance with minimum standards has not been forthcoming	Interventions introduced as a result of complaints	<b>Short-term (2025-2028)</b>	DoT modal workstreams
	Provide guidance on communication, information, reasonable accommodation help available, and infrastructure modifications to support boarding ramps, whether permanent or temporary			Guidelines on reasonable accommodation per mode		
	Set up help desks at all airports, providing free porter assistance (reasonable accommodation) to all passengers using rail and airport premises			Helpdesks at all airports and major rail stations, with reasonable accommodation effectively provided		PRASA / Aviation

4.a)	Objective 3	<b>A maintenance-management programme shall be implemented for transport facilities and connecting NMT facilities so that the standard of universal accessibility is maintained and improved</b>				
<b>Priority 4</b>		<b>Accessible transport buildings, infrastructure and facilities</b>				
<b>4.a)</b>		<b>Universal design principles and dignified access to transport buildings, infrastructure and facilities shall be planned into and included in all new buildings, expansions, upgrades, retrofits, modifications and maintenance</b>				
<b>Objective 3</b>		<b>Activities</b>	<b>Outcome</b>	<b>Measure</b>	<b>Timeframe</b>	<b>Agency</b>
<b>A maintenance-management programme shall be implemented for transport facilities and connecting NMT facilities so that the standard of universal accessibility is maintained and improved</b>		Use universal access audits to review physical barriers in all modes across all workstreams to make all transport safer for vulnerable groups	Completed access audits with implementation measures to inform all transport workstreams of the content of infrastructure programmes	Number of physical barrier reviews per mode	<b>Short-term (2025-2028)</b>	Public Transport (IPTN), Rail
		Remedial action taken on barriers identified through the universal access audits, built into budget cycles		Short-term remedial action implemented, evidence of planned improvement in budget cycles		
		Accelerate the finalisation of the dedicated maintenance budget for station access improvements, particularly for lifts and platforms		Universal access issues (lifts and station access improvements) included in maintenance budgets		Rail
		Fast-track acquisition and installation of suitable signage		Improved station signage		
		Prioritise accessible drop off facilities in airports for universal access passengers within the airport precinct from private or public transport		Accessible drop of facilities in airports	Aviation	
		Use universal access audits to review physical barriers in all modes across all workstreams to make all transport safer for vulnerable groups		Number of access audits conducted	<b>Medium-term (2025-2030)</b>	Public Transport, Roads, Aviation, Maritime
		Remedial action taken on barriers identified through the access audits, built into budget cycles		Short-term remedial action implemented, evidence of planned improvement in budget cycles		



4.a)	Objective 3	<b>A maintenance-management programme shall be implemented for transport facilities and connecting NMT facilities so that the standard of universal accessibility is maintained and improved (cont'd)</b>			
<b>Priority 4</b>		<b>Accessible transport buildings, infrastructure and facilities</b>			
4.a)	<b>Universal design principles and dignified access to transport buildings, infrastructure and facilities shall be planned into and included in all new buildings, expansions, upgrades, retrofits, modifications and maintenance</b>				
<b>Objective 3 (cont'd)</b>	<b>Activities</b>	<b>Outcome</b>	<b>Measure</b>	<b>Timeframe</b>	<b>Agency</b>
<b>A maintenance-management programme shall be implemented for transport facilities and connecting NMT facilities so that the standard of universal accessibility is maintained and improved</b>	Implement costed solutions and review barriers in all modes across all workstreams to make all transport safer for vulnerable groups	Completed access audits with implementation measures to inform all transport workstreams of the content of infrastructure programmes	Number of costed solutions implemented	<b>Long-term (2030-2035)</b>	DoT modal workstreams
	Analyse and cost the removal of further long-term, high-cost barriers in travel chain service audits		Number of long-term high-cost barriers analysed and costed		
	Remedial action taken on barriers identified through the access audits, built into budget cycles		Number of barriers remedied through budget cycles		
	Introduce guidelines and principles for universally accessible transport systems planning in cities, towns and villages		Number of cities towns and villages using universal accessibility guidelines and principles		ITP /COO

<b>4.a) Outputs and timeframes</b>							
<b>Priority 4</b>		<b>Accessible transport buildings, infrastructure and facilities</b>					
<b>4.a)</b>		<b>Universal design principles and dignified access to transport buildings, infrastructure and facilities shall be planned into and included in all new buildings, expansions, upgrades, retrofits, modifications and maintenance</b>					
<b>Objective</b>		<b>Public Transport</b>	<b>Roads</b>	<b>Rail</b>	<b>ITP</b>	<b>Aviation</b>	<b>Maritime</b>
<b>1</b>	<b>New infrastructure (Part S) shall comply with existing minimum standards that support universal design</b>	SOP on Part S minimum standards circulated & in use		SOP on Part S minimum standards circulated & in use	Report on universal access in infrastructure & facilities	SOP on Part S minimum standards circulated & in use	
		Workshops on Part S				Workshops on Part S	
		Part S inclusive contracts				Part S inclusive contracts	
<b>2</b>	<b>Modal and sector-specific solutions shall be implemented: All modes shall address their responsibilities on the care &amp; reasonable accommodation of universal access passengers</b>	Interventions introduced as a result of complaints					
		Guidelines on reasonable accommodation per mode					
		Helpdesks at all airports and major rail stations, with reasonable accommodation effectively provided					
<b>3</b>	<b>A maintenance-management programme shall be implemented for transport facilities and connecting NMT facilities so that the standard of universal accessibility is maintained and improved</b>	Physical barriers reviewed across all modes in all workstreams, using universal access audits					
		Short-term remedial action outlined, planned improvement in budget cycles					
				Universal access issues (lifts and station access improvements) included in maintenance budgets		Accessible drop of facilities in airports	
				Improved station signage			
<b>Timeframe</b>		<b>Short-term (2025-2028)</b>					

4.a)	Outputs and timeframes (cont'd)						
Priority 4	Accessible transport buildings, infrastructure and facilities						
4.a)	Universal design principles and dignified access to transport buildings, infrastructure and facilities shall be planned into and included in all new buildings, expansions, upgrades, retrofits, modifications and maintenance						
Objective (cont'd)		Public Transport	Roads	Rail	ITP	Aviation	Maritime
1	New infrastructure (Part S) shall comply with existing minimum standards that support universal design	SOP on Part S minimum standards circulated & in use	SOP on Part S minimum standards circulated & in use		Report on universal access in infrastructure & facilities		SOP on Part S minimum standards circulated & in use
Physical barriers reviewed across all modes in all workstreams, using universal access audits							
2	A maintenance-management programme shall be implemented for transport facilities and connecting NMT facilities so that the standard of universal accessibility is maintained and improved	Short-term remedial action outlined, planned improvement in budget cycles					
Timeframe		Medium-term (2025-2030)					
3	A maintenance-management programme shall be implemented for transport facilities and connecting NMT facilities so that the standard of universal accessibility is maintained and improved	Number of costed solutions implemented			Number of cities towns and villages using universal accessibility guidelines and principles	Number of costed solutions implemented	
Number of long-term high-cost barriers analysed and costed			Number of long-term high-cost barriers analysed and costed				
Number of barriers remedied through budget cycles			Number of barriers remedied through budget cycles				
Timeframe		Long-term (2030-2035)					

4.b)	Objective 1	Existing infrastructure shall be reviewed and a programme put in place to upgrade it in line with minimum standards				
Priority 4		Accessible transport buildings, infrastructure and facilities				
4.b)	Existing infrastructure shall be upgraded or modified to comply with minimum standards (Part S) that support universal design, and reasonable accommodation shall be provided					
Objective 1	Activities	Outcome	Measure	Timeframe	Agency	
Existing infrastructure shall be reviewed and a programme put in place to upgrade it in line with minimum standards	Develop an universal access audit process, to review barriers in all modes across all workstreams to make all transport safer for vulnerable groups	Improved access in existing buildings implemented through costed programmes, and the prevention of non-compliance with Part S in the future through increased understanding and compliance within the transport family	Process for the on-going implementation the findings of universal access audits	Short-term (2025-2028)	DoT modal work-streams	
	Develop practical guidance on the application of SANS 10400 Part S standards for existing infrastructure in modal-specific transport facilities and different conditions. Include communication, information, reasonable accommodation help available, and infrastructure modifications to support boarding ramps, whether permanent or temporary		Practical guidance issued on the application of SANS 10400 Part S in all transport modes per workstream			
	Implement an ACSA and Ekurhuleni municipality Airport Terminal Bus stop project		Evidence of ACSA/Ekurhuleni bus stop project implemented in line with SANS 10400 Part S			Public Transport / Aviation
	Implement a Rail and Ekurhuleni municipality transport hub project		Evidence of PRASA/Ekurhuleni transport hub project implemented in line with SANS 10400 Part S			Public Transport / Rail
	Institutionalise a universal access audits process during infrastructure reviews before planning and construction		Medium-term (2025-2030)	Number of access audits carried out through internal processes before planning and construction	DoT modal work-streams	
	Analyse and cost the removal of long term barriers in travel chain service audits			Analysis and costing of access audits results		
	Remedial action taken on barriers identified through the travel chain service audits, built into budget cycles			Remedial action taken and evidence in budget cycles		

4.b)	Objective 2	Ensure universal access to all transport facilities including toilets, restaurants and shops, business centres, executive lounges, places for prayer and viewing areas			
Priority 4	Accessible transport buildings, infrastructure and facilities				
4.b)	Existing infrastructure shall be upgraded or modified to comply with minimum standards (Part S) that support universal design, and reasonable accommodation shall be provided				
Objective 2	Activities	Outcome	Measure	Timeframe	Agency
Ensure universal access to all transport facilities including toilets, restaurants and shops, business centres, executive lounges, places for prayer and viewing areas	Produce detailed universal access planning guidelines & minimum requirements per mode under the NLTSF, reviewing sector-specific interventions, infrastructure modifications and reasonable accommodation	Ensure that all work-stream-specific transport facilities and services are comply with UA	Number of detailed universal access planning guidelines & minimum requirements per mode	Medium-term (2025-2030)	DoT modal work-streams
	Select & prioritise interventions on station & IPTN service integration		Number of IPTN nodes prioritised with other workstreams		Public Transport
	Too many Rivers to Cross. Bridges, not boats, for rural river crossings.		Number of universally accessible river crossings		Maritime/ Roads
	Set up a process to monitoring & evaluation of workstreams on reaching the immediate, on-going and sector-specific outputs		Monitoring & evaluation oversight programme for the Action Plan		ITP/ COO
	Develop planning guidelines & minimum requirements for integration between different modal facilities, under the National Land Transport Strategic Framework (NLTSF)		Gazetted NLTSF Universal Access planning guidelines & minimum requirements		ITP/ COO
	Develop and implement a costed plan to remove long term barriers to access		Costed, budgeted programme resulting from universal access audits	Long-term (2030-2035)	DoT modal work-streams
	Review and align standards affecting public transport, roads, and rail that affect universal design		Standards in public transport, roads and rail that support universal design		
	Budget for the implementation of long term barriers and remove overtime, through new projects		Number of re-planned & redesigned transport hubs using universal access		
	Introduce guidelines and principles for universally accessible transport systems planning in cities, towns and villages		Process for introducing NLTSF UA planning guidelines in urban planning		
	Re-plan and re-design hubs across the country, agreed by the relevant municipality & province		Economic Transport Regulator promoting universal accessibility & protecting passengers through the complaints system		ITP/ COO
Monitor complaints on infrastructure through the Economic Transport Regulator					

4.b)	Outputs and timeframes						
Priority 4	Accessible transport buildings, infrastructure and facilities						
4.b)	Universal design principles and dignified access to transport buildings, infrastructure and facilities shall be planned into and included in all expansions, upgrades, retrofits, modifications and maintenance						
Objective		Public Transport	Roads	Rail	ITP	Aviation	Maritime
1	Existing infrastructure shall be upgraded or modified to comply with minimum standards (Part S) that support universal design, and reasonable accommodation shall be provided	Prioritisation of implementation of interventions from universal access audits in all modes in all workstreams					
Practical guidance on the application of SANS 10400 Part S in all transport modes per workstream							
ACSA/ Ekurhuleni bus stop project implemented in line with SANS 10400 Part S					ACSA/ Ekurhuleni bus stop project implemented in line with SANS 10400 Part S		
		PRASA/ Ekurhuleni transport hub project implemented in line with SANS 10400 Part S		PRASA/ Ekurhuleni transport hub project implemented in line with SANS 10400 Part S			
2	Ensure universal access to all transport facilities including toilets, restaurants and shops, business centres, executive lounges, places for prayer and viewing areas	Detailed universal access planning guidelines & minimum requirements per mode					
IPTN nodes prioritised with other workstreams		Universally accessible river crossings		Monitoring & evaluation oversight programme for the Action Plan		Universally accessible river crossings	
				Gazetted NLTSF Universal Access planning guidelines & minimum requirements			
Timeframe		Short-term (2025-2028)					



4.b) Outputs and timeframes								
Priority 4		Accessible transport buildings, infrastructure and facilities						
4.b)		Universal design principles and dignified access to transport buildings, infrastructure and facilities shall be planned into and included in all expansions, upgrades, retrofits, modifications and maintenance						
Objective		Public Transport	Roads	Rail	ITP	Aviation	Maritime	
1	Existing infrastructure shall be upgraded or modified to comply with minimum standards (Part S) that support universal design, and reasonable accommodation shall be provided	Access audits carried out through internal processes before planning and construction						
		Analysis and costing of access audits results						
		Remedial action taken and evidence in budget cycles						
2	Ensure universal access to all transport facilities including toilets, restaurants and shops, business centres, executive lounges, places for prayer and viewing areas	Detailed universal access planning guidelines & minimum requirements per mode						
		IPTN nodes prioritised with other workstreams	Universally accessible river crossings		Monitoring & evaluation oversight programme for the Action Plan Gazetted NLTsf Universal Access planning guidelines & minimum requirements		Universally accessible river crossings	
Timeframe		Medium-term (2025-2030)						
2	Ensure universal access to all transport facilities including toilets, restaurants and shops, business centres, executive lounges, places for prayer and viewing areas	Re-planned & redesigned transport hubs using universal access			Costed, budgeted programme resulting from universal access audits		Re-planned & redesigned transport hubs using universal access	
		Standards in public transport, roads and rail that support universal design						
		Process for introducing NLTsf UA planning guidelines in urban planning			Economic Transport Regulator promoting universal accessibility & protecting passengers through the complaints system		Process for introducing NLTsf UA planning guidelines in urban planning	
Timeframe		Long-term (2030-2035)						

# Priority five: Accessible vehicles

<b>Priority 5</b>	<b>Accessible vehicles</b>
<b>Priority 5.a)</b>	<b>Persons with disabilities shall have increased access to existing aircraft, vessels, train, bus, coach, midi &amp; minibus taxis, e-hailing/ metered taxis, cars, pedestrian and cycling, and universal access to all future forms of transport</b>
<b>Objective 1</b>	<b>The accommodation of passengers on mainstream transport shall be ensured to the greatest extent possible, without the need for adaptation or specialized design</b>
	<b>Engage with manufacturers, industry and operators per mode to introduce measures to better include people with disabilities and other UA passengers on mainstream services</b>
	<b>Introduce new vehicle standards, including permanent or temporary boarding bridges from infrastructure to bridge the gap between the vehicle and the supporting infrastructure in all modes</b>
<b>Objective 2</b>	<b>New vehicles that are universally designed shall be gazetted and regulated: Gazette and regulate new vehicles, including permanent or temporary boarding bridges from infrastructure to bridge the gap between the vehicle and the supporting infrastructure in all modes</b>
<b>Objective 3</b>	<b>Ensure that all mainstream transport is accessible to all</b>

5.a)	Objective 1	The accommodation of passengers on mainstream transport shall be ensured to the greatest extent possible, without the need for adaptation or specialized design: engaging manufacturers				
Priority 5		Accessible vehicles				
5.a)		Persons with disabilities shall have increased access to existing aircraft, vessels, train, bus, coach, midi & minibus taxis, e-hailing/ metered taxis, cars, pedestrian and cycling, and universal access to all future forms of transport				
Objective 1		Activities	Outcome	Measure	Timeframe	Agency
Engage with manufacturers, industry and operators per mode to introduce measures to better include people with disabilities and other UA passengers on mainstream services		Due Diligence studies of the vehicle/service interface for the affected parts of the travel chain	Vehicles products & solutions researched in all workstreams. Systematic introduction of standards and regulations for universally designed vehicles	Due diligence reports written on vehicle platform interface for public transport & rail	Short-term (2025-2028)	Public Transport/ Rail
		Facilitate the engagement of manufacturers, operators and other industry partners for each modal workstream and collate reports on development for DWYPD reports		Evidence of engagement between industry partners		Public Transport/ Rail
		Research studies on universal designed vehicles in all modes and all workstreams: Modal research studies on universal designed PT vehicles, rail and NMT, and innovation on universal design in in Aviation and Maritime		Research studies on universally designed vehicles per workstream, including the vehicle/infrastructure interface covering all power supplies		DoT Modal work-streams
		Introduce new vehicle standards, including permanent or temporary boarding bridges from infrastructure to bridge the gap between the vehicle and the supporting infrastructure in all modes		Vehicle standards and related policy documents introduced per mode that correctly capture universal design issues		
		New public transport vehicle standard (SANS 10370) completed, adopted and implemented within a published timeframe		SANS 10370 concluded		Public Transport
		New vehicle standards adopted for driving (SANS 10370), testing centres established for drivers of adapted vehicles		SANS 10370 concluded		Roads

5.a)	Objective 2	New vehicles that are universally designed shall be gazetted and regulated				
Priority 5		Accessible vehicles				
5.a)		Persons with disabilities shall have increased access to existing aircraft, vessels, train, bus, coach, midi & minibus taxis, e-hailing/ metered taxis, cars, pedestrian and cycling, and universal access to all future forms of transport				
Objective 2		Activities	Outcome	Measure	Timeframe	Agency
New vehicles that are universally designed shall be gazetted and regulated: Gazette and regulate new vehicles, including permanent or temporary boarding bridges from infrastructure to bridge the gap between the vehicle and the supporting infrastructure in all modes		Introduce new vehicles, including permanent or temporary boarding bridges from infrastructure to bridge the gap between the vehicle and the supporting infrastructure in all modes	New universally designed vehicles are introduced across all modes in all workstreams in line with standards and timeframes for their on-going introduction are published.	Introduction of new, complaint vehicles through a regulated timeframe	Medium-term (2025-2030)	Modal work-streams
		Pilot test new universally designed vehicles per mode & processes for their introduction, support innovation in areas where national vehicles are not supplied, e.g. aviation & maritime		Number of pilot tests conducted		
		Gazette new vehicle standards		New vehicle standards gazetted		Public Transport
		New rolling stock standards adopted and implemented in within a published timeframe		New rolling stock standards adopted and timeframe for implementation published		Rail
		New airplane standards adopted and implemented in within a published timeframe		New Aviation standards adopted and timeframe for implementation published		Aviation
		New standards or adaptations adopted and implemented for ship/boats offering a service to the public within a published timeframe		New standards adopted for ship/boats and timeframe for implementation published		Maritime
		Timetable and programme for the introduction of all modes of transport regardless of mode		Published timetable and programme		ITP /COO

5.a)	Objective 3	Ensure that all mainstream transport is accessible to all			
Priority 5	Accessible vehicles				
5.a)	Persons with disabilities shall have increased access to existing aircraft, vessels, train, bus, coach, midi & minibus taxis, e-hailing/ metered taxis, cars, pedestrian and cycling, and universal access to all future forms of transport				
Objective 3	Activities	Outcome	Measure	Timeframe	Agency
Ensure that all mainstream transport is accessible to all	Prevent the re-issuing of licenses on inaccessible public transport vehicles and those that cannot be adapted or modified by phasing out the number of inaccessible public transport vehicles	Reasonable accommodation measures per workstream are implemented, both current and future	Measures in licenses and contracts to prevent re-issuing of licences for inaccessible public transport vehicles	Medium-term (2025-2030)	Public Transport
	Regular reduction in number of inaccessible license and testing centres by removing licenses for inaccessible license and testing centres		Timetable published for the reduction of inaccessible testing centres		Roads
	Prevent the re-issuing of licenses in private vehicles that cannot be adapted or modified		Timetable published for conditions on vehicle imports		
	Regular reduction in the amount of inaccessible rolling stock by including penalties on the use of rolling stock that is not universally designed, and penalties on the non-provision of reasonable accommodation		Timetable published for rail operators to reduce inaccessible rolling stock		Rail
	Regular reduction in the number of airplanes in public use that are inaccessible by introducing penalties on the use of airplanes that are not universally designed and the non-provision of reasonable accommodation		Timetable for the introduction of penalties for airlines		Aviation
	Regular reduction in the number of ships/vessels for public use that are inaccessible by introducing penalties on the use of ships/vessels that are not universally designed or adapted and the non-provision of reasonable accommodation		Timetable for the introduction of penalties for ship/boat companies		Maritime
	Report on universally design and inaccessible vehicles per mode		Number of reports on vehicle inaccessibility, licences and testing centres		ITP/COO
	Report on licenses and testing centres				

5.a)	Objective 3	Ensure that all mainstream transport is accessible to all (cont'd)			
Priority 5		Accessible vehicles			
5.a)		Persons with disabilities shall have increased access to existing aircraft, vessels, train, bus, coach, midi & minibus taxis, e-hailing/ metered taxis, cars, pedestrian and cycling, and universal access to all future forms of transport			
Objective 3 (cont'd)	Activities	Outcome	Measure	Timeframe	Agency
Ensure that all mainstream transport is accessible to all	Prevent the re-issuing of licenses on inaccessible public transport vehicles and those that cannot be adapted or modified by phasing out the number of inaccessible public transport vehicles	Inaccessible vehicles are phased out, universally designed vehicles are phased in, and continuously improved	Implementation of measures in licenses and contracts to prevent re-issuing	Long-term (2030-2035)	Public Transport
	Regular reduction in number of inaccessible license and testing centres by removing licenses for inaccessible license and testing centres		Implementation of timetable to reduce inaccessible testing centres		Roads
	Prevent the re-issuing of licenses in private vehicles that cannot be adapted or modified		Implementation of conditions on vehicle imports		
	Regular reduction in the amount of inaccessible rolling stock by including penalties on the use of rolling stock that is not universally designed, and penalties on the non-provision of reasonable accommodation		Implementation of timetable published for rail operators to reduce inaccessible rolling stock		Rail
	Regular reduction in the number of airplanes in public use that are inaccessible by introducing penalties on the use of airplanes that are not universally designed and the non-provision of reasonable accommodation		Implementation of timetable for the introduction of penalties for airlines to reduce inaccessible airline services		Aviation
	Regular reduction in the number of ships/vessels for public use that are inaccessible by introducing penalties on the use of ships/vessels that are not universally designed or adapted and the non-provision of reasonable accommodation		Implementation of timetable for the introduction of penalties for airlines to reduce inaccessible maritime services		Maritime
	Report on universally designed and inaccessible vehicles per mode		Number of reports on vehicle inaccessibility, licences and testing centres		ITP/ COO
	Report on licenses and testing centres				



5.a	<b>Outputs and timeframes</b>						
Priority 5	<b>Accessible vehicles</b>						
5.a	<b>Persons with disabilities shall have increased access to existing aircraft, vessels, train, bus, coach, midi &amp; minibus taxis, e-hailing/ metered taxis, cars, pedestrian and cycling, and universal access to all future forms of transport</b>						
<b>Objective</b>		<b>Public Transport</b>	<b>Roads</b>	<b>Rail</b>	<b>ITP</b>	<b>Aviation</b>	<b>Maritime</b>
1	<b>The accommodation of passengers on mainstream transport shall be ensured to the greatest extent possible, without the need for adaptation or specialized design:</b>	Due diligence reports written on vehicle platform interface for public transport & rail	SANS 10370 concluded	Due diligence reports written on vehicle platform interface for public transport & rail			
SANS 10370 concluded			Engagement between industry partners				
Research studies on universally designed vehicles from each workstream, including the vehicle/infrastructure interface covering all power supplies							
Vehicle standards and related policy documents introduced per mode that correctly capture universal design issues							
<b>Timeframe</b>		<b>Short-term (2025-2028)</b>					

5.a	Outputs and timeframes (cont'd)						
Priority 5	Accessible vehicles						
5.a	Persons with disabilities shall have increased access to existing aircraft, vessels, train, bus, coach, midi & minibus taxis, e-hailing/ metered taxis, cars, pedestrian and cycling, and universal access to all future forms of transport						
Objective (cont'd)		Public Transport	Roads	Rail	ITP	Aviation	Maritime
2	New vehicles that are universally designed shall be gazetted and regulated	New vehicle standards gazetted	Timetable for the reduction of inaccessible testing centres	New rolling stock standards and timeframe for implementation	Published timetables and programmes per mode for the introduction of universally designed vehicles	New Aviation standards and timeframe for implementation	New standards for ships/ boats & timeframe for implementation
		Introduction of new, complaint vehicles through a regulated timeframe					
	Number of pilot tests conducted						
	Ensure that all mainstream transport is accessible to all	Measures in licenses and contracts to prevent re-issuing of licences for inaccessible public transport vehicles	Timetable for conditions on vehicle imports	Timetable for rail operators to reduce inaccessible rolling stock	Reports on vehicle inaccessibility, licences and testing centres	Timetable for the introduction of penalties for airlines	Timetable for the introduction of penalties for ship/boat companies
Timeframe		Medium-term (2025-2030)					
3	Ensure that all mainstream transport is accessible to all	Measures in licenses and contracts to prevent re-issuing	Timetable to reduce inaccessible testing centres	Timetable published for rail operators to reduce inaccessible rolling stock	Reports on vehicle inaccessibility, licences and testing centres	Timetable for the introduction of penalties for airlines to reduce inaccessible airline services	Timetable for the introduction of penalties for airlines to reduce inaccessible maritime services
			Conditions on vehicle imports				
Timeframe		Medium-term (2025-2030)					

# Priority six: Workplace accessibility & transformation

<b>Priority 6</b>	<b>Workplace accessibility and transformation</b>	
<b>Priority 6.a)</b>	<b>Inclusive practices for employment of people with disability shall create accessible work environments</b>	
<b>Objective 1</b>	<b>Equitable, dignified and responsive employment practices shall be followed:</b>	
	<b>1.1</b>	<b>Job advertisement and job application processes shall target people with disabilities</b>
	<b>1.2</b>	<b>A budget shall be allocated for reasonable accommodation in the workplace</b>
	<b>1.3</b>	<b>Mentoring and workplace progression for people with disabilities shall take place in all modes throughout the transport family</b>
<b>Objective 2</b>	<b>Inclusive employment practices shall be institutionalised</b>	
	<b>2.1</b>	<b>Reasonable accommodation needs of people with disabilities shall be recorded and effectively addressed</b>
	<b>2.2</b>	<b>Mentoring and workplace progression for people with disabilities shall be reviewed and improved in all modes throughout the transport family</b>
	<b>2.3</b>	<b>All senior managers in the transport family shall undergo employment capacity development for supervising employees with disabilities</b>
<b>Objective 3</b>	<b>Procurement from and employment of people with disabilities shall be recorded</b>	
	<b>3.1</b>	<b>ITSB-BBEE Codes shall be aligned to the DTIC Codes of Good Practice</b>
	<b>3.2</b>	<b>Contracts let in Public Transport shall include procurement targets for persons with disabilities and the information shall be recorded, as well as disability employment</b>
	<b>3.3</b>	<b>The transport family shall report on procurement and employment targets of people with disabilities</b>

6.a)	Objective 1	Equitable, dignified and responsive employment practices shall be followed:							
Priority 6		Workplace accessibility and transformation							
6.a)		Inclusive practices for employment of people with disability shall create accessible work environments							
Objective 1		Activities	Outcome	Measure	Timeframe	Agency			
6.a) 1.1	Job advertisement & job application processes shall target people with disabilities	All jobs advertised shall be equally available to people with disabilities as those without	Better promotion of the employment of persons with disabilities so that targets are met across the transport family	Jobs advertised that are not equality available	Short-term (2025-2028)	DoT Modal work-streams			
		All job application processes shall be accessible and reasonable accommodation shall be made		Complaints received on lack of reasonable accommodation					
6.a) 1.2	A budget shall be allocated and reasonable accommodation funded	Each part of the Transport Family will ensure that a budget is available for reasonable accommodation	transport family	Number of budgets available for reasonable accommodation throughout the transport family, and evidence of funding provided			ITP/COO		
		Reasonable accommodation will be properly assessed for, and be efficiently executed so that people with disabilities can effectively work							
6.a) 1.3	Mentoring and workplace progression for people with disabilities shall take place in all modes throughout the transport family	Report on number of people with disabilities that have undertaken mentorship programmes in all modes and throughout the transport family					Report on employment includes people with disabilities on mentorship programmes		DoT Modal work-streams
		Report on number of people with disabilities that have undertaken mentorship programmes in all workstreams, including ITP							ITP/COO
		Undertake and report on managerial training on employment of employees with disabilities throughout the transport family			Report on employment includes the training of supervisors responsible for employees with disabilities		DoT Modal work-streams		
		Review training modules including supervisors' disability employment training, and on-going capacity development			Report on reviews of training modules and capacity development of supervisors on disability employment		ITP/COO		
		Develop a report on capacity development of supervisors the employment of people with disabilities							

6.a)	Objective 2	Inclusive employment practices shall be institutionalised				
Priority 6		Workplace accessibility and transformation				
6.a)		Inclusive practices for employment of people with disability shall create accessible work environments				
Objective 2		Activities	Outcome	Measure	Timeframe Medium-term (2025-2030)	Agency
6.a) 2.1	Reasonable accommodation needs of people with disabilities shall be recorded and effectively addressed	Ensure that workplace assessments are available for every employee with a disability, for their entire workplace role	Ensure that the content of mentoring programmes and the outcome of mentorship results in the promotion of people with disabilities in the workplace	Workplace assessment process in place and assessments completed		DoT Modal work-streams
6.a) 2.2	Mentoring and workplace progression for people with disabilities shall be reviewed and improved in all modes throughout the transport family	Review all mentoring and workplace progression programmes for people with disabilities		Review report of mentorship programmes currently in operation in each workstream to ITP		
		Revise workplace mentoring and workplace progression programme for people with disabilities in response to monitoring, within the transport family and across formal employment sectors, based on those that have successfully enabled people with disabilities to be promoted in the workplace		Report on the revision of mentorship programmes as a result of the review		
6.a) 2.3	All senior managers in the transport family shall undergo employment capacity development for supervising employees with disabilities	Develop a report demonstrating good practice alignment of the transport family on capacity development in the employment of people with disabilities		Number of senior managers that have undergone employment capacity development training		

6.a)	Objective 3	Procurement from and employment of people with disabilities shall be followed: employment of, contracts let & reporting					
Priority 6		Workplace accessibility and transformation					
6.a)		Inclusive practices for employment of people with disability shall create accessible work environments					
Objective 3		Activities	Outcome	Measure	Timeframe	Agency	
6.a) 3.1	TSB-BBEE Codes shall be aligned to the DTIC Codes of Good Practice	Correctly align and report on disability in the ITSB-BBEEE Codes of good practice to DTIC	Correct recording and reporting of the procurement and employment targets of persons with disabilities across the transport family	Presence of affirmative action measures included on employment of and procurement from people with disabilities separately from gender & race	Short-term (2025-2028)	ITP/ COO	
6.a) 3.2	Contracts let in Public Transport shall include procurement targets for persons with disabilities and the information shall be recorded, as well as disability employment	Ensure that a complete report on disability employment and disability procurement in all projects is submitted to ITP	Increased procurement from companies owned by people with disabilities in line with targets across the transport family	Complete reports from each workstream that include employment of and procurement from companies owned by people with disabilities		Medium-term (2025-2030)	DoT Modal workstreams
6.a) 3.3	The transport family shall report on procurement and employment targets of people with disabilities	Ensure complete reports are submitted on employment and procurement of people with disabilities across all projects in all modal workstreams		A process for ensuring that reports are not submitted without a full report of both employment of and procurement from people with disabilities			ITP/ COO



<b>6.a)</b>		<b>Outputs and timeframes</b>					
<b>Priority 6</b>		<b>Workplace accessibility and transformation</b>					
<b>6.a)</b>		<b>Inclusive practices for employment of people with disability shall create accessible work environments</b>					
<b>Objective</b>		<b>Public Transport</b>	<b>Roads</b>	<b>Rail</b>	<b>ITP</b>	<b>Aviation</b>	<b>Maritime</b>
<b>1</b>	<b>Job advertisement &amp; job application processes shall target people with disabilities</b>	Jobs advertising processes that are equally available to people with disabilities, including reasonable accommodation					
		Reasonable accommodation made throughout the job application process					
	<b>A budget shall be allocated and reasonable accommodation funded</b>	Budgets available for reasonable accommodation in both job application and employment throughout the transport family, and evidence of funding provided					
	<b>Mentoring and workplace progression for people with disabilities shall take place in all modes throughout the transport family</b>	Report on employment includes people with disabilities on mentorship programmes		Report on employment includes the training of supervisors responsible for employees with disabilities		Report on reviews of training modules and capacity development of supervisors on disability employment	
<b>3</b>	<b>TSB-BBEE Codes shall be aligned to the DTIC Codes of Good Practice</b>			Affirmative action measures included on employment of and procurement from people with disabilities separately from gender & race			
<b>Timeframe</b>		<b>Short-term (2025-2028)</b>					

6.a) Outputs and timeframes							
Priority 6	Workplace accessibility and transformation						
6.a)		Inclusive practices for employment of people with disability shall create accessible work environments					
Objective		Public Transport	Roads	Rail	ITP	Aviation	Maritime
2	Reasonable accommodation needs of people with disabilities shall be recorded and effectively addressed	Workplace assessment process in place and assessments completed					
	Mentoring and workplace progression for people with disabilities shall be reviewed and improved in all modes throughout the transport family	Review report of mentorship programmes currently in operation in each workstream to ITP Report on the revision of mentorship programmes as a result of the review					
	All senior managers in the transport family shall undergo employment capacity development for supervising employees with disabilities	Number of senior managers that have undergone employment capacity development training					
3	Contracts let in Public Transport shall include procurement targets for persons with disabilities and the information shall be recorded, as well as disability employment	Complete reports from each workstream that include employment of and procurement from companies owned by people with disabilities					
	The transport family shall report on procurement and employment targets of people with disabilities				A process for ensuring that reports are not submitted without a full report of both employment of and procurement from people with disabilities		
Timeframe		Medium-term (2025-2030)					

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