

ACCESSIBLE PUBLIC TRANSPORT IN VICTORIA ACTION PLAN 2013 > 17

PTV IMPLEMENTATION PLAN



CEO's FOREWORD

As part of Public Transport Victoria's ongoing commitment to creating an accessible, inclusive and customer focused public transport network, I am pleased to introduce the **Accessible Public Transport in Victoria Action Plan 2013-17: PTV Implementation Plan.**

In my role as CEO of PTV, I am firmly committed to, and extremely passionate about making public transport simple and easy to use throughout an entire journey. I see an accessible public transport system as one that works for our customers, from planning their journey, to travelling seamlessly across the network. Accessible public transport in Victoria is vital to improving liveability and community participation, designed and shaped by travelling in the shoes of our customers.

In December 2013, the Victorian Government released the Accessible Public Transport in Victoria Action Plan 2013-2017 (Accessible Action Plan) detailing the vision to create a public transport system that is accessible to all members of the community. This is a whole-of-government commitment and PTV is the agency responsible for delivering the plan.



Mark Wild
Chief Executive Officer

This PTV Implementation Plan adopts an integrated and 'whole of journey' approach to public transport, recognising the need for customers to have barrier free access to public transport facilities and services, high quality customer service, and information to help plan their journey. Together the priorities, outcomes and actions listed in the PTV Implementation Plan will create a more accessible network and ensure our customers will have a better travel experience throughout their entire journey.

Importantly, the PTV Implementation Plan supports the purpose, vision and strategic intent of the PTV Corporate Plan and is endorsed and supported by the Public Transport Access Committee (PTAC) and the Public Transport Operators Committee (PTOC).

We are committed to ongoing and effective collaboration with operators, partners and the community to deliver the best outcomes for all Victorians. Over the life of the Accessible Action Plan, we will update the PTV Implementation Plan to develop and deliver ongoing improvements to the public transport network. PTV and transport operators will continue to work together to meet the objectives of the Accessible Action Plan.

PTV is committed to transforming our customers' experience through knowledge, partnerships and innovation, to significantly increase public transport use for all Victorians. I want to thank all those involved in the development of the PTV Implementation Plan and look forward to working together to implement the priorities, outcomes and actions of the plan, to create a more accessible public transport network for Victoria.

A public transport system that is accessible to all Victorians. An integrated network that is simple and easy to use for the entire journey.

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