UD Rating

# GLOSSARY

NDA – National Disability Authority

NTA – National Transport Authority

PTIMS – Public Transport Infrastructure Management System

UD Rating – Universal Design Rating

# Introduction

The NTA have included a value called UD Rating into PTIMS after discussions with the NDA about accessibility at transport stop locations as of March 2018. UD Rating is a method of capturing how accessible a bus stop is. This document provide information on what the UD Rating is, how the UD Rating is assessed or calculated and how it is used for planning works at transport locations.

UD Rating has 3 different fields in PITMS: UD Surveyor, UD Calculated and UD Difference.

* UD Surveyor: Value assigned to a transport location by surveyor evaluation
* UD Calculated: Value assigned to a transport location based on PTIMS system calculation on existing attributes
* UD Difference: The difference between UD Surveyor and UD Calculated

There are 5 possible values for both UD Surveyor and UD Calculated:

* Unknown: The transport location has not yet been surveyed and therefore has no UD Rating
* A+: Value for most universally accessible transport locations
* A: Value for mostly accessible transport locations
* B: Value for relatively accessible transport locations but requires work
* C: Value for poorly accessible transport locations

# UD Surveyor

## Unknown

Stops which have yet to be surveyed are automatically assigned UD Value of unknown. The surveyor may select the appropriate value from the UD Rating drop down in the application.

## UD Value: C

C is the lowest value available for UD Rating, assigned to the least accessible stops:

* Not wheelchair accessible
* No stop markings such as a pole or shelter
* Lack of infrastructure such as footpaths to junctions and kerbing which allows boarding a bus

## UD Value: B

A UD rating of B signifies a stop with limited accessibility. These stops contain a minimum of:

* Being marked with a pole/shelter
* Having a footpath at the stop running to the nearest junctions
* Having a kerbing which allows boarding onto a bus at the stop

## UD Value: A

A UD rating of A signifies an accessible bus stop with a minimum of the below criteria:

* A stop which is marked by a pole/shelter/road markings
* Readily available and accurate information at stop:
  + Valid timetables and list of routes serving stop. Bus stop number available for online information
* Stop is safe and accessible for all users:
  + Safe footpath to junctions nearby
  + Cassle kerbing/kerbing of sufficient height
  + Enough space for wheelchair users to wait and board a bus safely at the location
* Unobstructed access at bus stop (shelter/pole doesn’t restrict wheelchair passenger access to stop)
* Sufficient light at stop during hours of darkness
* Street furniture does not obstruct boarding/alighting

## UD Value A+

A UD rating of A+ signifies a fully accessible bus stop the below criteria:

* A stop which is marked by a pole/shelter/road markings
* Readily available and accurate information at stop:
  + Valid timetables and list of routes serving stop. Bus stop number available for online information. Real-time information so passengers are aware when the next bus shall arrive
* Stop is safe and accessible for all users:
  + Safe footpath to junctions nearby
  + Cassle kerbing/kerbing of sufficient height with tactile indicators
  + Enough space for wheelchair users to wait and board a bus safely at the location; box where possible
  + Unobstructed access at bus stop (shelter/pole doesn’t restrict wheelchair passenger access to stop, bicycle lane isn’t between stop and boarding area of bus etc).
* Stop is not clustered with infrastructure which restricts space or obstructs passengers/members of the public
* Sufficient light at stop during hours of darkness
* Seating at stop which doesn’t impede access for passengers/passer-by’s
* Street furniture does not obstruct boarding/alighting
* Sufficient visibility that passengers can see oncoming buses which they can board

# UD Calculated

The UD Calculated is an automated value assigned to a transport location post survey in PTIMS. This value calculated based on infrastructure and attributes of the transport location. Weightings are assigned in the calculation based on how important the values are for accessibility. The UD Calculated value includes aspects of accessibility but has more of a focus on availability of information and infrastructure at a transport location.

## UD Weighting of PTIMS attributes

Table 1 below shows the numeric weighting of attributes and infrastructure types in PTIMS towards UD Ratings. The thresholds for each UR Rating value are shown in table 2. The maximum value a transport location can acquire in the weighting calculation is 28 and a minimum of 24 is required to get the highest UD Rating of A+.



**Table 1: UD Calculated weighting**



Table 2: UD Thresholds

## Wheelchair Accessibility

This is the highest weighting for UD Rating with strong positive and negative weighting. Wheelchair Accessibility is defined as a stop with cassle kerbing, with unobstructed access for a wheelchair user along footpaths to the stop, with an area large enough for a wheelchair user to wait while not blocking the path for other passengers.

The parameters required for a stop to be wheelchair accessible are:

* Castle kerbing or kerbing with a height between 120-140mm
* A continuous footpath on both sides of the stop
* Sufficient waiting area for a wheelchair of a minimum 1.2m

## Visible Platecode

A Platecode is important for identifying which stop a passenger is located at. This can be used to access information relating to routes serving a stop, scheduling information and real-time information. The Platecode should be of a font and style that is legible to visually impaired passengers, such as the TFI branded bus flags.

## RTPI present

Having a real-time display available at a stop benefits passengers by providing real-time information for routes serving a stop. This contributes to Universal Design by providing information to customers in an easily available and consumable manner.

## Valid Timetable

A valid timetable allows passengers to identify when a scheduled service they require is due at a stop. Absence of a valid timetable can lead to customer frustration due to no available information on services.

## Shelter Present

A shelter is a positive addition to a stop as it adds weather protection at a stop location.

## Bench

A bench at a stop is beneficial to less mobile public transport users.

## Light

Light at a bus shelter provides visibility at a stop location once it gets dark.

## Standing Area

Defined as room for a wheelchair to wait and space for people to pass.

## Flag Present

Typically this is a feature at the top of a bus pole/shelter containing a Platecode. This may also contain routes serving a stop and provides passengers with information about the stop.

## Bin Present

A bin minimises the waste around a stop.

## Bike Lane Front

Where there is a bike lane between the shelter/pole and the kerb at a stop which impedes access should a passenger try to alight a bus.