

Ms Janine Young  
Public Transport Ombudsman  
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Collins Street West  
**MELBOURNE VIC 8007**

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Melbourne Victoria 3001  
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Telephone 1800 800 007  
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Dear Ms Young

**PTV Response to 'Closing the Accessibility Gap'**

As the system authority for public transport, Public Transport Victoria (PTV) believes that the accessibility of services is fundamental to an effective and easy to use system.

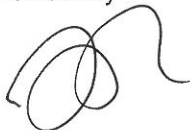
PTV appreciates and notes the Public Transport Ombudsman's report on how to improve accessibility for all public transport users.

In December 2013, the Victorian Government released the Accessible Public Transport Action Plan 2013-17, which will deliver more accessible bus, train, and tram services throughout Victoria.

I am pleased to advise that the Action Plan shares many of the report's common themes for improvement, such as customer service, accessible information, staff training, and community engagement.

The Accessible Public Transport Action Plan 2013-17 is available online at [www.transport.vic.gov.au](http://www.transport.vic.gov.au).

Yours sincerely



ALAN FEDDA  
Director, Customer Services

15/01/2014