



Stage 2 Reforms of the Disability Standards for Accessible Public Transport 2002



ICT and fare systems: Accessible fare system elements

Currently, the Transport Standards do not adequately cover or support existing or future technologies used in fare payment and validation. As a result, current fare system requirements are not fit-for-purpose and customers with disabilities may be exposed to inaccessible or inconsistent fare systems. There is an opportunity to ensure that accessibility requirements for fare payment and validation systems are reflective of existing and future digital technologies and ensure that accessible fare payment options are equal in cost with other options.

Reform options

Maintain current requirements in the Transport Standards

Transport Standards Section 17.5 *Electronic notices*, Section 24.1 *Gateways and checkouts* and Part 25 *Payments and fares*, will remain unchanged and no guidance will be developed.

Non-regulatory option

Guidance would be provided to encourage the uptake of accessible fare system elements in line with best practice, including:

- Accessible fare payment systems should not incur more expensive prices than other fare payment options
- International ICT guidelines, Web Content Accessibility Guide, or similar should be considered for the consistent accessibility attributes found in other industries, including retail and banking.
- Operators may choose to follow the following standards:
 - AS/EN301549 (2016 or 2020) *Accessibility requirements suitable for public procurement for ICT products and services*
 - AS/EN301549 (2020) Section 5.1.3.1 *Audio output of visual information*, Section 5.1.3.3 *Auditory output correlation*, and Section 8.5 *tactile indication of speech mode*

Regulatory option

Three regulatory proposals are presented for consideration. For all options, the following Sections of the Transport Standards would be replaced:

- Section 24.1, Gateways and checkouts
- Section 25.2, Fare payment and ticket validation systems
- Section 25.3, Vending machines

These Sections would be replaced by new requirements added to cover reach ranges, viewing angles, electronic notices for ticket validation, width of accessible fare system gates and or barriers. These requirements would apply to all conveyances, premises and infrastructure.

Option 1: The Transport Standards would be amended to include **new requirements for fare and ticketing systems, including a performance standard for fare system hardware and software.**

Option 2: The Transport Standards would be amended to include **new requirements for fare and ticketing systems, including compliance with AS/EN301549 standards for fare system hardware and software**, rather than a performance standard.

Option 3: The Transport Standards would be amended to include **new requirements for fare and ticketing systems, including compliance with AS/EN301549 standards for fare system hardware and software**, rather than a performance standard, **and additionally compliance with WCAG requirements.**

The Transport Standards Guidelines and / or The Whole Journey Guide would be updated to reflect new requirements.

Case study

Golda has a vision impairment but is not legally blind. She is able to read notices provided that the text is large enough and sufficiently contrasted with its background. Golda travels on buses, ferries and trains and pays for her fares with her smart card. Golda catches the ferry on a bright sunny day. The fare validators are located on the front and rear decks in the open sun.

Golda's experience today

Golda taps her card on the fare validator. It successfully registers but Golda cannot read the fare balance left of the card as it comes up on the screen. This is because the numerals do not contrast sufficiently with the screen background and the strong sunlight further reduces the contrast between the card balance numerals and the screen background. Golda moves closer to the screen but this does not help. Golda is aware that other passengers are waiting to tap cards and phones and feels embarrassed to delay them. She gives up trying to read the balance and decides to top up the card as insurance, even if she doesn't yet need to.

Golda's experience under the proposed reforms

Golda taps her card on the fare validator. It successfully registers and Golda reads the fare balance left of the card as it comes up on the screen. This is easy because the numerals contrast well with the screen background and despite the strong sunlight the contrast between the card balance numerals and the screen background remains good. Golda sees that she has a healthy card balance and no need to top up her card on this excursion.

Have your say

Public consultation on the Stage 2 reform of the Transport Standards will open from 15 March to 9 August 2022.

For further information:

- **Website:** <https://www.infrastructure.gov.au>
- **Call:** 1800 621 372
- **Email:** DisabilityTransport@infrastructure.gov.au
- **Survey:** <https://edm.infrastructure.gov.au/survey.php?sid=28650&name=accessible-fare-system-elements>