



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



# Toilets, taxi ranks, loading zones and parking spaces: Accessible passenger loading zones on-street

Many passenger loading zones are not fit-for-purpose as boarding points for wheelchair accessible taxis (WAT) and small conveyances, as they are inaccessible to people using wheelchairs or other mobility aids. As a result, there are several accessibility issues for people with disability. There is an opportunity to recognise on-street passenger loading zones as boarding points to assist rear loading of WATs and ensure people with disability using wheelchairs or other mobility aids can safely traverse over a kerb onto the footpath.

## Reform options

### Maintain current requirements in the Transport Standards

The Transport Standards would remain unchanged and no new guidance would be issued. The Transport Standards would continue to not provide accessibility specifications for on-street passenger loading areas.

### Non-regulatory option

Guidance would be updated to include advice for on-street passenger loading zones pertaining to infrastructure, including:

- If unloading from a WAT, a mobility aid user should be able to safely move from the carriageway behind the taxi to the footpath.
- The first and last vehicle spaces in a passenger loading zone should be the accessible spaces. Three sub-options are presented regarding the number of vehicle spaces that should be accessible.
- Accessible passenger loading spaces should conform to the requirements for on-street disability parking spaces as per AS2890.5 (2020) *Parking facilities, Clause 4.5.2 (a), (b), (c) and (f)*.
- Temporary loading zones should have the same specifications as permanent loading zones.
- If a kerb ramp is installed in an accessible passenger loading zone vehicle space, it should be placed to the rear of the accessible vehicle space.
- Bollards and warning TGSIs should be installed as per AS/NZS1428.4.1 (2009) *Design for access and mobility, Clause 2.5 and Figure 2.5 (B)*.

## Regulatory option

The Transport Standards would be amended to include new requirements for on-street passenger loading zones, including:

- On-street passenger loading zones are boarding points for wheelchair accessible taxis and other public transport conveyances.
- If a passenger loading zone has more than one vehicle space, three sub-options are presented for consideration.
- Accessible passenger loading spaces must conform to the requirements for on-street disability parking spaces as per AS2890.5 (2020), *Clause 4.5.2 (a), (b), (c) and (f)*.
- If a kerb ramp is installed in an accessible passenger loading zone vehicle space, it must be placed to the rear of the accessible vehicle space.
- If an accessible passenger loading zone vehicle space is at the same grade as the adjacent footpath, bollards and warning TGSIs as per AS/NZS1428.4.1 (2009) Clause 2.5 and Figure 2.5 (B) must be installed for the length of the same grade section.

These requirements would pertain to infrastructure.

Guidance would be updated to reflect new requirements and include guidance for infrastructure.

### Case study

Chantel uses a manual wheelchair and is travelling 2 hours by train to visit her friends for the weekend. Her friends say they can pick her up from the loading zone when she gets to the train station.

#### Chantel's experience today

Chantel arrives at the train station and goes outside to the loading zone to meet her friends. When she arrives she realises the loading zone is 50 meters from the nearest kerb ramp, which is at the intersection on the corner of the street. When they arrive, one of her friends suggest they pick her up and help her into her the car. Chantel hates being picked up but doesn't want to make a fuss, so she allows her friend to transfer her from her chair into the car. Chantel is embarrassed and doesn't feel a lot of dignity at having to be picked up by one of her friends.

#### Chantel's experience under the proposed reforms

Chantel arrives at the train station and goes outside to the loading zone to meet her friends. Chantel makes her way to the loading zone and notices kerb ramps at the front and rear of the loading zone. The accessible loading zones are large and clearly marked and Chantel decides to wait at the front space. When her friends arrive, Chantel makes her way down the kerb ramp, places her luggage into the back seat and then confidently transfers herself into the passenger seat.

## 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
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- **Survey:** <https://edm.infrastructure.gov.au/survey.php?sid=28652&name=accessible-passenger-loading-zones-onstreet>