



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



Toilets, taxi ranks, loading zones and parking spaces: Accessible taxi ranks

Currently, there are no specific requirements for accessible taxi ranks, which creates challenges for people who use wheelchairs and drivers of wheelchair accessible taxis. There is an opportunity to include accessibility requirements for taxi ranks to ensure they are fit-for-purpose and accessible to mobility aid users.

Reform options

Maintain current requirements in the Transport Standards

The Transport Standards would remain unchanged and no new guidance would be issued.

Non-regulatory option

Guidance would be updated to include advice on accessibility specifications for taxi ranks, including:

- If a taxi rank has one vehicle space it should be accessible. There are three sub-options for the number of vehicle spaces that should be accessible if it has more than one vehicle space.
- Accessible taxi spaces within a rank should conform to the requirements for disability parking spaces as per AS2890.5 (2020) *Parking facilities Part 5: On-Street parking, Clause 4.5.2 (a), (b), (c) and (f)*.
- If kerb ramps are installed, they should be placed to the rear of the accessible taxi space and marked.
- Bollards and warning tactile ground surface indicators (TGSIs) should be installed as per AS1428.4.1 (2009) *Design for access and mobility, Clause 2.5 and Figure 2.5 (B)*.
- Accessible taxi ranks should be connected via access paths and temporary taxi ranks should have the same specifications as permanent taxi ranks.

Regulatory option

The Transport Standards would be amended to include requirements for accessible on-street taxi ranks, including:

- Taxi ranks are boarding points that must connect to accessways.
- If a taxi rank has one vehicle space it must be accessible. If it has more than one vehicle space:

Sub-Option 1

The first and last vehicle space must be accessible.

Sub-Option 2

The first, second and last vehicle space must be accessible.

Sub-Option 3

Where there are more than five spaces the first and last vehicle space must be accessible. In addition, one space for every four spaces between the first and last space must be accessible.

- Accessible taxi spaces within a rank must conform to the requirements for disability parking spaces as per AS2890.5 (2020) *Clause 4.5.2 (a), (b), (c) and (f)*.
- Kerb ramps must be placed to the rear of the accessible taxi space.
- If an accessible taxi space is at the same grade as the adjacent footpath, bollards and warning TGSIs as per AS1428.4.1 (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.

The Transport Standards Guidelines and / or The Whole Journey Guide would be updated to reflect new requirements and include specific guidance for buses, trams and light rail and ferries.

Case study

Sami would like to catch a taxi from the airport to his friend's home. He uses a powered wheelchair and is a confident traveller, who regularly goes on interstate trips for work by himself.

Sami's experience today

The taxi company Sami booked said they'd pick him up on Smith Street at the loading zone. Sami checks the maps app on his phone and realises it's two blocks away. As Sami crosses the street, he sees a bus stop and a loading zone, however neither of them kerb ramps or level access. Halfway to the loading zone, he gets a notification on his phone saying the cab has left because he didn't arrive at the pick-up point on time. Frustrated, Sami calls another taxi and requests a pick up at the bus stop he just passed. When the taxi arrives, Sami is forced to use the kerb at the closest intersection and travel 50m down the roadway to taxi, parked in the bus stop.

Sami's experience under the proposed reforms

The taxi company Sami booked said they'd pick him up at the Middle Street taxi rank as it is accessible. Sami sees a sign in the train station directing him to the Middle Street exit. Sami exits the train station and sees the accessible taxi rank at grade with the road. Sami waits at the rear of the taxi rank behind the bollards and TGSIs. The Taxi arrives and Sami boards the vehicle using the rear door lift, which has adequate room to safely deploy.

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=28653&name=accessible-taxi-ranks>