



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



Safety on board conveyances: Conveyance dwell times at stops

There are currently no requirements included in the Transport Standards which provides advice on conveyance dwell times at stops. Safety issues arise when a conveyance departs before people with disability are appropriately seated, which may discourage people with disability from using certain public transport modalities. There is an opportunity to include requirements on safe dwell times to ensure there is adequate time to allow people with disability to safely reach or leave their seats or allocated spaces when boarding or alighting.

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 that conveyances should not depart from stops until passengers including those with disabilities are safely seated, securely located or securely positioned in allocated spaces or have safely alighted, including:

- Balancing the often-slower gait of people with disability with the need to maintain the timetable
- How conveyance drivers can be made aware that a dwell time is required at a particular stop, particularly when drivers cannot see the passengers
- Location of priority seats and allocated spaces
- How to navigate emerging technology, such as autonomous vehicles

Regulatory option

The Transport Standards would be amended to include new requirements for conveyance dwell time at stops, including:

- Dwell times at stops must permit passengers, including those with disabilities, to safely alight and to board and be safely seated, be securely located, or be securely positioned in allocated spaces before the conveyance resumes movement.

These requirements would apply to all conveyances where the driver or master has a clear view of the priority seats and allocates spaces.

Guidance would be updated to reflect new requirements and to encourage automated vehicles with the ability to adjust dwell times based on sensors or passenger feedback to comply with these requirements.

Case study

Prisha is retired and catches the bus often to run errands and visit friends. She has arthritis and sometimes walking can be painful, especially if she has to move quickly. Prisha normally avoids travelling during peak hour, but today she has an early appointment.

Prisha's experience today

Prisha waits for the 7:30am bus at her usual stop and notices the service is a few minutes behind schedule. As Prisha swipes her pass, the driver closes the door and begins indicating to depart. Prisha makes her way to a nearby priority seat but before she has taken her seat, the driver departs, causing her to fall into her seat, knock her arm and hip. Prisha is embarrassed and in pain for the rest of the day.

Prisha's experience under the proposed reforms

Prisha waits for the 7:30am bus at her usual stop and notices the service a few minutes behind schedule. As she swipes her pass, the driver smiles and waits a moment before closing the doors behind her. Prisha makes her way to a nearby priority seat as the driver checks on her in the bus's rear vision mirror. Once the driver sees that Prisha is comfortably and safely in her seat, the driver slowly departs.

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=28668&name=conveyance-dwell-times-at-stops>