



Accessible boarding points: Hail-and-ride boarding points on infrastructure

Currently, people with disability may be unable to access hail-and-ride services due to a lack of accessible boarding points for these services. There is an opportunity to ensure that hail-and-ride services offer maximum opportunity for people with disability to board and alight and ensure that accessible hail-and-ride pick up locations can be clearly identified and understood as accessible.

Reform options

Maintain current requirements in the Transport Standards

Transport Standards Section 8.4 *Hail-and-ride services*, would remain unchanged and no additional guidance would be issued.

Non-regulatory option

Guidance would be updated to include advice on good practice for hail and ride boarding points, which would explain differences between vehicles, operator and provider, and passenger responsibilities.

Specific guidance may include the following:

- Location of boarding devices
- Equal access guidance
- Operator and passenger expectations and responsibilities

Regulatory option

Transport Standards section 8.4 would be amended to include requirements for hail-and-ride boarding points, including:

- If a hail-and-ride service is offered, passengers must be able to hail the service at accessible boarding points where boarding devices can be deployed.
- The accessible boarding points must offer equal access to public transport services.

These requirements would pertain to hail-and-ride services, (except dedicated school buses.)

The Transport Standards Guidelines and /or The Whole Journey Guide would be updated to reflect new requirements and include specific guidance for hail and ride services except dedicated school buses.

Case study

Susan flies interstate for work once a month. She uses a manual chair and often catches a taxi to the airport. Susan notices that she lives on the route for a new wheelchair accessible hail-and-ride service and decides to try it.

Susan's experience today

Susan waits for the hail-and-ride service at her closest boarding point, which is her local bus stop on a main road. As the vehicle approaches, she realises that it is a people-mover, similar to a wheelchair accessible taxi. The vehicle pulls up and the driver deploys the lift at the rear of the vehicle. There are no kerb ramps at the bus stop and looking down the road, however there is a driveway 20m away. Susan does not have time to arrange other transport, so she makes her way to the driveway onto the road. She does not feel safe as there are cars driving past her so she hurries to the rear of the vehicle.

Susan's experience under the proposed reforms

Susan waits for the hail-and-ride service at her closest boarding point, which is her local bus stop on a main road. As the vehicle approaches, she realises that it is a people-mover, similar to a wheelchair accessible taxi. The vehicle pulls up and the driver deploys the lift at the rear of the vehicle. Although Susan was expecting a side-loading vehicle like the bus she normally catches, there are kerb ramps at the rear of the bus stop. Susan makes her way down the accessible kerb ramp at the rear of the vehicle and the driver assists her board the vehicle using the ramp.

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=28682&name=hailandride-boarding-points-on-infrastructure>