



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



ICT and fare systems: Location of fare system elements

Currently, there is limited clarity in the Transport Standards regarding the specific location of fare system elements, which may lead to an inconsistent and potentially inaccessible travel experience that prevents some people travelling independently. There is an opportunity to clarify the accessibility requirements for the location of fare system elements by simplifying and co-locating these requirements in a new section.

Reform options

Maintain current requirements in the Transport Standards

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

Non-regulatory option

Guidance would be updated to encourage the uptake of best practice for locations of fare system elements to meet the current and future needs of people with disability and also provide clarity, certainty and flexibility to providers and operators, including:

- Design recommendations to meet Transport Standard requirements (including access paths, passing areas, circulation spaces, manoeuvring areas, illumination and tactile ground surface indicators) are satisfied.
- Fare system element location.
- Supplementary digital and physical wayfinding methods to support independent travel.
- Providers may choose to follow ASEN301549 (2020) *Accessibility requirements suitable for public procurement of ICT products and services, Section 8.3.1 Forward or side-reach*.

Regulatory option

The Transport Standards would be amended to co-locate and simplify existing requirements relevant to the location of fare system elements in a new section of the Transport Standards. This section would also contain some improved design requirements to improve accessibility, and would include the following:

- Fare system elements specifically designed as mobility aid accessible:
 - must be located adjacent to other standard access fare system elements with the same function
 - should, where possible, be oriented to minimise the effect of glare on digital screens.

- Where fare system elements are free-standing or installed, all elements required for operation must be within reach of all users and meet the requirements of ASEN301549 (2020) *section 8.3.1 Forward or side-reach*.
- After installation, required reach ranges must be maintained.
- Where any conflict of requirements between the Transport Standards and ASEN301549 (2020) or other Australian or International Standards exist, Transport Standards requirements take precedence.
- Fare system elements should, where possible, be supplemented by either digital or physical wayfinding methods to support independent travel. Physical or digital signage or TGSIs must meet all relevant Transport Standards requirements.
- The new section of the Transport Standards would also cross reference existing requirements in the Transport Standards, stating fare system elements must be installed in a manner that ensures requirements concerning access paths, handrails, passing areas, appropriate circulation space, manoeuvring areas, illumination and TGSIs are satisfied and maintained.

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

Case study

Maxim experiences severe joint pain episodically and on some days he will use a mobility scooter to attend his work in the city. Maxim catches the train to and from work and pays his fare by tapping his smart ticket on the validator located adjacent to the accessible fare gate. The fare gates were only recently installed but the station and its infrastructure are early 20th Century. Platforms are underground and linked to a street level concourse via lifts, stairs and escalators.

Maxim's experience today

Maxim takes the lift up from the platform to the concourse. On arriving he finds people streaming from the escalators and stairs towards the ticket barriers. The accessible fare gate is located on the far side of the barrier and to reach it Maxim must navigate his scooter through the pedestrian stream avoiding collisions.

Maxim's experience under the proposed reforms

Maxim takes the lift up from the platform to the concourse. On arriving he finds people streaming from the escalators and stairs towards the ticket barriers. This is not a concern to him though as the accessible fare gate is located on the same side of the barrier as the lifts. Maxim can travel to the accessible fare gate parallel to the pedestrian flow in his scooter without coming into conflict with other passengers.

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=28698&name=location-of-fare-system-elements>