



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



# Information and communication: Mobile web systems

Transport operators and service providers are increasingly using online systems such as applications (apps) and websites on mobile phone and tablet devices to communicate customer service information. Currently, however, there are no minimum accessibility requirements for mobile web systems in the Transport Standards. There is an opportunity to ensure a minimum standard level of accessible information is available to passengers through mobile web systems.

## 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 have no provisions for mobile web systems.

### Non-regulatory option

Guidance would be updated to include best practise guidance concerning WCAG requirements and the benefits of user testing when developing apps and tools, including:

- The minimum level of WCAG compliance for information provided in this format.
- As a minimum when information is provided through mobile web systems involving apps or websites it should meet the requirements of WCAG 2.1 AA.
- Information provided by external third parties as opposed to directly from transport operators and providers should also consider minimal levels of accessibility as best practice. Where practicable the most recent version of WCAG AA should be adopted.
- Whilst WCAG AAA criteria is not recommended for whole websites or systems, some elements could be adopted where practicable to maximise the accessibility of information provided in this format.
- User testing and engagement on products and tools should be undertaken to validate systems are accessible for a wide range of people with disability.

### Regulatory option

There are two regulatory options proposed. The first option prescribes minimum WCAG requirements for all information provided in a mobile formats, including discretionary information that some systems provide. The

second option prescribes minimum WCAG requirements only for information related to transport services provided in a mobile formats.

The new requirements would pertain to conveyances, premises and infrastructure.

### Option 1

- Where information is provided by an operator or provider to passengers in a mobile web format, all information must meet WCAG 2.1 AA requirements as a minimum.

### Option 2

- Where information is provided by an operator or provider to passengers in a mobile web format, only information related to transport services must meet WCAG 2.1 AA requirements as a minimum.

The Transport Standards Guidelines and / or the Whole Journey Guide may also be updated for both options to reflect and provide advice concerning the new regulatory requirements and may make additional commentary on the applicability of requirements when considering WCAG AA and AAA requirements. Advice may include:

- Information would cover the use of online mobile web systems involving apps and websites which can be accessed via smartphones or other devices. As a minimum when information is provided through these systems it should meet the requirements of WCAG 2.1 AA.
- Where practicable the most recent version of WCAG AA should be adopted. The WCAG provides recommendation for making content more accessible to a wide range of people with disability.
- It is advised that user testing and engagement on products and tools is undertaken to validate systems are accessible for a wide range of people with disability.
- General transport information may include, but is not limited to, timetables, routes, fares, payment methods, next stop information and next service information.

## 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:

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- **Email:** DisabilityTransport@infrastructure.gov.au
- **Survey:** <https://edm.infrastructure.gov.au/survey.php?sid=28700&name=mobile-web-systems>