



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



Accessible boarding points: Identification of lead stops

Currently, the Transport Standards have no technical specifications for how people with disability can identify lead stops at bus stations, interchanges and zones. Poorly identified lead stops create challenges for people with disability regarding the identification of services boarding locations, and in hailing the driver. There is an opportunity to provide technical specifications for the identification of lead stops to ensure people with disability can identify lead stops at bus stations, bus interchanges and in bus zones.

Reform options

Maintain current requirements in the Transport Standards

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

Non-regulatory option

Guidance would be updated to include advice on technical specifications for how people with disability are able to identify lead stops at bus stations, bus interchanges and bus zones, including:

- Definition of a lead stop
- How to make a lead stop clearly identifiable
- Bus driver training

Regulatory option

The Transport Standards would include new requirements for lead stop identification at bus stations, bus interchanges and bus zones, including:

- Where passengers board at a lead stop, the lead stop must be clearly identifiable by people with disability. If a bus station, interchange or zones has multiple lead stops each must be identifiable and distinguishable from the others.

These new requirements would apply to bus stations in premises and bus zones and interchanges as part of public transport infrastructure.

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

Case study

Helga has a vision impairment and uses a white cane. She regularly catches the bus at a large interchange with one, long platform and a single lead stop. Helga uses the assistance phone when she arrives to advise the operator of her location and which bus she wishes to board.

Helga's experience today

Helga arrives at the station and uses the assistance phone to advise the staff that she'd like to catch the 300 service and board at the lead stop. Helga makes her way to the lead stop, however the platform is very busy and there are a lot of people nearby. Helga can't find a tactile sign directing her to the lead stop, and there is no signage up high. Helga locates what she thinks is the lead stop and waits, unsure if she's in the correct location. Helga's bus passes her. Fortunately, the bus driver gets out and assists Helga to the lead stop. Helga boards the bus, embarrassed and annoyed.

Helga's experience under the proposed reforms

Helga arrives at the station and uses the assistance phone to advise staff that she'd like to catch the 300 service and board at the lead stop. Helga makes her way to the lead stop, however the platform is very busy and there are a lot of people nearby. Helga locates a tactile sign directing her to the lead stop which is confirmed by other large print visual signage up high. Helga locates the lead stop and waits, confident she's in the correct location. Helga's bus pulls up at the lead stop.

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=28703&name=mobility-boarding-points--identification-of-lead-stops>