



Accessible boarding points: Notification by passenger of need for boarding device

Currently, there are no requirements specified for advanced notice or booking for passengers needing access to a boarding device in the Transport Standards, and the requirements for passengers requesting boarding devices at infrastructure and in premises are conflated with the requirements relating to on board conveyances. There is an opportunity to clarify the need for passengers to have flexible options when notifying operators and providers of a need for a boarding device and update the Australian Standards reference to reflect the use of modern technology.

Reform options

Maintain current requirements in the Transport Standards

Transport Standards section 8.8 Notification by passenger of need for boarding device, would remain unchanged and no new guidance material would be issued.

Non-regulatory option

Guidance would be provided to include advice for passenger notification of need for boarding device, including:

- Communication may be directly with staff or with automated systems.
- For booked services, the need for boarding assistance should be confirmed at booking.
- A request signal device that must be touched or pressed should be located in proximity to the boarding point between 900mm and 1250mm above finished floor, 500mm from any internal corner, as per AS1428.1 (2009) Clause 13.5.3 (c).
- If an electronic notification system has an audio component, it should be linked to a hearing augmentation system that conforms to AS1428.5 (2010) section 4.
- Controls and operating mechanisms should be operable with one open hand and should not require tight grasping, pinching, or twisting of the wrist.

- Call and control buttons should have an integral, continuously operating light that both changes colour and issues an audible confirmation of a recorded call. Controls should activate the notification device before the button becomes level with the surrounding surface as per AS1428.1 (2009) Clause 13.5.4.
- Notification by passenger of the need for boarding device may trigger the need to provide direct assistance to board.

Regulatory option

Transport Standards section 8.8. would be amended to include the following (including any requirements retained or amended from the status quo):

- Passengers must be able to communicate in real time their need for boarding assistance or a boarding device prior to boarding.
- For unbooked services:

Sub-option 1

Prior booking may be recommended but cannot be required from passengers who need boarding assistance.

Sub-option 2

At unstaffed stations, there may be a need to provide advance notice. This should not exceed one hour.

- A request signal device that must be touched or pressed should be located in proximity to the boarding point and be positioned between 900 millimetres and 1250 millimetres above the finished floor, 500 millimetres from any internal corner, as per AS1428.1 (2009) Clause 13.5.3 (c).
- If an electronic notification system has an audio component it must be linked to a hearing augmentation system that conforms to AS1428.5 (2021) section 3.2.
- The force required to press a button must be in the range of 2.5 to 5 newtons.
- Controls and operating mechanisms must be operable with one open hand and must not require tight grasping, pinching, or twisting of the wrist and shall have a switch with one surface dimension of at least 25 millimetres. Controls must comply with AS1428.1 (2009) Clause 13.5.4.
- Call and controls buttons:

Sub-option 1

Call and control buttons should have an integral, continuously operating light.

Sub-option 2

Call and control buttons must have an integral, continuously operating light.

These requirements would pertain to premises and infrastructure, (except airports that do not accept regular public transport services.)

Amendments to section 8.8 are also being considered in chapter 44, nominated assistance points as there are overlaps between the reform issues.

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

Case study

Chris is an infrequent train user. Chris has a mobility impairment and uses a walking frame. Chris requires a boarding ramp to safely and comfortably board the train.

Chris's experience today

Chris waits at the accessible boarding point at the train station for the next service. There is no button, intercom or staff member available at the boarding point so Chris waits for the train to arrive. As the train arrives, a staff member advise Chris that the boarding ramp is temporarily unavailable. Surprised, Chris explains that he needs the ramp to board the train. The staff member says it will be available for the next service coming in 10 minutes. Frustrated, Chris concedes and waits for the next train as the staff member radios to tell other staff members of Chris' request. Irritated, Chris waits for the next service, which he boards with the assistance of the boarding ramp.

Chris's experience under the proposed reforms

Chris waits at the accessible boarding point at the train station for the next service. There is a button to request a boarding device located nearby to the accessible boarding point. The device is clearly signed, about 1 meter off the ground and has a large round button that's easy for Chris to press. As Chris presses the button, the light on the button changes and makes a tone indicating it has been activated. A few moments later, a staff member approaches Chris to confirm his request and advises that it is in use at the adjacent platform, but will be available for the Chris' service. Chris thanks the staff member, who produces the boarding ramp as Chris's train arrives. Satisfied with her experience, Chris boards the train and continues her journey.

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=28705&name=notification-by-passenger-of-need-for-boarding-device>