



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



Information and communication: Passenger location during journey

Currently, the Transport Standards do not specify where and how visual and audio information must be presented to support the varying needs of people with disability. Consequently, arrival and next stop information is not always available or accessible to people with disability using public transport. There is an opportunity to ensure all public transport users are given access to the same level of information on their location during their journey, specifically arrival and next stop information.

Reform options

Maintain current requirements in the Transport Standards

Transport Standards section 27.4 Access to information about location, would remain unchanged and no new guidance would be issued.

Non-regulatory option

Guidance would be provided on provision of location information during a transport journey, including:

- Information should be provided in multiple formats, including via direct assistance, in a timely manner allowing time for a person to respond and successfully alight.

Regulatory option

Transport Standards section 27.4 would be amended to include the following (including any requirements retained or amended from the status quo). There are two sub-options consideration regarding the visibility of visual information displays.

- Visual information display of next stop must be visible.

Sub-option 1

Visual information display of next stop must be visible from all priority seats and allocated spaces.

Sub-option 2

Visual information display of next stop must be visible from all seats and allocated spaces.

- Audio announcements of next stop broadcast over an onboard public address system must also be provided via a hearing augmentation system complying with AS1428.5 (2010) *Design for access and mobility*, Part 5, section 3.2.
- Announcement of the side or door / gate through which a passenger must alight, must be made where side or door / gate for alighting can vary.

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

Case study

David and Richard are good friends. David has a vision impairment while Richard uses a manual wheelchair. They often go out together to entertainment venues and rely on public transport. When travelling on buses neither can see if their destination stop is ahead as David's vision is too limited and Richard faces backwards in the allocated space with his back to the 'ironing board' safety barrier.

David and Richard's experience today

David and Richard board their bus and inform the driver of their intended destination stop. The driver is usually very reliable but on this day driving conditions are quite challenging and the need to stop at David and Richard's nominated stop slips his mind. Richard notices the intended stop as they drive by it and quickly rings the bell for next stop. David hopes that the walk back to the venue from the next stop will not be too long and difficult for Richard. The driver apologises and helpfully suggests catching another bus back to the venue will be easier than walking. He points out the necessary bus stop on the opposite side of the road, tells them the service to hail and again apologises.

David and Richard's experience under the proposed reforms

David and Richard board their bus. The bus is on a route that features automated next stop announcements. Hearing their stop announced, David presses the button for next stop. Richard activates the button that alerts the driver to deploy the boarding ramp. As they alight they thank the driver and proceed on to their venue.

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=28706&name=passenger-location-during-journey>