



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



Scope of conveyances: Rideshare

The Transport Standards are not clear whether rideshare is a public transport service. This leads to ambiguity in the obligations of rideshare providers and expectations of customers. There is an opportunity to clearly define public transport services and conveyances so rideshare is identified, and the obligations and responsibilities of operators and providers are made explicit in relation to the provision of rideshare.

Reform options

Maintain current requirements in the Transport Standards

Transport Standards *Division 1.2, Meaning of important terms*, would remain unchanged and no new guidance would be issued.

Non-regulatory option

Guidance would be provided to encourage future transport modes to consider accessibility requirements during the design of their services to ensure these services are Transport Standards compliant, including:

- Rideshare conveyances without a taxi registration number may potentially comply with Transport Standards *section 17.7, Taxi registration numbers*, by instead providing the vehicle's registration number in raised lettering.
- Booking platforms for taxi travel services should ensure response times for accessible vehicles are the same as for other conveyances providing taxi travel.
- Accessible rideshare conveyances may comply with the requirements for accessible taxis.
- Rideshare conveyances may comply with all other requirements for conveyances in the Transport Standards and rideshare operators should comply with any other requirements related to the provision of public transport.
- Booking and payment platforms must be accessible.

An education campaign would also be developed targeted at the rideshare sector, providing advice on their responsibilities under the DDA to eliminate discrimination as far as possible, and provide clarity and certainty on their responsibilities to ensure compliance as a public transport operator and provider under the Transport Standards.

Regulatory option

The Transport Standards would be amended to ensure rideshare services are explicitly identified and ensure the current requirements for taxis are fit for purpose to apply to other services providing taxi travel.

Transport Standards *Division 1.2* would be amended to ensure rideshare is explicitly covered by the Transport Standards, including:

- List of conveyance at *section 1.12, Conveyance*
- Definition of public transport at *section 1.23, Public transport service*

Any amended definitions would not be overly prescriptive, to ensure any operator or provider of public transport entering the Australian market understands the requirements it must comply with.

Amendments to the applicability of sections of the Transport Standards for conveyances would also be updated to reflect these new definitions.

Transport Standards requirements that currently apply to 'taxis' would also be amended to ensure they are fit for purpose in application to rideshare conveyances, including:

- *Schedule 1, Target dates for compliance, Part 1, Target date – 31 December 2007, section 1.3, Responsibility*, that provides response times for accessible vehicles.
- *Section 17.7, Taxi registration numbers*, that provides for the placement of taxi registration numbers and would be broadened to require vehicle registration numbers for rideshare vehicles.

Guidance would be provided in the Transport Standards Guidelines and / or The Whole Journey Guide to include advice ensure rideshare services are explicitly identified and the applicable requirements for taxi-travel are fit for purpose.

Case study

Costa uses a motorized mobility device. One day after work his workmates suggest that they go out for drinks. Rideshare is suggested as the quickest and most convenient way to travel to the venue.

Costa's experience today

Costa knows that rideshare vehicles will not be able to accommodate his wheelchair. His only option is a wheelchair accessible taxi. Fearing that his friends would not like this option and that he would be making himself a nuisance he makes an excuse that he has to be home early and will pass on drinks on this occasion.

Costa's experience under the proposed reforms

Costa readily agrees as he knows that an accessible rideshare vehicle will be available. His friend books the vehicle and when it arrives they travel together to the 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=28717&name=rideshare>