



# Passenger loading areas

January 2021

The Transport Standards do not provide provisions to enable passengers to safely arrive, depart, unload, load and move throughout public transport precincts. Generally, a lack of access to safe loading areas can be a problem, especially for wheelchair accessible taxis. Mobility aid users are often dropped off on kerbs at busy intersections due to a lack of appropriate loading/unloading areas. As a result, environments with insufficient amenity or are unsafe for passengers can limit their participation in the community.

Taxis, ride share services and personal vehicles provide an integral role in connecting people. The Transport Standards could be reformed to better reflect the role of these vehicles. The Transport Standards could be amended to include provisions for the design and delivery of passenger loading areas as they relate to conveyance access, and their role in the whole-of-journey approach.

## Consultation questions

- What experiences do people with disability have with alighting or loading at a taxi rank or passenger loading zone?
- What are the challenges and how can these experiences be improved?
- What are the flow-on impacts for a person as a result of not being able to alight or load at a taxi rank or passenger loading zone?
- What features are critical to making passenger loading zones accessible?
- What considerations do operators and providers currently make when designing passenger loading facilities?
- What is the optimum layout for a taxi rank or passenger loading zone?

## Have your say

There are a number of ways for you to have your say and provide input, including:

- taking part in our interactive surveys
- providing a formal response to the consultation paper
- calling the Disability Standards hotline on [02 6274 6188](tel:0262746188)
- using our online form.

## Further information

For further information:

- visit the [Transport Standards webpage](#)
- email [DisabilityTransport@infrastructure.gov.au](mailto:DisabilityTransport@infrastructure.gov.au) or
- ring our Disability Standards hotline on [02 6274 6188](tel:0262746188).