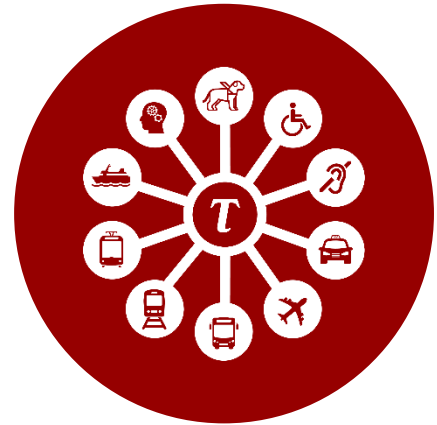




16 Initial Areas of Reform of the Transport Standards



We are considering:

- whether mandatory requirements for **staff training** will improve the public transport experience of people with disability
- if further information on safety measures is required to better contain the **movement of mobility aids** on buses, light rail and trams while they are in motion
- changing the way we calculate the number of **priority seats** required on a public transport vehicle to accommodate the increasing numbers of passengers requiring priority seating
- if further clarity is required to ensure **allocated spaces** are clear of obstructions and functional and are exclusively reserved for mobility aids
- how to ensure **digital information screens** and design requirements meet the needs of people with disability
- amending **lift accessibility** requirements to align with the Premises Standards 2010 and the National Construction Code and to include maintenance provisions
- adopting a minimum standard for **website accessibility** to improve the delivery of service information to people through online systems
- establishing a framework for public transport operators and providers to **communicate effectively**, and in a variety of formats, **during planned and unplanned disruptions**
- how to clarify the distinct requirements of **gangways used to access ferries** including the effects of tidal changes on access

- including requirements to provide conveniently located **assistance animal toileting areas** within, or adjacent to, key public transport infrastructure
- developing **emergency egress** provisions for people with disability in relation to public transport infrastructure
- including requirements so ramps and walkways provide **fit for purpose accessways** during peak times and emergency egress, and to deter their misuse as stopping areas.
- how to address inconsistencies between the Transport Standards and the National Construction Code for **wayfinding**
- if clarity is required about the use of **directional tactile ground surface indicators** in public transport environments
- including requirements for the design and delivery of **accessible passenger loading areas** such as drop off/pick up points and taxi ranks
- including provisions ensuring public transport **information is provided in multiple formats** and not solely through online methods
- **aligning the Australian Standards references** in the Transport Standards with current Australian Standard references