



# Allocated spaces in transit

February 2021

Passengers who use mobility aids are dependent on the availability and accessibility of allocated spaces in public transport conveyances to undertake public transport journeys. Access paths, manoeuvring areas, and allocated spaces are required to be as clear and functional as practical, as well as clearly being intended for use for people with mobility aids. There are many key issues around allocated spaces that can be addressed.

The existing definition of allocated space in the Transport Standards does not mention vertical space; allocated spaces are not reserved exclusively for people with mobility aids; intrusions into the vertical space above allocated spaces can reduce space available, and blockages can hinder access paths at peak hours. Further clarity may help operators to provide signs and/or inform customers that allocated spaces are priority for people using mobility aids.

## Consultation questions

- What experiences do people with disability have in accessing allocated spaces from the entry door?
- What are the challenges people with disability face accessing allocated spaces?
- What are the experiences of people with disability where allocated spaces are occupied by people who do not vacate?
- What experience do operators and providers have with customers using allocated spaces?
- How do operators and providers address situations where an individual refuses to vacate an allocated seat?
- How would operators and providers be impacted by a requirement to ensure allocated spaces are clustered close to doors and free of obstruction?

## 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).