



# Digital information screens

February 2021

The Transport Standards were developed with the assumption that signage would be small, static and involve limited information. However, public transport operators now use digital dynamic systems, often in the form of large and detailed displays to present information to multiple users simultaneously. Through these signs, operators and providers can deliver messaging and information more flexibly and quickly than traditional static signs. This has led to ambiguity and uncertainty for providers and operators about their requirements to be compliant with the Standards and meet the needs of people with disability. There are also existing requirements that are inappropriate or technically unfeasible for digital displays.

The Transport Standards inadequately address modern requirements. The Transport Standards may need to be updated to include digital information screens, including provisions and guidance for digital displays that provide for the requirements of people with a disability. The standards may also need to consider the varying types of digital screens. As static signs still remain relevant, particularly for vision impaired people who need tactile elements or braille, the standards should differentiate between static and digital signs.

## Consultation questions

- How do people with disability use digital information displays at public transport sites and on public transport conveyances as part of their public transport journey?
- What display features worked well and what don't?
- How could digital displays be improved?
- What are the benefits for operators and providers associated with installing digital displays with functional requirements which are user friendly for people with disability?
- What are the barriers associated with installing digital displays that meet the needs of people with disability?

## 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).