



7.1 At the bus stop - bus stations and stops infrastructure

The Transport Standards require QT and its partners in the passenger transport industry to deliver on certain milestones. All bus stops built from October 2002 must comply with the Transport Standards.

There are four target dates for all existing (pre-October 2002) bus stops to be compliant with the standards:

- 25% of bus stops by 31 December 2007
- 55% of bus stops by 31 December 2012
- 90% of bus stops by 31 December 2017
- 100% of bus stops by 31 December 2022.

These milestones apply to items such as:

- access paths and manoeuvring areas
- passing areas and ramps
- waiting areas and boarding
- allocated space and surfaces
- handrails, grabrails and stairs
- symbols and signs
- tactile ground surface indicators
- lighting, street furniture and information.

7.1.1 South east Queensland

The Station and Stop Infrastructure Improvement Grant Scheme is a Queensland Government initiative, administered by TransLink. The scheme provides capital grants to local governments and government entities to provide quality bus stop environments throughout the TransLink network in south east Queensland that are safe, accessible, comfortable and easy to use.

The scheme's primary aim is to encourage the use of public transport by providing high quality bus stops, stations and bus information for public transport patrons.

The scheme forms part of the Bus Infrastructure Rolling Program, which aims to improve all bus stop infrastructure throughout the TransLink network.

The Station and Stop Infrastructure Improvement Grant Scheme provides funding for bus stop furnishings and supporting infrastructure including:

- bus seats
- bus shelters
- bus stop lighting
- indented bus bays and associated works
- rubbish bins
- pavement marking.





Public Transport Infrastructure Manual

QT has developed a set of detailed guidelines for the arrangement of bus stop infrastructure. These guidelines clearly indicate to designers, architects and transport planners the expectations of QT in the provision and upgrading of passenger waiting area environments and infrastructure.

The infrastructure requirements are considered to be ‘best practice’ and therefore are applicable to public transport infrastructure projects throughout the state.

Councils are advised to apply these guidelines in preparing Station and Stop Infrastructure Improvement Grant project submissions. All projects delivered under the Station and Stop Infrastructure Improvement Grant Scheme must meet the requirements of the *Disability Discrimination Act 1992*.

Details of these guidelines can be obtained from www.translink.com.au under ‘planning and projects.’





The infrastructure provided at each particular bus stop location is dependent on the role the bus stop plays in the TransLink network. It can be broadly categorised as one of four types of bus stop as defined below:

Standard stop	A local bus stop predominantly located at outbound stops or sites where there is low passenger demand.
Intermediate stop	Service locations where there is moderate passenger demand and located predominantly in suburban environments.
Premium stop	Located at major attractors (including shopping centres) and/or along major corridors where there is high passenger demand and support by some form of bus priority feature (including queue jumps, bus lanes or transit lanes).
Signature stop	High level bus stops that are located along targeted corridors and are supported by dedicated bus priority measures (predominantly bus lanes) with adequate space for indented lay-bys and standing for three or more buses.

The Station and Stop Infrastructure Improvement Grant Scheme applies to local governments and government entities where there is a TransLink service operating. Other parties wishing to access the Station and Stop Infrastructure Improvement Grant funding must do so by seeking commitment through local government authorities to ensure strategic priorities are assessed. This funding program does not extend to school bus infrastructure.

The Station and Stop Infrastructure Improvement Grant funding is provided on a 50/50 basis, with TransLink matching local council input dollar for dollar. The current Station and Stop Infrastructure Improvement Grant funding has provided \$10 million over four years for the construction of accessible bus stops in the TransLink area. To date, \$7 million of the allocated \$10 million has been spent.

The final \$3 million has been allocated for 2007-08 financial year.

TransLink and the 11 relevant local councils prioritise the program of works in accordance with strategic public transport priorities and general asset maintenance activities. Councils consult with bus operators, Main Roads and key stakeholders to ensure projects they propose are thoroughly scoped and given fair consideration.

Following consultation with local councils regarding the level of compliance of bus stops in south east Queensland, an assessment has been made that the minimum target of 25 percent by the end of 2007 will be exceeded.

Action 15: Complete the allocation of the Station and Stop Infrastructure Grant Scheme in south east Queensland in 2007-08.



Currently QT is performing a full audit of all the 12 000 bus stops in south east Queensland, 7000 of these are in the Brisbane area. This audit will assist in determining the level of compliance with the Transport Standards.

The Global Positioning System (GPS) coordinates of each bus stop will be identified allowing it to be accurately located on maps. Photos of the stops will also be stored. The results of this audit will supply useful data for planning and will also be a useful tool for the relevant councils.

In the future, by utilising the GPS location, people will be able to use technology-accessed timetable information at the bus stop.

Other relevant funding programs provided by the Queensland Government and managed by TransLink include:

- Real Time Information provision
- Regulatory signage – bus stop signage and timetable information
- Tactile pavers – funded on a 50/50 basis with councils where bus stops are being installed or refurbished
- TransLink phone installations which are provided at bus stations.

Action 16: Continue a range of funding programs to enhance accessibility at bus stops in south east Queensland.

7.1.2 Regional Queensland

Passenger Transport Division administers the Passenger Transport Infrastructure Program which provides capital grants to local government for

the provision of passenger transport infrastructure in regional Queensland. QT has secured additional grant funding totalling \$27.7 million over the next 17 years to assist local governments in meeting accessibility obligations under the Transport Standards.

This funding will be used to provide local governments with dollar for dollar infrastructure grants for regional passenger transport infrastructure.

Of this amount, \$3.815 million has been made available each year for the period 2006-07 and 2007-08, after which an allocation of \$1.435 million has been allocated annually until 2022.

These grants are typically allocated under the terms of the Memorandum of Understanding (MOU) for guiding the dealings between QT and the Local Government Association of Queensland Inc in respect to the planning, coordination and provision of transport services and associated infrastructure.

The MOU outlines that QT will contribute towards the development of transport infrastructure on an equal contribution basis with ongoing maintenance ownership by local government.

In the majority of cases, bus stops are owned and maintained by local government that will ultimately be responsible for compliance with the Transport Standards.

QT is also assisting local governments through the provision of a recommended advisory statewide standard compliant bus stop design and technical advice.

This will ensure accessibility needs are addressed in a consistent way across regional Queensland.



Meeting the 2007 accessibility compliance target has required planning and investment far exceeding previous levels of intensity. To maximise benefit from this investment, QT engaged a consortium from the disability sector to identify areas of greatest need. It consisted of the Disability Council of Queensland, Spinal Injuries Association, Queenslanders with Disability Network and Guide Dogs Queensland.

Using established networks and community engagement activities, the consultancy identified the needs of those who would most benefit from improvements to accessibility. This information has assisted in prioritising improvements, and ensuring that all works carried out meet users' needs.

Action 17: Continue the partnership with local governments to facilitate the development of transport infrastructure in regional Queensland.

7.2 Buying a ticket

TransLink is implementing an automated fare collection system, which uses stored-value (pay as you go) smartcards for payment for travel on rail, bus and ferry services in the TransLink network area. TransLink's automated fare collection system comprises a series of equipment that defines the system as a collective. This variety of devices is intended to provide choice in customer use and accessibility. The system facilitates non-mandatory use. Both smartcard and paper tickets will be available at the customer's choice.

Automated fare collection system equipment installation is undertaken in accordance with (and in the following order of priority):

1. *Disability Discrimination Act 1992* compliance
2. Australian design requirements
3. Workplace Health and Safety Requirements
4. Operator business requirements.

This system will also provide vital passenger travel data allowing TransLink to better cater for future population growth and transport needs.





7.3 On the buses

The **compliance timetable** for existing **conveyances** is outlined in the table below:

Year	2007	2012	2017	2022	2032
Mode	5 years	10 years	15 years	20 years	30 years
Buses and coaches	25%	55%	80%	100%	-

See appendix 1 for more detailed information relating to specific aspects of the standards.

7.3.1 South east Queensland

From 2004 to 2007, the Queensland Government, through TransLink, has provided \$55.9 million for private bus operators and \$12.9 million to Brisbane Transport for the purchase of accessible buses.

This represents funding of 100 percent of urban services provided by these vehicles. i.e. if 80 percent of the services provided by a vehicle are urban services, TransLink funded 80 percent of the cost of the vehicle.

These buses are equipped with hydraulic low floors for easy access, some with dedicated wheelchair bays with enough room for easy manoeuvring, and others with priority seating for aged people and other passengers with a disability. All ticket machines are positioned at accessible levels, and easy to reach stop buttons are installed.

Surfaces in the vehicles are tactile ensuring safer embarking and disembarking. Training programs for drivers have been implemented to ensure that they are aware of their responsibilities and the critical role they play regarding the *Disability*

Action 18: Continue to work in partnership with private operators and Brisbane Transport to achieve compliance with the Transport Standards in south east Queensland.

TransLink collects data periodically on progress being made by operators towards compliance with the Transport Standards. As of the end of June 2007, the total fleet (private operators and Brisbane Transport) was 1596. Of these, 819 were reported as compliant with the Transport Standards. This represents over 50 percent of the overall fleet which exceeds the percentage required by the first milestone of the Transport Standards.

7.3.2 Regional Queensland

QT's Accessible Bus Program was introduced to help bus operators achieve compliance with the Transport Standards. The Accessible Bus Program offers financial assistance for eligible bus operators who are willing to purchase wheelchair accessible buses. Approximately \$2 million has



been provided to operators under this program. The Accessible Bus Program also provides operators with some assistance and incentive to invest in new technology.

Funding has been provided for a further 25 accessible buses which are currently under construction. These buses will progressively enter service by the end of the 2007 calendar year. When this is completed, there will be 115 accessible buses of a total fleet of 210. This number represents almost 55 percent of the total fleet, exceeding the percentage required by the first milestone of the Transport Standards.

Action 19: Continue the Accessible Bus Program.

7.3.3 Long distance buses

The Queensland Government provides financial and regulatory support for an extensive network of long distance passenger transport services throughout the state in order to ensure that people living in Queensland's sparsely populated regions are able to access essential medical, educational, business and cultural facilities.

This network guarantees services for more than 70 transport disadvantaged Queensland communities and annual travel for, 117 200 long distance bus passengers. \$2.4 million was provided to operators in 2006-07 to support service viability. QT estimates that as a result of this network, around 99.5 percent of Queensland's population lives within 100 kilometres of a Queensland Government supported passenger transport service.

The current six year contracts for Queensland Government subsidised long distance bus services end on 31 December 2007.

QT has been investigating a number of significant changes to the next generation of contracts to improve the contract management processes and encourage greater use of public transport.

As part of the next generation of five year service contracts, QT has included that long distance bus operators must comply with the requirements of the Transport Standards. This will appear in the next generation of contracts under operator's obligations: *Operators must comply with all Commonwealth and State laws, including, but not limited to, any Disability Standards formulated pursuant to the Disability Discrimination Act 1992.*

Action 20: Introduce specific conditions in the new generation bus contracts requiring compliance with the Transport Standards.

There will also be a requirement included to provide a report on progress towards compliance with the Transport Standards to QT on an annual basis. A further inclusion will be that "where there are less than four buses operating on a given long distance bus route, QT will require at least one of the buses on the route to be accessible". This will effectively exceed the level required by the Transport Standards.



Action 21: Introduce specific conditions in the new generation bus contracts requiring periodic reporting to Queensland Transport of progress towards compliance with the Transport Standards.

QT provides similar assistance to the aviation industry in Queensland. This is to guarantee services for transport-disadvantaged Queensland communities and annual travel for 223 000 air passengers. \$7.8 million was provided to operators in 2006-07 to support service viability. QT has five year contracts with aviation service providers. Currently, QT has contracts with QantasLink and MacAir.

Advice has been received from these operators that their networks will meet the 2007 requirements of the Transport Standards prior to December 2007.

Action 22: Continue the partnership with aviation providers to ensure compliance with the milestones of the Transport Standards.

7.4 Rail

(Please see the *Action Plan 2007-2012: QR Accessible Passenger Services* for further details regarding rail.)

Queensland Rail Limited (QR) had its beginnings in 1865 when the first train in Queensland travelled between Ipswich and Grandchester. Back then, QR provided a lifeline for new communities, especially in regional and remote parts of the state, and helped facilitate the opening of new agricultural and mining industries.

Today, QR remains committed to people, communities, industries and businesses. Each year QR moves more coal and freight than any other organisation in Australia, and delivers over 60 million passenger journeys.

QR strives to provide services that exceed expectations, and continues to expand in order to meet the ever-changing needs of its customers.

QR Limited is a company registered under the *Corporations Act* and is a Government Owned Corporation. As such, QR must comply with the *Government Owned Corporation Act* and with Queensland Government policies.

The shares in QR Limited are held by QR's shareholding Ministers (the Minister for Transport, Trade, Employment and Industrial Relations and the Treasurer) on behalf of the people of Queensland.

QT, as a steward of Queensland's public transport network, acts as advisor to the Minister for Transport, Trade, Employment and Industrial Relations and as a purchaser of public transport services from QR.





7.4.1 Traveltrain

Traveltrain operates the largest and most comprehensive network of long distance and tourist trains in Australia, delivering travel experiences to suit every traveller.

The Sunlander and Tilt Trains operate along the Queensland coast and provide passenger rail services to many coastal destinations and attractions including the Great Barrier Reef and Whitsunday Islands.

The Sunlander is a traditional style of rail travel, featuring a range of onboard accommodation including the premium Queenslander class, while the Tilt Train is a modern service with comfortable seating and modern passenger facilities.

The Spirit of the Outback, the Westlander, Inlander and the Gulflander provide passenger rail services to many inland destinations. They offer a traditional style of rail travel.

In the 2006-07 state budget, the Queensland Government provided QR with \$19 million in capital funding for accessibility modifications to the Traveltrain rollingstock including an upgrade to the Tilt Train fleet and minor upgrade works to the traditional fleet ahead of the planned fleet upgrade. 68 percent of all long distance rail journeys are taken on the Tilt Trains.

The Traveltrain network operates from 79 stations throughout the state. Many of the stations in the network service rural communities along the coast and on the three inland routes.

Bigger stations with more significant facilities are located in the larger regional cities of Toowoomba, Maryborough, Bundaberg, Gladstone, Rockhampton, Mackay, Townsville and Cairns.



Several coastal stations were upgraded in 1999 to coincide with the introduction of the Cairns Tilt Train. The upgrade included facilities for passengers with a disability.

Since 2002, the Queensland Government has provided QR with \$15.7 million in capital funding for the upgrade of Traveltrain stations to meet the requirements of the Transport Standards. These works will assist people with disabilities to access and utilise facilities at the stations and to board trains more easily.

Work has been completed on the stations on the North Coast, Great Northern and Central Western lines. Work on the stations on the South Western line is scheduled for completion in early 2008 and the broader upgrade of station lighting is forecast to be complete by late 2008. When this program of work has been completed in late 2008, over 85 percent of Traveltrain stations will meet the requirements of the Transport Standards.

The Queensland Government, QT, and QR will continue working towards ensuring the accessibility and compliance of the traditional fleet – Sunlander; Spirit of the Outback; Inlander, Gulflander and Westlander.



QT has worked with Cairns Kuranda Steam, the operators of the Savannahlander service between Cairns and Forsyth on developing a strategy to ensure the accessibility and compliance of the Savannahlander tourist service. The Queensland Government has provided funding to install lifts, vacuum toilets, signs, tactile service indicators and hearing augmentation loops.

Action 23: Continue to work in partnership with QR to increase compliance with the Transport Standards for the Traveltrain fleet and stations.

7.4.2 Rail Services in south east Queensland – Citytrain

Citytrain offers safe, reliable and comfortable services providing community connections via the TransLink integrated public transport network. The expanding population of south east Queensland depends on Citytrain to provide passenger services over an urban and inter-urban electrified network that stretches from Gympie to the Gold Coast.

The accessibility of trains across the Citytrain fleet has been improving with each generation of train introduced. The latest addition to the Citytrain fleet, the IMU 160 series is compliant with the requirements of the Transport Standards.

The more recent additions to the fleet reflect the continued growth in demand for services over the past decade. As a result, QR is well placed to exceed the compliance timeframes defined in the Transport Standards. Based on current projections, and on the delivery of currently funded projects, Citytrain should have 95 percent of the fleet largely compliant by 2013, nine years

ahead of the schedule in the Transport Standards.

With \$46 million in state allocated funding, QR has established a project to complete accessibility upgrades of older trains. The scope of work is dependent upon the current level of access provided.

The older electric multiple units require significant upgrades including allocated spaces, handrails and grabrails, improved signage including electronic information displays and the installation of push button door controls. The newer suburban multiple units and inter-city multiple units require less work as they were constructed with a degree of accessibility features included.

The Citytrain network has 143 stations. The earliest stations in the network were constructed early last century. The Citytrain network stations have been constructed progressively over the past century and reflect the standards of the day in their construction, size and layout.

QR has developed a generic design approach to the construction of new stations and has issued a Station Design Guide. By following the design guide, QR stations will ultimately:

- be accessible to all members of the community
- be safe to use, and feel safe to use, both day and night
- be comfortable to use
- provide a high standard of service
- generate community pride in Queensland's public transport system
- be environmentally responsible
- be cost effective to maintain.



Where existing infrastructure is undergoing significant upgrade, many elements of the station design guide that are practical are being included in these station designs.

The Queensland Government has provided QR with over \$134 million to improve disability access to Citytrain stations. QR has established a program to manage the upgrade works.

A formal review of the stations program was conducted in October 2006 that identified the initial plan to meet the December 2007 compliance milestones on Citytrain stations would not deliver the greatest benefit for Citytrain passengers with disabilities.

The review suggested a change in scope to focus on three priority areas including:

- increasing the safety of passengers with vision impairment by installing tactile ground surface indicators along platform edges
- enhancing access to stations by providing compliant access paths, lifts, overbridges and boarding areas
- improving information to passengers by installing electronic passenger information systems.

More recently, QR has identified that additional priority needs to be given to solving issues associated with boarding Citytrains where there is a large horizontal gap and/or vertical step between the platform and the train.

QR has initiated a review of all stations within the Citytrain network to identify where these issues are more prevalent and to establish a plan to alleviate these

issues wherever practical. In developing plans for future station upgrades, greater priority and emphasis will be applied to ensure gaps between the platform and the train are minimised. Generally QR will attempt to raise the platform, subject to safety and other considerations being taken into account.

QR has been proactive in establishing links with people with disabilities. These links include a reference group with membership representing different groups of people with disabilities. Program priorities have been established in consultation with the QR DDA Reference Group. The QR DDA Reference Group meets bi-monthly and is an important source of consultation between QR and people with disabilities on Transport Standards compliance matters.

QR has prepared an action plan that identifies the work already undertaken to improve access to QR's passenger services and to outline current plans to continue this work.

The intention is to publish the *Action Plan 2007 – 2012 QR Accessible Passenger Services* in 2007. This action plan is being developed in consultation with the QR DDA Reference Group and QT.



Action 24: Continue to work in partnership with QR to increase compliance with the Transport Standards for the Citytrain fleet and stations.

7.5 Ferry terminals and pontoons

All jetties and pontoons built from October 2002 that have scheduled ferry services must comply with the Transport Standards.

There are currently 19 jetties and pontoons throughout Queensland that are used by operators with service contracts with QT.

QT is currently working to manage the development and delivery of a program to upgrade these jetties and pontoons to comply with the Transport Standards.

Action 25: Continue the development and management of programs to upgrade jetties and pontoons to comply with the Transport Standards.

7.6 Ferry vessels

QT has contracts in place with seven ferry operators who provide ferry services between the mainland and the Southern Moreton Bay Islands, Magnetic Island and the ferry network on the Brisbane River.

The contracted ferry operators have reported varying levels of compliance with the DDA.

The majority of the ferry fleet is reported to be wheelchair accessible: 13 out of the 14 vessels in regional Queensland and the popular Brisbane CityCats are all wheelchair accessible.

Action 26: Continue to manage DDA compliance through new or renewed ferry contracts.

Ferry services to Palm Island and between Thursday Island and Seisa operate under a funding agreement.

QT also has two pensioner concession funding agreements in place (this allows pensioners to pay a half fare) for the two ferry operators to North Stradbroke Island.

The plan is to manage the disability access of contracted ferry services through the contract arrangements. For example, as part of a recent major contract renewal process, QT was able to work closely with the operator of the Magnetic Island ferry service (Sunferries) to plan compliance with the Transport Standards.

A number of ferry operators are investing in new accessible vessels without direct financial assistance from the government. Sunferries has invested over \$7.3 million on two new accessible ferries and the Townsville Breakwater terminal to be compliant with the Transport Standards.

There is also an extensive number of non contracted barge and ferry services throughout Queensland that are not regulated but carry varying levels of passengers.



The non regulated ferry services mainly provide services to the tourist sector instead of the passenger transport (or commuter market). Similarly, barges primarily exist for the carriage of vehicles not passengers.

7.7 Taxis

The Transport Standards require that wheelchair accessible taxis have the same response rate as other taxis.

QT determines the numbers and types of taxi licences in taxi service contract areas using a comprehensive model, which takes account of population, travel demand, business and tourism. As at July 2007, there were 2650 conventional taxi service licences in Queensland.

There has been a steady growth in the number of WATs. In 1998, there were 173 WATs across Queensland, with these numbers increasing to 358 in 2006.

As of July 2007, 456 taxis are wheelchair accessible. This represents 14.68 percent of the taxi fleet.





7.7.1 Accessible Taxis Queensland initiative

A 2006 government election commitment, Accessible Taxis Queensland (ATQ), is to provide \$4.8 million for taxi operators in regional Queensland to buy a new or second-hand Wheelchair Accessible Taxi (WAT). Funding is available for more than 80 communities that have a taxi service, but not an accessible one, including 10 communities which previously had a conventional taxi service but have no taxi service currently.

The ATQ program is unique because it is the most comprehensive program ever undertaken in Australia in terms of funding commitment, number of vehicles, and geographic range dedicated to putting WATs into regional communities

By funding the purchase of the vehicle, the accessibility device and associated setup costs for a taxi, the program is effectively balancing the needs of each community with the ongoing financial viability of taxi licence owners.

The ATQ initiative will deliver a financial injection to rural and regional Queensland in terms of assistance for taxi operators to adhere to the timeframes for accessibility (December 2007) and to be able to provide transport services to the wider population.

Under the ATQ initiative, 16 WAT taxis have recently commenced operation. Once the initiative is completed, the number of WATs throughout Queensland will be more than 15 percent of the overall taxi fleet.



Action 27: Continue the implementation of the Accessible Taxis for Queensland initiative to increase the number of wheelchair accessible taxis in small towns.

Action 28: Continue the demand based release of wheelchair accessible taxis throughout Queensland.



8 Monitoring

8.1 Tracking progress

The Accessibility and Concessions Policy Unit has an ongoing role in the collation of data from operators regarding compliance with the Transport Standards. This is important data to ensure progress is continuing and to identify if sufficient funding is available to meet or exceed the milestones in the Transport Standards.

The inclusion of a requirement to provide such data in the new five year contract for long distance buses will further assist the provision of this information.

This data is posted periodically on the HREOC website to provide a highly visible summary of state wide progress towards compliance with the Transport Standards.

8.2 Increasing public awareness

An important part of monitoring the progress of the actions will be publicising their completion to the public, and, in particular, in ways that may be accessed by people with a disability.

QT through TransLink, Smart Travel Centre – Queensland and its strong regional networks will promote the existence and usability of infrastructure and conveyance changes and arrangements.

8.3 Publishing and reporting

QT will publish its Disability Action Plan in 2007 on its own website as well as on the HREOC website.

The plan will be updated regularly to ensure that the most accurate information is available to the public.

9 Review

One of the common problems that HREOC considers when registering Action Plans is the tendency to test whether the tasks have been done, rather than testing whether or not the tasks have eliminated barriers. QT will address this by continuing to emphasise effective and inclusive consultation as part of its everyday practice.

This is in addition to the ongoing participation in activities at the national level where information is available about innovations and solutions to issues in other jurisdictions. Also, existing formal consultative bodies will continue such as the Taxi DDA Reference Group.

The Disability Action Plan will be formally reviewed every three years.



ABBREVIATIONS

ABS	Australian Bureau of Statistics
APTAC	Accessible Public Transport National Advisory Committee
ATQ	Accessible Taxis Queensland
DDA	<i>Disability Discrimination Act 1992</i>
DETA	Department of Education, Training and the Arts
GPS	Global Positioning System
HREOC	Human Rights and Equal Opportunity Commission (Commonwealth)
MOU	Memorandum of Understanding
QR	QR Limited (Queensland Rail)
QT	Queensland Transport
Transport Standards	<i>Disability Standards for Accessible Public Transport 2002</i>
TSS	Taxi Subsidy Scheme
WAT	Wheelchair Accessible Taxis



APPENDIX 1

APPENDIX 1

Compliance target dates – public transport operators (excluding taxis)

Reference		Percentage of compliance required by target date			
Reference in Transport Standards	Part/ Number	31 Dec 2007	31 Dec 2012	31 Dec 2017	31 Dec 2022
Alarms	19	100%			
Belongings	30	100%			
Booked services	28	100%			
Food and drink services	29	100%			
Hearing augmentation	26	100%			
Information	27	100%			
Lighting	20	100%			
Priority seating	31	100%			
Signs	17	100%			
Symbols	16	100%			
Furniture and fitments	22	100%			
Handrails and grabrails	11		100%		
Payment of fares	25		100%		
Surfaces	10		100%		
Access paths	2	25%	55%	90% 80% (buses only)	100%*



APPENDIX 1

Allocated space	9	25%	55%	90% 80% (buses only)	100%*
Boarding	8	25%	55%	90% 80% (buses only)	100%*
Controls	21	25%	55%	90% 80% (buses only)	100%*
Doorways and doors	12	25%	55%	90% 80% (buses only)	100%*
Manoeuvring areas	3	25%	55%	90% 80% (buses only)	100%*
Ramps	6	25%	55%	90% 80% (buses only)	100%*
Stairs	14	25%	55%	90% 80% (buses only)	100%*
Toilets (or stops)	15	25%	55%	90% 80% (buses only)	100%*
Passing areas	4	25%	55%	90% 80% (buses only)	100%*

*Trains have until 31 December 2032 to achieve full compliance.

Compliance target dates – conventional taxi operators

Reference		Percentage of Compliance Required by Target Date			
Reference in Transport Standards	Part/ Number	31 Dec 2007	31 Dec 2012	31 Dec 2017	31 Dec 2022
Payment of fares	25		100%		
Information	27	100%			
Signs – raised taxi registration numbers	Part 17, 17.7	100%			



APPENDIX 1

Compliance target dates – wheelchair accessible taxi operators

Reference		Percentage of compliance required by target date			
Reference in Transport Standards	Part/Number	31 Dec 2007	31 Dec 2012	31 Dec 2017	31 Dec 2022
Allocated space	9	25%	55%	90%	100%
Doorways and doors	12	25%	55%*	90%	100%
Doorways and doors (*Vehicles entering service on or after 1 January 2013 must have an unobstructed vertical doorway height of at least 1500mm)					
Signs – raised taxi registration numbers	Part 17, 17.7	100%			
Payment of fares	25		100%		
Information	27	100%			
Access	Part 2, 2.9	25%	55%	90%	100%

*This requirement for equivalent response times may also apply to some courtesy and community transport services.

Compliance target dates – taxi booking companies/radio networks/cooperatives

Reference		Percentage of compliance required by target date			
Reference in Transport Standards	Part/Number	31 Dec 2007	31 Dec 2012	31 Dec 2017	31 Dec 2022
Response times for accessible vehicles are to be the same as for other taxis	Schedule 1 – Target dates for compliance – Part 1, 1.2	100%			



APPENDIX 1

Compliance target dates – premises and infrastructure requirements
(excludes bus stops)

Reference		Percentage of compliance required by target date			
Reference in Transport Standards	Part/ Number	31 Dec 2007	31 Dec 2012	31 Dec 2017	31 Dec 2022
Alarms	19	100%			
Food and drink service	29	100%			
Hearing administration	26	100%			
Information	27	100%			
Lighting	20	100%			
Signs	17	100%			
Symbols	16	100%			
Furniture and fitments	22	100%			
Waiting areas	7	100%			
Handrails and grabrails	11		100%		
Payment of fares	25		100%		
Surfaces	10		100%		
Gateways	24		100%		
Access paths	2	25%	55%	90%	100%
Manoeuvring areas	3	25%	55%	90%	100%
Passing areas	4	25%	55%	90%	100%



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Resting points	5	25%	55%	90%	100%
Ramps	6	25%	55%	90%	100%
Boarding	8	25%	55%	90%	100%
Allocated space	9	25%	55%	90%	100%
Doorways and doors	12	25%	55%	90%	100%
Lifts	13	25%	55%	90%	100%
Stairs	14	25%	55%	90%	100%
Toilets	15	25%	55%	90%	100%
Tactile Ground Surface Indicators	18	25%	55%	90%	100%
Controls	21	25%	55%	90%	100%
Street furniture	23	25%	55%	90%	100%

Compliance target dates (bus stops)

Reference		Percentage of compliance required by target date			
Reference in Transport Standards	Part/ Number	31 Dec 2007	31 Dec 2012	31 Dec 2017	31 Dec 2022
Access paths	2	25%	55%	90%	100%
Manoeuvring areas	3	25%	55%	90%	100%
Passing areas	4	25%	55%	90%	100%
Ramps	6	25%	55%	90%	100%



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Waiting areas	7	25%	55%	90%	100%
Boarding	8	25%	55%	90%	100%
Allocated space	9	25%	55%	90%	100%
Surfaces	10	25%	55%	90%	100%
Handrails and grabrails	11	25%	55%	90%	100%
Stairs	14	25%	55%	90%	100%
Symbols	16	25%	55%	90%	100%
Signs	17	25%	55%	90%	100%
Tactile Ground Surface Indicators	18	25%	55%	90%	100%
Lighting	20	25%	55%	90%	100%
Street furniture	23	25%	55%	90%	100%
Information	27	25%	55%	90%	100%