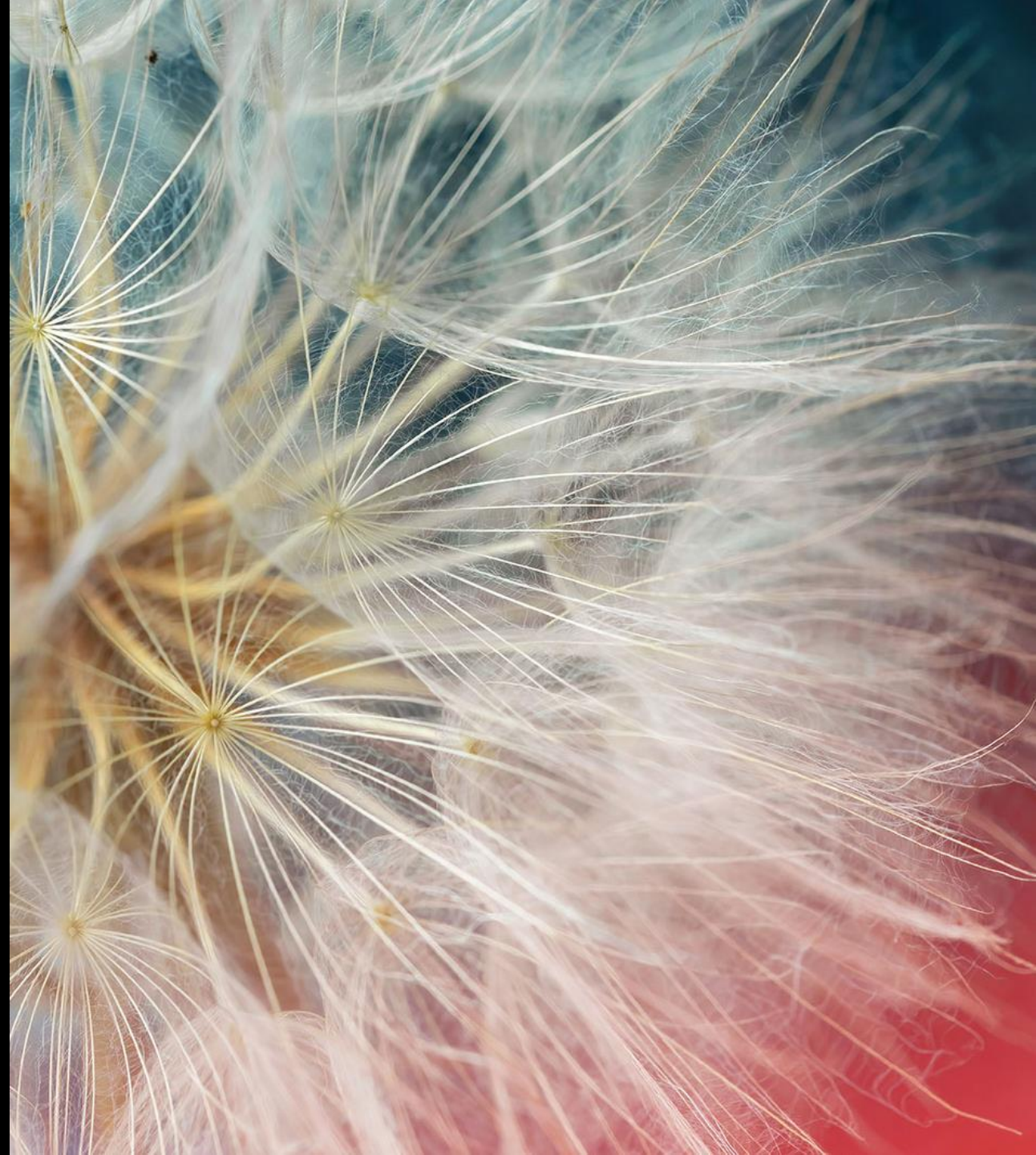




UNLOCKING ACCESSIBILITY

**HOW CAN WE SUCCEED AT CREATING
ACCESSIBLE PUBLIC TRANSPORT JOURNEYS?**

Kylie Nixon & Brian Smith, AITPM 2025



Abstract proposal and supporting documents

	Pre-journey planning: these are the decisions about using public transport that are made based on available information.
	Journey start and end: these occur outside the public transport system. For example, travelling from home to the stop, station or terminal along a footpath, and then from the stop, station or terminal to the final destination.
	Public transport stop/station: the dedicated locations where public transport services operate to and from.
	Public transport service: the conveyance that enables the journey, the 'on board experience', as well as the scheduling/routing of services.
	Interchange: places where service or mode transfers take place.
	Return journey planning: reversing the journey for the return to origin or an onward journey to another place.
	Disruption to business-as-usual: this includes planned and unplanned disruption to public transport services or along the journey start and end sections.
	Supporting infrastructure: this supports the journey and includes mid and end of trip infrastructure such as toilets, drinking fountains, wayfinding and seating.

Abstract

About 20 per cent of Australian adults have a disability, and almost a third of them cannot use public transport, or have difficulties using public transport, because of their disability.

In 2018, the Australian Government released the Whole Journey Guide, aiming to address this by providing a guide for public transport planners, designers and operators to go beyond simple compliance with relevant standards, and to work together with people with disability to address barriers to access at all stages of peoples' journeys.

However, seven years on we are still seeing articles like this one: <https://amp.abc.net.au/article/104742046> that show we are still falling short.

So what is going wrong and how can we raise awareness of the Guide and get better collaboration between the people who plan, deliver, run and use public transport infrastructure and services?

We reviewed recent examples of public transport access barriers for people with mobility disability, spoke to practitioners about their understanding of the Guide and identified some steps we can all take to really help remove barriers to access for our families, friends and neighbours with mobility disability.

Proposal outline

- 1. Introduction – the Whole Journey Guide objectives, the problem and its importance**
- 2. How is it being used?**
 1. Some examples of barriers still being experienced
 2. Awareness among PT infrastructure and service professionals
 3. 2024 Reform of the Disability Standards for Accessible Public Transport
- 3. Some possible actions to update the Guide, improve its use and measure its impact**

Supporting information

ABC NEWS

Transport access key 'bridging system' for Queenslanders with disability, but research shows more needs to be done

By Sarah Richards

Posted Wed 25 Dec 2024 at 8:00pm



Fiona Charrington, who uses a guide dog for assistance, relies on trains to get around south-east Queensland. (Supplied)

With only five per cent of her vision left, Fiona Charrington relies on catching trains.

<https://amp.abc.net.au/article/104742046>

The authors



Brian Smith is a Technical Director with WSP working in customer-focused public transport planning. As he nears retirement, he is increasingly reflecting on those projects he worked on that didn't succeed, trying to understand why they didn't.



Kylie Nixon is an Associate Principal with Arup. Kylie is a human-centred transport planner with a great love for cycling, transport, accessibility, and her young family. Kylie has spent her career trying to make the world a better place.

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