

Brendon Donohue's Feedback on the Consultation of The Whole Journey Guide Consultation

Thinking about influencing factors (Section 2): Have the key factors been identified and appropriately discussed?

Yes, they have. I think the issues have been correctly identified. One of the major issues at the moment though is government are not putting in place the amount of money/budgeting, consulting and training to correctly make our public transport network accessible to all patrons. There is no consistent guidelines for private and government services and audio announcements for all areas of the transport network such as busses. Governments are not spending the amount of money in making the service such as bus/train accessible. Governments are also outsourcing the design and make of public transport new rolling stock such as Trains to overseas operators. This is leading to inconsistent designs of new rolling Stock and an inaccessible public transport network for all patrons. The introduction of the NGR Model Train which was introduced by the state government. This new piece of the network rolling stock was made by a government who chose not to consult with the disability Community. The NGR Train contract was not designed around accessibility and the patrons who need access to the Train. There was no consulting by government to the accessibility community on how this Train could have been designed to be accessible to everyone. The corridors are too narrow for Wheelchair patrons to get through to the toilet and are too narrow for mothers with baby's to fit down the Corridors of the Train. The guard has been removed from the middle of the Train and this leaves blind/wheelchair persons in deep distress because they don't know how to board and where to board at a station. This has now led to an inconsistent public Transport network for everyone! This also places stress on guards and Train drivers who have to now do more work. This also removes the use for the disability access boarding point at every Brisbane Train Station and the independence of the blind/low vision patron to access the station Independently.

There are a lot of issues with these new Trains! All of them could have been resolved if government/private operator had consulted with the disability community first.

Busses throughout Brisbane are not accessible. With the audio bus announcements not included with the bus fleet. This makes it very confusing for patrons who are blind/low vision to catch a bus and get off at the end of their journey. With no consistent design in bus accessibility. There is no bus information about stop number/ID in Braille at a bus stop or an audio announcement system on the bus station and on the bus itself. This leads to confusion and makes a huge piece of the public transport system inaccessible to patrons with a disability.

Are there any additional influencing factors that should be included?

Braille was not really mentioned at all through this report. More emphasis on Braille is needed. There was not a lot on large print and colour for low-vision patrons either.

1. Thinking about parts of a journey (Section 3): Does this section fully describe the whole journey and key considerations across the journey? Are there any other opportunities or

issues that need further consideration? No.

2. Thinking about what does this mean for you (Section 4): Does this section provide an effective set of key principles to focus stakeholders in creating accessible public transport journeys?

There needs to be more training provided to operators to help them to create accessible documentation. Government need to do much more consulting to the disability community and training of transport operators about people with disability and their needs. More money needs to be spent on making our old public transport network accessible.

3. Thinking about stakeholder collaboration to achieve a whole journey: How can this be best achieved?

By working together. Training to all staff and all levels of government considering people with disability.

4. Thinking about best practice examples: Are there any additional best practice examples or case studies you would like to see referenced in an appendix which could further encourage, be used to draw upon, and potentially facilitate Whole Journey understanding and networking?

One of the big things that wasn't considered in this report is malty bilingual language support for signage and support throughout the public transport network for patrons that English is there second language.

Thank you. This is my feedback and I hope it is considered.

Brendon Donohue.