

31 May 2017

Marcus James
General Manager
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Australian Institute of Architects

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Dear Mr James

Thank you for the invitation to comment on the *Whole Journey Guide: a Guide for thinking beyond compliance to create accessible public transport*.

Overall, the draft guide is comprehensive as a strategic document and is very welcome. The concept of the whole journey is supported as a fundamental need for everyone to enable a travel experience to be accessible, comfortable, seamless, efficient and cost effective.

However, there is a need for the transport standard to be consistent with other access codes/standards. It is not at present.

We suggest the term 'universal design' would be better replaced with 'inclusive design' as it is closer to the intent of the whole journey guide.

The parts of the journey as defined in Section 3 are agreed with and the infrastructures that support all these aspects need to work together for the best design outcomes. The means to achieve this as detailed are also supported.

Section 3.2.2 mentions pathway safety. Safety should also include 'sun safety' and urban design that provides travellers with adequate protection against solar UVR and heat and light (glare). Often, journeys are physiologically unappealing due to lack of shade and shelter on the journey to and from transport nodes. The draft guide notes that in terms of quality and consistency of design, one size does not fit all, but it would be useful to mention that designs must take into account the specific topographical and climatic conditions.

It is important to stress that knowledge of the sun's path is essential for planning and assessing journeys' paths of travel. We therefore suggest the inclusion of the following wording *'design of journeys, approaches and pathways, should take into account the relationship between desirable pedestrian movement patterns and the path of the sun (daily and annual) when shade coincides with the time of the day that most people are likely to use a route, more people will benefit and the uptake of walkable journey will increase.'* (See Kennedy, (2010) *Subtropical Design in South East Queensland; A handbook for Planners, Developers and Decision Makers*, QUTe-prints, p29)

Section 3.3.2 Amenity considerations, includes the statement "Depending on the location and local climate, this may mean waiting in the hot sun or pouring rain, so some form of shelter should be considered". We suggest that the word considered should be replaced with the word provided. We would also recommend the inclusion of the following: *'Shelter is essential and should be well-designed to take orientation and specific local climate conditions into account.'*

In response to the submission questions:

1. The key factors have been identified and addressed
2. All the key parts of the journey are described
3. The key principles are effective, reasonable and implementable
4. Continued consultation by all levels of government and industry providers is essential
5. The examples provided are good

The only additional comment is to ensure transport standards are made consistent with other codes/standards and best practice as this is the only way the objectives in the guide will be met.

Sincerely

A handwritten signature in black ink that reads "Jennifer Cunich". The signature is written in a cursive style with a large, stylized initial 'J'.

Jennifer Cunich
Chief Executive Officer
Australian Institute of Architects