

Draft Disability Policy

Recommendations

It is recommended that the Board:

- Receive this report.
- Adopt the Disability Policy set out in this report

Executive summary

This paper presents a draft AT Disability Policy. The draft policy is based on the existing principles and policies for disability access as set out in the Auckland Transport Code of Practice (ATCOP) and the Regional Public Transport Plan (RPTP).

The draft policy builds on the concept of an accessible journey as described in the report of the Human Rights Commission (HRC) inquiry¹, and that is recognised in the ATCOP approach and the RPTP. The draft policy also takes account of Human Rights legislation and charters (national and international), and the requirements of the Building Act, the Land Transport Management Act (LTMA), and the Public Transport Management Act (PTMA).

A suggested policy and supporting actions are attached for consideration (Attachment 1)

Alignment with strategy

To contribute to the outcome of a fair, safe and healthy Auckland, the Auckland Plan includes a strategic direction to “create a strong, inclusive and equitable society that ensures opportunity for all Aucklanders”. The Auckland Plan notes that “one in five Aucklanders has a disability, and this figure will increase with an ageing population. There is unrealised potential for Aucklanders with disabilities to contribute socially and economically. Barriers that prevent this, such as attitudes and physical access, must be addressed”.

AT’s role in providing roads and footpaths, public transport services and infrastructure, affects the mobility and opportunities available to residents. Disabled people often have very limited transport alternatives and thus the integrated provision of the various elements of a transport network, to provide an accessible journey, is an important factor in their participation in community activities.

Background

At its February meeting the AT Board requested a presentation of Auckland Transport’s Disability Policy. AT has no specific stand-alone Disability Policy at present but the ATCOP and RPTP demonstrate that AT is aware of the need to provide for and enhance accessibility for disabled people and is taking steps to ensure that transport infrastructure and services will meet those needs. The ATCOP principles and RPTP policies have therefore provided the basis for the draft disability policy in this paper.

The report of the HRC inquiry is an influential document. It highlights the concept of the Accessible Journey – “The accessible journey covers all the steps needed for a person to get from their home to their destination and return. All steps in the accessible journey are interlinked and are of equal importance. If one link is inadequate, the whole journey may be impossible”.

¹ THE ACCESSIBLE JOURNEY: Report of the Inquiry into Accessible Public Land Transport, Human Rights Commission, September 2005

Strategic Context

AT policies and practice as included in the ATCOP and the RPTP, comply with the relevant legislation and are influenced also by a number of other documents. Among these documents are the Human Rights provisions (both national and international) the NZ Disability Strategy and the HRC inquiry report.

Planning and provision of public transport services is subject to the requirements of the Public Transport Management Act (PTMA). This requires that AT consider the needs of persons who are transport disadvantaged in preparing its RPTP, and describe how the public transport services in the RPTP will assist the transport disadvantaged. The term “transport disadvantaged” includes people with disabilities.

The Land Transport Management Act (LTMA) requires that AT consider the needs of persons who are transport disadvantaged in preparing its Regional Land Transport Programme.

The PTMA and LTMA requirements are carried forward in the Land Transport Management Amendment Bill which is currently before Parliament.

The Building Act 2004, relevant NZ Standards (NZS) and NZTA Guidelines regulate and influence infrastructure design and provision. NZS 4121 Design for Access and Mobility – Buildings and Associated Facilities, requires provision for access and facilities for disabled people in buildings, including the following:

- land, sea, and air passenger transport terminals and facilities and interchanges, whether wholly on land or otherwise
- car parks, parking buildings, and parking facilities

A list of relevant legislation, standards and other documents is provided in Attachment 2.

Auckland Transport Code of Practice

The ATCOP is reaching the final stages of development. Reference is made in all chapters to the need to comply with the relevant standards that require disability access and the concept of the accessible journey is recognised. A summary is provided in Attachment 3.

Regional Public Transport Plan

The policies and actions in the Draft RPTP cover a number of aspects related to disability access and accessibility generally. The relevant policies and actions (as amended following consultation) are attached (Attachment 4). An extract from the RPTP Hearings Panel report dealing with submissions on disability issues is included at Attachment 5.

Stakeholder engagement

The HRC inquiry stressed the importance of involving disabled people in planning and decision-making: *“Even with goodwill, non-disabled planners, designers, and operators cannot deliver fully accessible journeys alone”*.

In addition to the public consultation on the RPTP and local consultation as services are planned, AT works with the Transport Accessibility Advisory Group (TAAG), and also consults representatives of disability groups in the course of infrastructure design. The TAAG includes AT staff from a number of departments and representatives of disability interest groups covering different disability categories. Public transport operators attend

when a relevant topic is on the agenda. An extract from the terms of reference, showing the purpose statement, objectives and membership structure is attached (Attachment 6).

It is important that any engagement with people with disabilities recognises the specific needs of the individuals concerned. For example, consultation documents should be provided in accessible formats.

Financial

It is considered that as the actions are aligned to existing policies and standards (RPTP and ATCOP) there is unlikely to be a significant added cost.

Draft Disability Policy

A draft Disability Policy, based on the policies in the RPTP as amended following public consultation, and on the design principles of the ATCOP, is attached (Attachment 1) for the Board's consideration. The suggested policy is supported by a number of actions.




Next steps

The disability access policies that are adopted should be considered in the review of the Integrated Transport Programme (ITP) so that specific reference is made as part of an integrated approach.

Attachments

Number	Description
1	Draft disability policy and actions
2	Legislation, standards and other documents
3	Summary of ATCOP Disability access provisions
4	Disability access to Public Transport – RPTP content
5	RPTP submission points related to disability access
6.	TAAG terms of reference (extract)

Document Ownership

Prepared by	Alison Rust Transport Planner	
Recommended by	Peter Clark GM Strategy & Planning	
Approved for Submission	David Warburton Chief Executive	

ATTACHMENT 1

Draft Disability Policy

The following suggested policy and supporting actions is based on the policies in the RPTP as amended following public consultation, and on the design principles of the ATCOP.

Policy:

Auckland Transport recognises the need to take specific actions to ensure that the transport system provides for the needs of people with disabilities.

Actions:

In undertaking its functions and duties, Auckland Transport will:

1. Endorse the concept of the accessible journey as key to integrated AT planning for transport infrastructure and public transport services
2. In accordance with the principles set out in ATCOP, take steps to ensure the transport network is safe and accessible for all users by designing, building and maintaining infrastructure (including roads, footpaths, stations, interchanges and buildings) to ensure that no users of transport facilities are disadvantaged and that all have equal opportunities to travel
3. Continue to support consultation through the TAAG and ensure that disabled people and/or disability agencies are consulted either through the TAAG or directly when planning public transport infrastructure and services, and work with them to identify and resolve accessibility and safety issues
4. Ensure that all public consultation documents are provided in accessible formats to enable disabled people to participate fully
5. Identify target groups and areas where service and infrastructure planning can help people with disabilities and specify services (or specific elements of services) that must be operated by accessible vehicles, as stated in the RPTP
6. Conduct an accessibility audit when public transport routes are reviewed or redesigned, to include infrastructure and walking access, to identify any accessibility shortfall and recommend areas for improvement as part of the overall network design, and to ensure that information is provided before changes are implemented
7. As set out in the RPTP, ensure that public transport vehicles and vessels meet required standards for disability access in compliance with NZTA Requirements for Urban Buses, AT standards for ferries and .AT's EMU – Technical Specifications
8. Ensure that services information is accessible and widely available by using appropriate formats and media including both visual and audio channels
9. Specifically consider the information needs of disabled people when network changes are proposed and implemented and when new infrastructure is provided or when improvements or changes to existing infrastructure are proposed
10. Continue to support the Total Mobility scheme and ensure that all drivers on Total Mobility services have specialist training in order to provide adequate and appropriate assistance to disabled people.
11. Provide concession fares on public transport services for Total Mobility card holders
12. As stated in the RPTP, work with operators and Auckland Transport facilities managers to ensure that training for drivers, crew and other staff in contact with the public includes appropriate assistance for disabled people and continue to require such training as a condition of service contracts

ATTACHMENT 2

Legislation, standards and other documents

Statutory - the relevant NZ legislation includes the following:

- Human Rights Act 1993
- Building Act 2004
- Land Transport Management Act 2003
- Public Transport Management Act 2008
- Land Transport Management Amendment Bill
- Railways Act 2005 (rail safety and management of the rail corridor)

Other relevant documents include:

- the Universal Declaration of Human Rights
- United Nations Convention on the Rights of People With Disabilities
- NZ Disability Strategy
- Human Rights Commission inquiry report "The Accessible Journey"

The Regional Land Transport Strategy 2010 (ARC) contains, as part of the explanation of the objective of Improving Access and Mobility, the following:

To enable everyone to actively participate in society, special attention needs to be given to those whose travel choices are limited by disability, socioeconomic status, ethnicity or provision of choices.

National standards and design guides

- NZS 4121 – Design for access and mobility – buildings and associated facilities

The Standard requires provision for access and facilities for disabled people in buildings, including the following for which AT has some responsibility:

- land, sea, and air passenger transport terminals and facilities and interchanges, whether wholly on land or otherwise
- central, regional, and local government offices and facilities:
- car parks, parking buildings, and parking facilities

The Standard's purpose is "...to provide guidance for people constructing or altering buildings to ensure compliance with the Building Act requirements for access and use by disabled people so that they have the same level of convenience as non-disabled people."

Guidelines:

- Road Traffic standards 14 (RTS 14) – Guidelines for facilities for blind and vision-impaired pedestrians (LTNZ, now NZTA) reviewed 2007
- NZTA Pedestrian Planning and Design Guide
- Joint Australian /NZ Standard AS/NZS 1428.4 Design for access and mobility

ATTACHMENT 3

Summary of ATCOP disability access provisions

<p>ATCOP Introduction -</p>	<p><i>Introductory text includes:</i></p> <p>"Designing for Safety & Accessibility</p> <p>"... to create an excellent transport network it is important to ensure that it is both safe and accessible to all users, no matter what disabilities they may possess.</p> <p>A good accessible and safe design includes the following principles:</p> <ul style="list-style-type: none"> • Equitable use <p>"No users of the space are disadvantaged by the design and all have equal opportunities to navigate without prejudice</p> <ul style="list-style-type: none"> • Low physical effort <p>"While the majority of road users are able-bodied pedestrians and road users in motor vehicles, it is important not to forget that some users are not as mobile or do not have access to all five major senses. It is therefore vital that designers consider how their designs impact on limited mobility or disabled users, including measures such as friction of surfaces, grades of crossings and roads and placement of street furniture."</p> <p>The chapter also includes reference to the following as "...acceptable for use when designing transport assets in Auckland" in list of standards:</p> <ul style="list-style-type: none"> • NZS 4121, Design for Access and Mobility, particularly, Footpaths, Ramps and Landings, Accessible Outdoor Public Areas; • AS/NZS 1428.4.1: (or latest edition) – Design for Access and Mobility – means to assist the orientation of people with vision impairment – Tactile Ground Surface Indicators; • NZTA – RTS 14 – Guidelines for facilities for blind and vision-impaired pedestrians 2nd edition 2007 (or subsequent latest edition)
<p>Ferries and wharves</p>	<p>This chapter requires consultation with disability groups and requires that access to terminals and ferries for disabled people should be provided in accordance with the New Zealand Disability Strategy. It also requires that access paths connecting to the street and to bus stops and car parks should also meet universal accessibility criteria and allow sufficient width for wheelchairs and cycles. While there is no specific no reference to NZ standards or to Building Act compliance is legally mandated</p>
<p>Bus stops</p>	<p>The chapter requires designers of bus passenger facilities to have regard to the requirements of groups including "the elderly and the mobility, vision and hearing impaired". "Designers should also keep in mind that a well-designed bus stop will: be fully accessible - meaning step and gap free access to buses at the bus stop itself as well as accessible and safe walking routes to and from the bus stop." This includes ensuring that stops are tailored to low floor buses to allow full accessibility; and requires use of tactile markers (refers RTS 14).</p>
<p>Rail stations</p>	<p>A guide has been prepared for use in the planning, design, documentation and</p>

	procurement of new stations, as well as upgrade work on existing stations in Auckland. The guide requires compliance with NZS 4121, consultation with agencies representing disabled people; and specifically requires provision for safe and easy access for disabled persons, including accessible ramps, lifts and escalators as appropriate and tactile ground markings.
Footpath design	Refers to NZS 4121, RTS 14; AS/NZS 1428. – Design for Access and Mobility – means to assist the orientation of people with vision impairment – Tactile Ground Surface Indicators
Footpath & walkway governing principle	<p>Objectives include:</p> <ul style="list-style-type: none"> • Provide safe routes for vulnerable users, such as elderly, disabled and young, to move to and from places within their community <p>Design considerations include:</p> <ul style="list-style-type: none"> • The footpath is accessible to all people <p>Section 4 – Improvements - notes that upgrading should consider how a path can be improved to provide better access by all users but particularly the mobility impaired</p>
Other documents	
Draft on-street operational parking policy	<p>Provides policy and conditions for provision of Mobility parking. NZS 4121 design requirements are the basic minimum standard for New Zealand conditions and consideration should be given to exceeding the minimum standards where possible to enhance safety and accessibility.</p> <p>Note - Mobility parking requirements for private off-street parking are covered by the requirements of the Building Act (2004)</p>
AT Public Transport Interchange Design Guidelines (February 2013)	<p>Aligned with ATCOP Chapter 19 (Requirements for bus stops) that sets out related technical design information.</p> <p>Refers to accessible journey and requires compliance with the Building Code</p>

ATTACHMENT 4

Access to public transport for disabled people – RTP content

The Draft Regional Public Transport Plan (RPTP) was endorsed by the AT Board, at its March 2013 meeting following public consultation. The text below includes and comments on, the policies and actions relating to public transport accessibility. These include changes that were recommended by the Hearings Panel following consultation.

Draft RTP policies and actions

The RTP policy for assisting the transport disadvantaged is based on the PTMA definition:

“...people whom [Auckland Transport] has reasonable grounds to believe are the least able to get to basic community activities and services (for example, work, education, health care, welfare, and food shopping)” (PTMA s4)

This general term includes people with disabilities. The most specific policies are set out under Objective 7 but other policies are also relevant.

When preparing the 2010 RTP, ARTA carried out an investigation to identify the transport disadvantaged groups and to recommend ways in which their needs may be met (Appendix 7 to the draft RTP 2012). This work is the basis for the accessibility policies included in the draft RTP as set out below.

Objective 3: A high standard of public transport infrastructure that supports service provision and enhances the customer experience

Policy 3.3 recognises the need to provide easy access to facilities, especially where the new network design will require customers to transfer between services to complete a journey. The relevant actions listed below are general and refer to design guidelines that set standards for infrastructure.

<p>3.3</p> <p>Provide accessible, customer-focused facilities appropriate to the public transport route and the immediate locality</p>	<ul style="list-style-type: none"> a. Provide bus, rail, and ferry facilities that comply with design guidelines and which are appropriate for existing and future land use b. Make central city and key interchange bus access, departure, and interchange points easy for customers to understand and access c. Ensure that bus stops and interchange facilities focus on providing appropriate amenity and shelter, while maximising their attractiveness as a network access point from a customer perspective d. Locate bus stops in a way that allows for quick and convenient access, especially for transferring passengers e. Require public transport services to use the facilities and infrastructure provided through appropriate access agreements f. Ensure that infrastructure enhances customer safety and security by meeting or exceeding the safety requirements set out in design guidelines, as appropriate to the location
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Objective 4: A convenient and reliable public transport system using modern vehicles

Policy 4.3 - action f recognises the importance of disability awareness training for public transport staff. This was a key issue for submitters to the RPTP.

3. Provide a reliable, punctual, customer focused network of services	f) Work with operators to carry out driver and staff training including customer service training to ensure a consistent high standard of presentation and performance <ul style="list-style-type: none"> Specify driver, crew, and staff training as a condition of any contract with Auckland Transport
	<ul style="list-style-type: none"> Require operators to ensure that training and performance includes the safety of the public, both on and off the vehicle, including the safety of cyclists in bus lanes
	<ul style="list-style-type: none"> Require the inclusion of disability awareness training, and training on the needs of passengers with special needs, for all staff who are in contact with customers

Policy 4.4 requires compliance with the NZTA Requirements for Urban Buses (RUB) which sets standards for design and performance for new urban buses that will ensure access for disabled people including those using wheelchairs. For example, these standards include provision of a priority seating area that will provide space for a wheelchair user and seating for those with physical, sensory and cognitive impairments. The provisions relating to interior design and layout are all designed to facilitate disabled and wheelchair access. The RUB also prescribes safety features such as high visibility markings and non-slip floorings. As the bus fleet is renewed the number of accessible vehicles will increase to be available on more routes.

The EMU specifications will also ensure disabled access; representatives of disability groups have been consulted as design was carried out. Ferry access may be less simple given the requirement for watertight doors but crew assistance is made available if needed.

4.4 Ensure that all vehicles and vessels meet required standards	a) Ensure that all contracted bus services in Auckland contracts comply with <i>NZTA Requirements for Urban Buses</i> and any approved additional requirements for air conditioning that Auckland Transport has put in place b) Ensure that all new electric train fleet cars will conform to the <i>EMU – Technical Specifications</i> stipulated by Auckland Transport at time of purchase c) Ensure that all ferries used on contracted services comply with the <i>Vessel Standard – For Ferries Used in Urban Passenger Service, July 2010</i>
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Objective 5: A fares and ticketing system that attracts and retains customers while balancing user contributions against public funding

Policy 5.7 provides for concessionary fares for target groups including an Accessibility concession for those who are eligible for Total Mobility discounts. In response to submissions it also includes provision to review these subsidy rates.

<p>Policy 5.7 Provide concession fares for target groups</p>	<p>a. Retain existing fare concessions for target groups, including:</p> <ul style="list-style-type: none"> • Children under 5: free • Seniors: free off-peak • Discounts for full-time school students, full-time tertiary students, legally blind members of the Royal NZ Foundation of the Blind, and <i>Total Mobility</i> cardholders <p>b. Review concessionary fare levels and affordability annually</p> <p>c. Review concession levels and eligibility when integrated ticketing is implemented to ensure these are fair, affordable, and consistent with national policy direction, and implement any changes by 1 July 2013. This includes a possible change to <i>SuperGold card</i> availability (to remove free travel during the evening peak period); a review of tertiary discounts and eligibility; and consideration of options for concession fares or discount schemes for low income earners</p> <p>d. Regularly review <i>Total Mobility</i> subsidy rates, in consultation with stakeholders, to determine whether they continue to meet user needs.</p> <p>e. Consider short-term promotional fare discounts to support new or improved services or new infrastructure</p>
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Objective 7: Improved access for communities and groups whose needs are not met by the regular public transport system

Policies 7.1 and 7.2 provide for disability access and list specific actions to meet their transport needs. It recognises that the principles set out in the Human Rights Commission report *The Accessible Journey* should be used in developing the public transport network.

The introductory text for this section is included below.

An important focus of this Plan is to meet the needs of those who are least able to travel to basic community activities and services – the transport disadvantaged.

Providing a comprehensive network of public transport services goes some way to meeting these needs. However, it is recognised that some groups have specific needs that may be met more effectively by access to specialised passenger transport services and / or concessionary fares. Subject to continued funding availability, Auckland Transport will therefore continue to support specific services such as the *Total Mobility* service for people with disabilities, fare concession schemes, and school bus services.

Auckland Transport will work with disability groups to ensure that the principles outlined in the Human Rights Commission report *The Accessible Journey* are reflected in the development of public transport services and infrastructure.

Auckland Transport will also work closely with representatives of target groups to identify the potential for scheduled or demand-responsive services to particular facilities with regular travel demands, and implement appropriate improvements.

Auckland Transport will also seek innovative and cost-effective ways to deal with accessibility problems in areas of low demand where scheduled public transport services may not always be appropriate (e.g. isolated and rural communities).

<p>7.1 Provide a public transport network that is accessible and safe, particularly for vulnerable users</p>	<p>a. Identify target groups and areas where service planning can help the transport disadvantaged, particularly vulnerable users such as children, senior citizens, and people with disabilities</p> <p>b. Work with stakeholders to identify and resolve accessibility and safety issues</p> <p>c. Specify services (or specific elements of services) that must be operated by accessible vehicles which conform to NZTA guidelines and Auckland Transport requirements</p> <p>d. Ensure that accessible information is widely available by using appropriate formats and media, including audio and visual (see Section 6.6)</p> <p>e. Specifically consider the needs of the transport disadvantaged when network changes are proposed and implemented, and take proactive steps to communicate changes to groups that may find the changes difficult to adapt to</p>
<p>7.2 Provide transport services and facilities for customers whose needs are not met by the regular public transport network</p>	<p>f. Locate and design facilities to ensure safe access for all customers to and around transport stops, stations, and interchanges, with particular attention to the needs of people with disabilities</p> <p>g. Facilitate participation in the Auckland Transport Accessibility Advisory Group (TAAG)²</p> <p>h. Investigate better design of infrastructure and vehicles to improve access and usability for the transport disadvantaged</p> <p>i. Work with operators and Auckland Transport facilities managers to ensure that training for drivers, crew and other staff in contact with the public includes appropriate assistance for customers who have difficulty using public transport</p> <p>j. Develop and support demand-responsive services in order to provide transport options for those who are unable to use regular public transport services</p> <p>k. Continue to fund the <i>Total Mobility</i> scheme, including:</p> <ul style="list-style-type: none"> • Establishing eligibility assessment processes • Contracting taxi and specialist operators to provide targeted services • Providing a discount on qualifying travel (up to a specified limit) • In eligible cases, assisting with the installation of hoists in specialist vehicles so that wheelchairs can be carried • Require all drivers on <i>Total Mobility</i> services to have specialist training in order to provide adequate and appropriate assistance to mobility impaired people.

Objective 6 – Customer Interface

² The Transport Accessibility Advisory Group (TAAG) is a regional group facilitated by Auckland Transport. Members include representatives of Auckland Transport, Auckland Council, accessibility interest groups (such as disability sector organisations), and contracted public transport operators in the Auckland region.

Policy 6.4 recognises the need for information to be supplied in a number of formats:

<p>6.4</p> <p>“Provide a wide choice of information channels for customers to plan their journeys</p>	<p>b) “Continue to provide information in formats that are accessible for people with impaired vision, including Braille maps and audio information at key sites and, in conjunction with operators, provide audio announcements on key routes, as appropriate”</p>
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ATTACHMENT 5

Table 2 RPTP submission points related to disability access

The policies and actions to assisting the transport disadvantaged were generally supported by submitters. For example, the Disability Strategic Advisory Group submission was that this section “reflects a brilliant stroke of insight as it summarises the key objectives that make up an accessible and inclusive transport system. The section is well thought through and little comment is warranted”. The issues raised by submitters and the Hearings panel recommendations are summarised below.

Issue	Response
<p>The need for transfers and the potential physical difficulty of making connections and the need for a focus on accessible interchange facilities</p>	<p>A number of submitters highlighted the importance of good infrastructure to the success of the integrated network, pointing out that interchanges need to be well located, comfortable and safe, to enable ease of transferring. The Panel agreed that the provision of infrastructure, especially at interchanges, is critical to the overall success of the new network and proposed that the Infrastructure objective and policies be elevated to a more prominent position.</p> <p>The Hearings Panel also recommended the following changes to actions:</p> <ul style="list-style-type: none"> • <i>Locate and design facilities to ensure easy and safe access for all customers to and around transport stops, stations and interchanges, with particular attention to the needs of people with disabilities</i> • <i>"Investigate better design of infrastructure and vehicles to improve access and usability for the transport disadvantaged"</i>. <p>The infrastructure provisions of the ATCOP include provision for ensuring facilities are accessible. An Interchange Design Guideline has been prepared.</p>
<p>The provision of training at all levels, especially for those people who interact with customers, and to include issues relating to safety.</p> <p>Driver performance and passenger safety and comfort</p>	<p>The clauses relating to training have been strengthened:</p> <p><i>Work with operators and Auckland Transport facilities managers to ensure that training for drivers, crew and other staff in contact with the public, includes appropriate assistance for customers who have difficulty using public transport</i></p> <p><i>Add a new action to Policy 6.6 that states "Ensure drivers are trained in the need for smooth acceleration and braking, which will have multiple benefits of: improving the comfort and safety of passengers, improving fuel consumption, and reducing vehicle</i></p>

	<p><i>emissions".</i></p> <p>A requirement for driver training is included in service contracts. PTOM contracts may specify training requirements in more detail.</p>
<p>Availability of information, both visual and audio and especially with regard to network changes</p>	<p>AT is in the process of improving the Real Time Information system.</p> <p><i>Add an action to Policy 7.1 to specifically consider the needs of the transport disadvantaged when network changes are proposed and implemented, and take proactive steps to communicate changes to groups that may find the changes particularly difficult to adapt to.</i></p>
<p>Fare system and concessionary fares; review of Total Mobility subsidy</p>	<p>A review of Concessionary fares will be undertaken. The Hearings Panel also recommended that AT:</p> <p><i>Undertake regular reviews of Total Mobility subsidies in consultation with stakeholders, to determine whether subsidies meet user needs.</i></p>

ATTACHMENT 6

Extract from TAAG terms of reference

TRANSPORT ACCESSIBILITY ADVISORY GROUP - TERMS OF REFERENCE

Adopted 28 April 2011

1.0 PURPOSE STATEMENT

In line with the New Zealand Disability Strategy, the New Zealand Transport Strategy, the United Nations Convention on the Rights of Persons with Disabilities and Auckland Transport's objectives, the vision of this group is to see the provision of accessible, affordable, integrated, safe, responsive and sustainable public land transport services for people with impairment challenges in the Auckland Region. This includes the whole travel experience from when Aucklanders plan their journeys until they arrive at their destinations.

The purpose of the group is to provide guidance, advice and clear direction to Auckland Transport management and key stakeholders on the:

1. Availability, affordability, accessibility and acceptability of conveyances, service information, premises and infrastructure of public transport services (including taxis and other related subsidised public transport services) to people with impairments;
2. Oversight of the Total Mobility scheme;
3. Development of the Total Mobility scheme and other relevant public transport initiatives.

2.0 GROUP OBJECTIVES

The objectives of the Group in meeting its purpose are:

1. A two way sharing of information to facilitate better understanding of access needs for Auckland Transport to consider as part of its business and for interest groups to, in turn, better understand the new transport entity and its considerations in endeavouring to meet the various groups' needs
2. Information transfer by representative groups to their members regarding service availability and sector specific initiatives.
3. The identification of any specific barriers to currently accessing transport either for consideration by Auckland Transport in its planning or for immediate redress where appropriate.
4. To provide a mechanism by which Auckland Transport's public transport operators can gain insight into how they can better provide for the access needs of people with impairment challenges.

3.0 STRUCTURE

3.1 Membership

3.1.1 Internal representatives

- A manager from Public Transport Operations (alternate Chairperson)
- A manager from Infrastructure Design (alternate Chairperson)
- Co-ordinator (minute-taker)
- A manager from Road Corridor Operations
- A manager from Major Projects

- A manager from Community Transport
- An Auckland Council representative

3.1.2 Interest group representatives

- General or physical impairment
- Vision impairment
- Hearing impairment
- Cognitive impairment
- Senior Citizens

3.1.3 Public Transport Operator representatives

- Ferries
- Buses
- Trains
- Taxis and wheelchair hoist vehicles

Members of the above groups will be on a mailing list to receive agendas and minutes and to attend meetings when agenda dictates.

Membership can change as appropriate or as required with reference to the Chair.

3.2 Selection of Members

Representatives for the TAAG will be by voluntary membership as deemed necessary by Auckland Transport.