**ACCESSIBILITY ACTION PLAN**

**Delivering a transport system which meets the needs of all Aucklanders 2020 – 2022**

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# OVERVIEW

## Purpose

The purpose of this document is to mandate the actions that Auckland Transport will undertake over the next three years to improve accessibility. This document is an outcome of the Auckland Transport Disability Policy (2013), Auckland Council’s Disability Operational Action Plan (which mandated the formation of this Plan) and the Auckland Plan 2050 (2018), which has made accessible services and infrastructure a key focus area for the City. This will be a ‘living’ plan that will be updated regularly to reflect the successful completion of the actions outlined here, and to add new actions over time.

Accessibility versus Disability**[[1]](#footnote-1)**

The traditional (medical) view of disability focuses on a physical or intellectual impairment as the cause for inequality, such as the examples below.

A more accurate and inclusive view focuses on outside factors - the barriers that make the world inaccessible for someone who has such an impairment. The barriers may be physical, such as inaccessible vehicles and infrastructure, or social, such as lack of information or people’s attitudes. Auckland Transport can make a significant difference by removing  
or addressing physical barriers to travel and by ensuring that information is accessible.

It is important to note that while we generally talk about people with disabilities as needing accessible transport, there are also people whose mobility is impaired, often temporarily, but who do not fit within a medical definition of disability. Given this, we must ensure that our planning for services, information and infrastructure, benefits everyone including those with accessibility requirements.

Therefore, Auckland Transport will pursue a focus on ‘accessibility’.

Being accessible means that, as far as can reasonably be accommodated, Auckland Transport ensures that transport facilities, vehicles, information and services are easy to find out about, to understand, to reach, and to use, for people with accessibility requirements and therefore for everyone, as part of their day-to-day lives.

Accessibility, in short, means that anyone, regardless of age or ability, can go safely from A to B without inconvenience or barriers,  
and with dignity[[2]](#footnote-2).

Improving accessibility will enable everyone to participate in the community and to be part of their world.

“The accessible journey is critical because it dictates whether disabled people are able  
to access other fundamental rights, such as the ability to work, obtain an education, participate in the community and socialise. Without a transport system that is not only accessible, but also available, affordable and acceptable to them, disabled people are prevented from living a full and inclusive life, in contravention of their human rights.”[[3]](#footnote-3)

## Why does Auckland Transport need an Accessibility Action Plan?

Auckland Transport’s statutory purpose is to contribute to an effective, efficient and safe Auckland transport system in the public interest. Inherent in this is the need to provide a transport system which caters to all members of our community.

Auckland Transport is a Council Controlled Organisation. We manage and control the Auckland land transport system on Auckland Council’s behalf. Auckland Council provides funding and other funding comes from central government through the New Zealand Transport Agency.

The New Zealand Transport Agency is responsible for state highways, but Auckland Transport is responsible for local roads and for Auckland’s transport system and its enabling components across the Auckland local government area. This includes:

* **Public transport:** 
  + Planning the public transport service network
  + Contracting services for buses
  + Contracting services for heavy rail
  + Contracting services for ferries
  + Contracting services in Auckland for the national Total Mobility Scheme
  + Customer information, including wayfinding, customer contact calls and digital displays
  + Public transport ticketing and revenue collection and protection
  + Providing concession fares for target groups
  + Managing the Total Mobility scheme
  + Infrastructure planning, delivery and maintenance
  + Service planning, delivery and performance monitoring
  + Investigating and testing new approaches for service provision such as first and last leg connections, new technology, alternative service providers
* **Active transport:** 
  + Footpath and cycle lane / path planning, design, delivery and maintenance
  + Cycle parking
  + Improved crossing facilities
  + Travel demand management programmes
* **Roads and parking:** 
  + Local roads delivery, monitoring and maintenance
  + Public car parking provision, including mobility parking, monitoring and enforcement (on street and off-street)
  + Road marking, road space allocation, street lighting, and road signage delivery and maintenance
  + Road safety design and delivery of safety programmes.

In short, Auckland Transport operates the customer experience from door to door.

Given the wide scope of Auckland Transport’s activities it is clear that Auckland Transport  
has a key role to play in providing accessible transport services to Aucklanders. At Auckland Transport, people come first and understanding and responding to the needs of our customers is at the heart of what we do. We have a responsibility to ensure that our services and facilities meet the diverse needs of Aucklanders and that any barriers to access and participation are eliminated or minimised.

## Objectives

This Plan focuses primarily on actions to improve accessibility for customers but also includes actions for Auckland Transport internally to increase staff awareness of accessibility.

1. Auckland Transport products and services (e.g. public transport services, AT HOP, information, and transport infrastructure) are accessible, safe and convenient for everyone to use and to understand.
2. Auckland Transport ensures that consultation reaches interested groups and communities and ensures people with accessibility needs and, in particular, disabled people, are heard and that their access needs are noted and provided for in planning and projects.
3. Auckland Transport provides a diverse, supportive and inclusive workplace.

The Plan includes actions that will:

* Help enable everyone to use transport services and facilities to travel safely with ease and dignity across Auckland
* Reduce transport disadvantage and discrimination across all aspects of the operation of the public transport system, services and infrastructure
* Provide customer support and ensure that accessible information is available
* Promote increased awareness across Auckland Transport of the need to engage and consult disabled people, for example in project design for services and infrastructure, in safety programmes, and in provision of information and communications, and to take account of their feedback before plans are finalised
* Show leadership to suppliers and external partners on accessibility and universal design principles.

By 2029, there are several key things that we wish to see as the ‘business as usual’ standard around accessibility, including:

* New transport infrastructure will be accessible
* All transport vehicles will be accessible, with wheelchair space, audio announcements and next stop displays
* Commitments to repair damaged footpaths and pedestrian facilities are met within a reasonable timeframe
* Communications to customers about Auckland Transport activities are improved
* Multi-channel (including digital) customer information is provided, including leveraging/utilising accessibility technology
* Information signs are in accessible formats and audio options are widely available
* New facilities and services will be designed and constructed from concept to completion to ensure accessibility
* Existing infrastructure being maintained as effectively as possible to improve accessibility, within available budgets.

# CONTEXT

## Policy Overview

Universal accessibility is a basic human right  
as asserted in international and national documents including the *United Nations Convention on the Rights of Persons with Disabilities (2006)* (ratified by the NZ Government in 2008) the *NZ Human Rights Act (1993)*, and the *NZ Disability Strategy 2016 - 2026*. Key components relevant to Auckland Transport’s accessibility work are outlined in Appendix 1.

New Zealand does not have legislated or regulatory standards for accessible transport. Given this, it is up to Auckland Transport and New Zealand’s individual Regional Councils and transport departments to determine levels of accessibility and timeframes for implementation. By contrast Australia, for example, has legislated Disability Standards for Accessible Public Transport, which set out what constitutes accessibility-compliant transport services and infrastructure and that includes deadlines for transport agencies and local government to ensure all services and infrastructure are compliant. The 100% compliant  
deadline in Australia is December 2022.

It should be noted, however, that the New Zealand Human Rights Commission has recommended to Central Government that such legislated standards should be implemented. Should that occur in the future, there could possibly be a retrofit requirement for Auckland Transport across all existing services and infrastructure.

## Auckland Transport Disability policy (2013)

The Auckland Transport Board adopted the Disability Policy and supporting actions in May 2013. The Policy is based on the principles and policies included in the Regional Public Transport Plan that describe how the network of public transport services, plus the services to be provided using small passenger service vehicles, will assist the transport-disadvantaged as required by the Land Transport Management Act 2003. It builds on the concept of an accessible journey and takes account of Human Rights legislation and charters (national and international), and the requirements of the Building Act, and the Land Transport Management Act.

The Policy is provided in Appendix 2.

## What does Accessibility Look Like?

In any journey there are a number of steps. For people with accessible needs, any one step which is not accessible could mean the journey cannot be undertaken. It is therefore important to treat the full end-to-end journey with the same accessibility lens.

The following journey, by a customer in a wheelchair, provides an example of the importance of accessible infrastructure and services.

This is Karen.

Karen uses a wheelchair. She is going to work in the city, which is just one of many trips she makes each week, for a variety of purposes.

Her full journey is described below. This shows the differences that the presence or absence of accessible components can make to her journey.

1. **Accessible:** The footpath is wide (at least 1.8m, enabling two wheelchairs to pass each other) and the grades are within design parameters.

**Inaccessible:** The footpath is narrow and full of holes. It is also cluttered, with advertising signs and rubbish bins along it so she has to wheel around them frequently. Some spaces have very narrow gaps, so she has to negotiate them carefully.

1. **Accessible:** There are formal kerb-ramps, with audible tactiles at the pedestrian crossing and ground surface tactiles to indicate to vision impaired pedestrians the location of the crossing.

**Inaccessible:** There is no kerb ramp at one side of the crossing, so Karen has to wheel along until she reaches a driveway to get off the road. There are no tactiles on the surface, so vision impaired pedestrians don’t know where to cross or stop. The audible tactiles are located away from the ramp so she has to manoeuvre again  
after pressing the button.

1. **Accessible:** There is space in the shelter for her wheelchair. Customer information is at her reading height. There are tactiles to indicate the boarding point for vision impaired customers.

Audible information on bus arrival is available at the press of a button.

**Inaccessible:** The bus stop shelter does not have space for a wheelchair, so she has to sit in the rain. The bus stop information is set up high behind the seats of the shelter, so she cannot tell when her next bus is due. There are no surface tactiles to guide customers with vision impairments to the bus door.

1. **Accessible:** The kerb height is 150mm, the bus is low-floor and kneels, and boarding is easy. The ticket readers are at her height and there are wheelchair spaces inside the bus, so she can lock in somewhere safe and clear of other passengers moving inside the bus.

**Inaccessible:** There is no kerb on the side of the road, the bus has a ramp but struggles to get it down so that Karen needs the driver to push her onto the bus, which is difficult for the driver. She cannot reach the card reader and the driver needs to assist again. There are no wheelchair spaces on the bus and she effectively has to stay next to the door. It will be hard for anyone else to get on or off past her.

1. **Accessible:** She can reach the stop bell and the bus kneels so that she can disembark easily. The bus parks close to the kerb so there is minimal gap between the bus and the footpath.

**Inaccessible:** She has to ask someone to ring the bell for her and the driver has to help her carefully down the ramp, which is very steep. No one else can get on or off. She also must get the driver to tag her off with her HOP card.

1. **Accessible:** The footpath is wide (at least 1.8m, enabling two wheelchairs to pass each other) and the grades are within design parameters.

**Inaccessible:** The footpath is narrow and uneven. It is also cluttered with advertising signs and rubbish bins so she has to wheel around them. Some spaces have very narrow gaps, and she has to negotiate them carefully.

1. **Accessible:** Karen had the same journey experience as able-bodied members of the community and is ready for a day of work.

**Inaccessible:** Karen is tired and sore from the bumps she felt along the way. She also feels embarrassed and self-conscious about the impact she had on the progress of the bus. And now she has to work and then go through the same thing again on the way home.

An accessible trip for Karen is one where the transport services and infrastructure, including information, are as easy for her to use as possible. There are many examples like Karen’s but they all result in the same requirement: that Auckland Transport plan, design, deliver, operate and maintain all public level activities in such a way that customers can use them safely, and with ease and dignity. Given this requirement, the need for the Accessibility Action Plan is clear.

# ACTION PLAN

Auckland Transport has made significant progress in some areas, such as increasing the number of accessible buses, but more remains to be done. The action plan is split into two categories:

* Firstly, those actions that are completed or underway
* Secondly, those which are planned for implementation over the next three years, but that are not currently committed or programmed. Although they have been identified as conceptual options, at this stage Auckland Transport cannot make a commitment to the second category, until broader budget certainty across the organisation is known.

This Plan will be revisited and updated in line with Auckland Transport programmes and planning every year, as more actions are delivered and new actions are added to the future programme.

## Actions Completed or Underway

Table 1: Actions and progress to date

|  |  |
| --- | --- |
| **Action** | **What we have achieved and what we are doing** |
| Endorse the concept of the accessible journey as key to integrated planning for transport infrastructure and public transport services. | The New Bus Network is based on integrated journeys with appropriate infrastructure e.g. interchanges and signage. |
| Investigation and trial of first and final leg options for completing a trip – to bridge the gap between transport stop and trip origin/destination. |
| In accordance with the principles set out in the Transport Design Manual take steps to ensure the transport network is safe and accessible for all users by designing, building and maintaining infrastructure (including roads, footpaths, wharves, stations, interchanges and buildings) to ensure that all transport users have equal opportunities to travel. | Auckland Transport has produced a Transport Design Manual that includes standards for all transport system users and infrastructure and has reviewed the Auckland Transport Code of Practice.  Interchange Design and Bus Stop Infrastructure guidelines are in use and infrastructure standards and requirements incorporate accessibility considerations. Auckland Transport is also collaborating with the New Zealand Transport Agency on new public transport infrastructure. |
| Crime Prevention through Environmental Design – customers feel safe while waiting at stops and stations. |
| Continue to support consultation through the Public Transport Accessibility Group (PTAG) and Capital Project Accessibility Group (CPAG) and ensure that disabled people and/or disability agencies are consulted either through these groups or directly when planning public transport infrastructure and services, and work with them to identify and resolve accessibility and safety issues. | Monthly PTAG/CPAG meetings are convened. |
| Consultation was carried out to ensure accessibility at the Downtown Ferry Terminal, Ōtāhuhu and Manukau interchanges. |
| Consultation was carried out on train design to ensure accessibility.  Design for any new ferries will also be subject to consultation. |
| Auckland Transport carried out a Customer Central sprint (December 2017) to ascertain needs of blind and low vision customers, generating two current projects: audio on buses, and catch the right bus. |
| Ensure that all public consultation documents are provided in accessible formats to enable disabled people to participate fully. | Consultation material is supplied in accessible formats for Auckland Transport projects including new transport network design and implementation and new infrastructure and face to face opportunities are available for public information and questions. |
| 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 Regional Public Transport Plan (RPTP). | Link buses are all required to be accessible. As the bus fleet becomes increasingly accessible, and with new network services implemented, specific provision will become unnecessary. |
| As required by New Zealand building and access standards, mobility parking is provided in all Auckland Transport parking buildings and the first two hours are free for mobility permit holders. After 6pm and on weekends mobility parking is free. mobility card holders can park for double the time restriction indicated on parking signage in on-street areas with P120 and below (excluding mobility spaces themselves). At on-street paid parking areas, mobility card holders can park for one additional hour beyond the set time restriction. |
| 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. | Auckland Transport is developing an accessibility audit framework and selecting a project as a pilot study. |
| Newmarket pedestrian amenity and station customer experience has been investigated as part of Auckland Transport's response to the new Westfield development, with safety being a predominant focus including recommendations for accessibility customers. These include walking access to and from the station, improved audio announcements and information signs and additional way-finding signage. |
| In response to feedback, changes to design at Papakura and Middlemore station gating projects to improve accessibility and safety. |
| As set out in the RPTP, ensure that public transport vehicles and vessels meet required standards for disability access in compliance with NZ Transport Agency Requirements for Urban Buses, Auckland Transport standards for ferries and Auckland Transport’s EMU – Technical Specifications. | All trains are accessible - excluding Papakura – Pukekohe (and this is planned to be remedied). |
| The age limit for buses on contracted services means the bus fleet is being renewed so that less-accessible buses are being phased out, with a fully accessible urban bus fleet anticipated in 2020. |
| Ferry terminals and vessels – terminals and most ferries are wheelchair accessible. Redevelopment at the Downtown Ferry Terminal will be audited to ensure that all berths will be accessible. |
| Ensure that service information is accessible and widely available by using appropriate formats and media including both visual and audio channels. | Audio on public transport – all trains and Link buses have on-board audio capability for next stop announcements: A wider audio on buses project is progressing. |
| Automatic platform announcements are being provided at train stations, to advise customers of train arrivals and departures. These are currently live at terminus stations: Britomart, Swanson, Papakura, Pukekohe, Onehunga and Manukau, with implementation at other stations to follow. |
| Web site information meets international standards; accessibility is pro-actively built into design. |
| AT HOP card email and text service introduced to advise accessibility customers of transactions and card balances |
| Signage manual completed. |
| AT Mobile app has been updated for real time information and notifications; provision of larger text sizes and use of VoiceOver is being investigated. |
| An option on the Auckland Transport Park app displays mobility parking space locations in all paid parking areas. All mobility parking spaces are also shown on the Auckland Transport website with information including access, gradient levels and time limits. |
| Platform markings are provided at some train stations to indicate where accessible carriages will stop. |
| 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. | Accessible information is provided for new network design and implementation and face to face opportunities are available for public information and questions  Consultation on infrastructure design is carried out with disability organisation representatives. |
| 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. | Continued funding of fare discounts on Total Mobility services maximises options for those with accessibility needs by providing an alternative mode of travel for people who cannot easily access public transport due to a long-term impairment. |
| A driver training requirement is a condition of contract with Total Mobility service providers. |
| Provide concession fares on public transport services for Total Mobility card holders. | An Accessible concession fare is available for Total Mobility members who can use public transport for some trips and for people with a Blind and Low Vision NZ ID card. |
| Auckland Transport is implementing support for multiple concessions so eligible Total Mobility card holders can use both the SuperGold and Accessibility concessions to receive discounted travel throughout the day. |
| 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. | A “Thank you Driver” training programme has been developed to educate bus drivers about customers with disabilities. |
| 80 to 85% of drivers across the network have gone through the programme. Operators include the programme as part of training for new driver intakes. |
| Auckland Transport workplace. | Auckland Transport has developed an Auckland Transport Diversity and Inclusion Strategy which includes accessibility awareness and strategies and has formed an Auckland Transport Diversity and Inclusion Leadership Team to provide governance and awareness across Auckland Transport. |

## 2020-22 Plan

Table 2 lists projects proposed for implementation over the next three years. While some will be covered as business as usual, others will depend on availability of funding which may include funding from external partnerships. For completeness, this list includes some projects from the previous list that are under way but not yet completed. Further projects may be added during the timeframe in response to public input or as accessibility shortfalls are identified.

Table 2: Planned programme

|  |  |  |
| --- | --- | --- |
| **Timing** | **Name** | **Description** |
| Ongoing | Accessibility Action Plan – this document. | Ongoing source of existing plans across Auckland Transport. |
|
| Year 1 | Audio on Buses. | In progress. Investigation stage (funded). |
|
| Year 1 | Extend representation on PTAG and CPAG. | Commenced - enlarge representation on these accessibility groups to include a range of disability groups to ensure that information is shared with group members and that group members have channels for feedback. |
|
| Year 1 | Catch the right bus. | Commenced - to develop a system to allow vision impaired customers to identify and catch the right bus – an investigation is under way. |
|
| Year 1 | Develop an audit framework that can be used as a basis for assessing accessibility of transport infrastructure and facilities. | Commenced - the audit framework in development will include access to stations and stops, footpath condition, infrastructure, including signage, and ease of making connections. A pilot project  is proposed. |
| Year 1 | Tag on and tag off sound differentiation. | In progress – to help ascertain that a tag off is successful. |
|
| Year 1 | Develop a Walk in the Customer’s Shoes programme for staff to raise awareness of issues for disabled customers in using public transport. | Being developed and to be implemented with engagement from PTAG and disability groups. |
|
| Year 1 | Information using NZ Sign Language. | Explore possible pilot on Link buses and potential to develop for all modes with potential external partners e.g. Deaf Foundation and Ministry of Social Development, and ascertain funding requirement. |
|
| Year 1 | Supporting Employment Concession – prepare case and explore concept. | Explore concept and estimated costs and prepare a case – a public transport concession fare to support people starting or returning to work; possible link with trade training schemes; possible liaison with Ministry of Social Development. |
|
| Year 1 | Accessible wayfinding | Newmarket station ibeacons trial to be followed up with an evaluation of affordability for users and identification of other potential locations and technologies. Explore concept and estimated costs and prepare a case.  BlindSquare integration with pedestrian crossing controls at signalised intersections and integration with passenger information displays (trial commenced).  Ensure wayfinding signage complies with accessibility standards - exploratory stage. |
| Year 2 | Audio on buses implementation | Proposed that a Request for Proposals is issued in the first quarter 2020 year. |
|
| Year 2 | Catch the right bus | Possible implementation if feasible and if funding available. |
|
| Year 2 | Thank You Driver Training Programme - extension of coverage | Continue bus driver programme and explore extending to all transport modes and customer facing staff. |
|
| Year 2 | Providing accessibility solutions in case of disruptions, both temporary and in emergencies | Exploratory stage – to communicate information to accessibility customers where both large-scale and minor project works are undertaken. |
| Year 2 | First and Last Leg – follow up current trial and explore options for implementing in other locations. | Being investigated as part of on-going transport planning with a trial under way in Devonport; identify possibilities for similar provision elsewhere and implement if feasible.    Maintain a focus on access via footpath networks and appropriate and safe crossings. |
| Year 3 | Other Mobility Aids. | Carriage of mobility aids apart from wheelchairs to assess what can safely be carried on PT vehicles and to produce a guide for user and operator reference; costs and funding to be ascertained  Explore options to provide accessibility information in information channels e.g. including a street steepness indicator in Journey Planner and AT Mobile. |

## Auckland Transport internal adoption – making accessibility happen

For accessibility to be embedded as a ‘business as usual’ component and at the forefront of the organisation’s approach, Auckland Transport needs to ensure that a network of champions is identified and empowered to advocate for accessibility in all work projects. The locations of these champions are outlined below.

**Table 3: Accessibility champions**

|  |  |  |
| --- | --- | --- |
| **Section** | **Integrated Network Planning** | **Policy and plan development** |
| Planning and Investment | Integrated Network Planning | Policy and plan development |
| Integrated Networks | Metro Services | Accessibility Manager – public transport operational lead for accessibility, including PTAG Total Mobility Manager – managing ongoing service provision. |
| Designs and Standards | Standards for accessibility across design environment (through Transport Design Manual) CPAG lead. |
| Asset Management | Maintenance and renewal of footpaths and infrastructure. |
| Customer Experience | Market and Engagement | Provision of insight and customer oriented information and guidance to projects Product owner for accessibility projects. |
| Stakeholder, Communities and Consultation |  | Accessible engagement materials. |
| Business Technology |  | Accessible apps, websites and systems for customer interface. |
| Service Delivery | Network Management Parking Services ATOC Services and Performance | Design and delivery of safe and accessible infrastructure.  Design and delivery of mobility parking Management of temporary works and special events. |
| Safety | Safe systems | Promoting safe and healthy low-harm transport system as part of an integrated vision.  Align accessibility and safety as Vision Zero action plan is developed. |
| Culture and Transformation | Organisational development | In-house awareness of accessibility needs employee support. |

# NEXT STEPS

## Where will we be in three years?

While this Action Plan will not result in a full accessible transport system for every user across Auckland, the significant work already undertaken, together with the actions outlined in this Plan, will contribute to a much more accessible transport system for customers.

By implementing the Action Plan, the following should become the norm by the end of the current timeframe of the Plan (end 2022):

* 99% of public transport vehicles are accessible
* An increased range of first and last leg options is in place, with increased consideration for accessibility
* Major interchanges, ferry terminals and train stations are constructed or will be identified for renovations to incorporate full accessibility
* Audits of the transport system have provided detailed information on the gaps in accessibility on the network
* Increased engagement with advocacy groups has led to fewer issues being identified late in the delivery process
* A new Transport Design Manual provides improved outcomes for accessible design across all projects
* Customer information is more accessible to the full community, such as through the roll- out of more audio announcements on buses.

The challenge, beyond these improvements, will be to retain through all project and business as usual work, awareness throughout the organisation that each journey is accessible only when each component part is accessible.

While it is Auckland Transport’s intention to continue to progress and implement improved accessibility for all users across all modes and infrastructure touchpoints towards a vision of full accessibility, this is dependent on funding. Auckland Transport will continue to work with NZTA and Auckland Council to seek funding for the incorporation of these accessibility goals across all projects.

# Appendix 1 - Detailed Policy Context

Universal accessibility is a basic human right as asserted in international and national documents including the United Nations Convention on the Rights of Persons with Disabilities (2006) (ratified by the NZ Government in 2008) the NZ Human Rights Act (1993), and the NZ Disability Strategy 2016 - 2026. Key components relevant to Auckland Transport’s accessibility work are outlined below.

## United Nations Convention on the Rights of Persons with Disabilities (2006)

**Article 9 – Accessibility**

1. To enable persons with disabilities to live independently and participate fully in all aspects of life, States Parties shall take appropriate measures to ensure to persons with disabilities access, on an equal basis with others, to the physical environment, to transportation, to information and communications, including information and communications technologies and systems, and to other facilities and services open or provided to the public, both in urban and in rural areas. These measures, which shall include the identification and elimination of obstacles and barriers to accessibility, shall apply to, inter alia:
2. Buildings, roads, transportation and other indoor and outdoor facilities, including schools, housing, medical facilities and workplaces;
3. Information, communications and other services, including electronic services and emergency services.
4. States Parties shall also take appropriate measures:
5. To develop, promulgate and monitor the implementation of minimum standards and guidelines for the accessibility of facilities and services open or provided to the public;
6. To ensure that private entities that offer facilities and services which are open or provided to the public take into account all aspects of accessibility for persons with disabilities;
7. To provide training for stakeholders on accessibility issues facing persons with disabilities;
8. To provide in buildings and other facilities open to the public signage in Braille and in easy to read and understand forms;
9. To provide forms of live assistance and intermediaries, including guides, readers and professional sign language interpreters, to facilitate accessibility to buildings and other facilities open to the public;
10. To promote other appropriate forms of assistance and support to persons with disabilities to ensure their access to information;
11. To promote access for persons with disabilities to new information and communications technologies and systems, including the Internet;
12. To promote the design, development, production and distribution of accessible information and communications technologies and systems at an early stage, so that these technologies and systems become accessible at minimum cost.

## NZ Human Rights Act (1993)

Discrimination in access to places, vehicles, and facilities (42)

1. It shall be unlawful for any person—
2. to refuse to allow any other person access to or use of any place or vehicle which members of the public are entitled or allowed to enter or use; or
3. to refuse any other person the use of any facilities in that place or vehicle which are available to members of the public; or
4. to require any other person to leave or cease to use that place or vehicle or those facilities,— by reason of any of the prohibited grounds of discrimination.
5. In this section, the term vehicle includes a vessel, an aircraft, or a hovercraft.

## NZ Disability Strategy 2016-2026[[4]](#footnote-4)

**Vision:**

New Zealand is a non-disabling society – a place where disabled people have an equal opportunity to achieve their goals and aspirations, and all of New Zealand works together to make this happen.

**Outcome 5: Accessibility**

We access all places, services and information with ease and dignity. What our future looks like:

* We have access to warm, safe and affordable housing that meets our needs and enables us to make choices about where we go to school or work and to fully participate as members of our families, whānau and communities.
* We can get from one place to another easily and safely, for example from home to school, work or to a friend’s house. We can also access all public buildings, spaces and facilities with dignity and on an equal basis with others.
* We feel safe taking public transport to get around and are treated well when we do so. Our needs are also appropriately considered when planning for new transport services. Private transport services are responsive to and inclusive of us. For those of us who need it, there is access to specific transport options that are affordable, readily available and easy to use.
* Information and communications are easy for us to access in formats and languages that are right for us, including in our country’s official languages of Te Reo Māori and New Zealand Sign Language. This helps us to be independent because we do not have to rely on other people. We use technology on the same basis as everyone else; those of us who need specific technology solutions will have access to these in a way that is innovative, progressive and helps to eliminate barriers. The evolving opportunities presented by new technology helps us to achieve our goals.
* Our accessible communities are free of barriers (for example, access to shops, banks, entertainment, churches, parks, and so on), which enables us to participate and contribute on an equal basis with non-disabled people.

What this means:

* Disabled people are consulted on and actively involved in the development and implementation of legislation and policies concerning housing (home ownership, social housing and private rentals), transport (public and private), public buildings and spaces and information, communication and technology.
* Universal design is understood, recognised and widely used.
* All professionals involved in accessibility have a good understanding of the principles of universal design and the needs of disabled people and take these into account in their work.
* We enjoy and are fully included in artistic, cultural, sporting and recreation events whether as spectators or as performers.
* Decision-making on issues regarding housing, transport, public buildings and spaces and information, communication and technology are informed by robust data and evidence.

## NZ Disability Strategy – Action Plan (2015)

10. Priority: Increase the accessibility for disabled people of the built environment and transport services:

1. Implement the recommendations agreed by the Chief Executives’ Group on Disability Issues, which were identified through the stocktake on the accessibility of public transport. Lead: Ministry of Transport and New Zealand Transport Agency.
2. Implement the Accessibility Plan: Public Buildings. Lead: Ministry of Business, Innovation and Employment.
3. Understand the impact of disability on housing needs and influence the social housing reform programme to meet the needs of disabled people. Lead: Office for Disability Issues.

## Chief Executives’ Group on Disability Issues (2016)

Based on the stocktake results, five recommendations have been developed:

1. Consider issues of access to public transport, including for those with a disability, when developing the Government Policy Statement on Land Transport (GPS) 2018-21.
2. Further develop the Transport Agency’s Guidelines for public transport infrastructure and facilities to provide best practice guidance on the provision of information and signage for public transport.
3. Investigate how the training of bus drivers can better guide them in interacting and assisting passengers, including how the guidance specifically related to those with impairments and disabilities can be further developed.
4. Investigate how many councils have formally adopted and incorporated into their codes of practice the Transport’s Agency’s Pedestrian planning and design guide and the road and traffic standards for facilities for blind and vision impaired pedestrians (RTS 14).
5. 5. Investigate what data is already available regarding the trips made on public transport by those with a disability and look at how we can use this more effectively to measure people’s accessibility.

## Government Policy Statement on Land Transport 2018

The Government Policy Statement on Land Transport 2018 identifies four priorities:

* a safer transport network free of death and injury,
* accessible and affordable transport,
* reduced emissions,
* value for money.

The Objectives include:

* A land transport system that enables transport choice and access, and
* A system that is resilient.

More locally, the Accessibility Action Plan will also contribute to the *Auckland Plan 2050* Transport and Access outcome:

For Auckland to be a truly accessible city we also need to make sure that people of all ages and abilities, including people with reduced mobility levels, can go about their daily lives and get from one place to another easily, affordably and safely. This means tailoring the way infrastructure and services are provided so they meet the wide range of Aucklanders’ needs.

# Appendix 2 – Auckland Transport Disability Policy (2013)

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:

* Endorse the concept of the accessible journey as key to integrated planning for transport infrastructure and public transport services
* In accordance with the principles set out in the Transport Design Manual 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 all transport users have equal opportunities to travel
* Continue to support consultation through the Public Transport Accessibility Group (PTAG) and Capital Projects Accessibility Group (CPAG) and ensure that disabled people and / or disability agencies are consulted either through these groups or directly when planning public transport infrastructure and services, and work with them to identify and resolve accessibility and safety issues
* Ensure that all public consultation documents are provided in accessible formats to enable disabled people to participate fully
* 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
* 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
* As set out in the RPTP, ensure that public transport vehicles and vessels meet required standards for disability access in compliance with Transport Agency Requirements for Urban Buses, Auckland Transport standards for ferries and Auckland Transport’s EMU – Technical Specifications
* Ensure that services information is accessible and widely available by using appropriate formats and media including both visual and audio channels
* 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
* 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
* Provide concession fares on public transport services for Total Mobility card holders
* 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 contract.

1. The illustrations in this section are sourced from the Auckland Design Manual, developed in collaboration with Auckland Council’s Universal Design Forum. [↑](#footnote-ref-1)
2. The Auckland Design Manual includes design personas to assist designers to deliver accessible and inclusive places for people with accessibility requirements. [↑](#footnote-ref-2)
3. THE ACCESSIBLE JOURNEY: Report of the Inquiry into Accessible Public Land Transport, Human Rights Commission, September 2005 [↑](#footnote-ref-3)
4. Administered by the Office for Disability Issues, part of the Ministry of Social Development [↑](#footnote-ref-4)