



# ACCESSIBILITY ACTION PLAN

Delivering a transport system which meets the needs of all Aucklanders

Version 3: 2022 - 2024





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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<sup>1</sup>

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.



People with a hearing impairment



People with a vision impairment



People with a mobility impairment



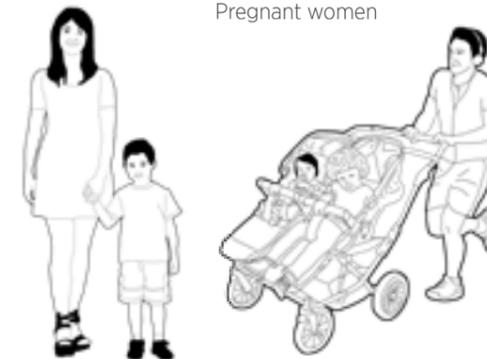
Elderly people



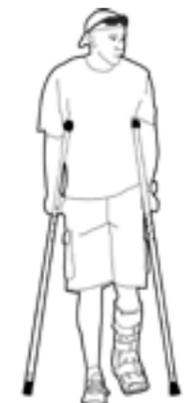
Pregnant women



People with luggage



People with prams/ strollers or small children on foot



People with an injury or illness

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, (whether they have single or multiple needs).

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<sup>1</sup>.

<sup>1</sup> The illustrations in this section are sourced from the Auckland Design Manual’s Universal Design Hub, developed in collaboration with Auckland Council’s Universal Design Forum.

<sup>1</sup> The Auckland Design Manual includes design personas to assist designers to deliver accessible and inclusive places for people with accessibility requirements.

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.”<sup>1</sup>*

**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 and delivers towards Vision Zero - to eliminate transport deaths and serious injuries.

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:**

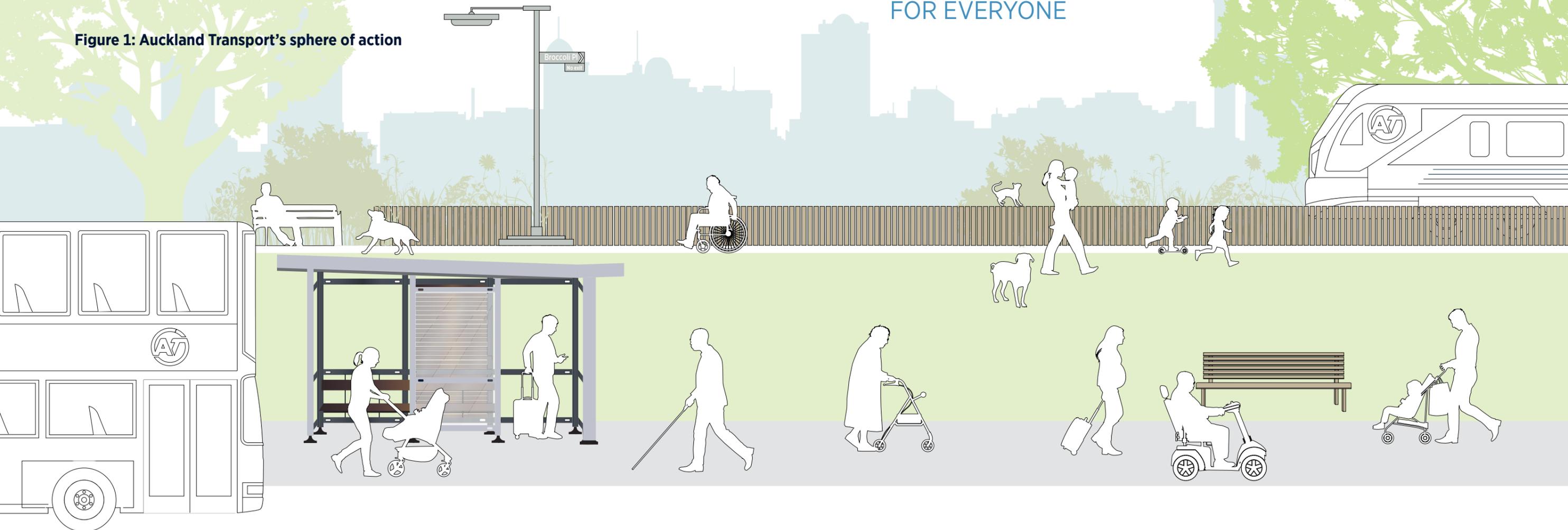
- Planning the public transport service network
- Contracting services for buses

- 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

WHEN WE PLAN FOR ACCESSIBILITY, WE PLAN FOR EVERYONE

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

Figure 1: Auckland Transport’s sphere of action



- Providing concessionary 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
- managing planned and unplanned disruptions
- **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.

- 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.
- 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.
- 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 2030, 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





### 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 Attachment 2.



### 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 Attachment 1.

New Zealand does not have legislated or regulatory standards for accessible transport, although the Human Rights Act requires no discrimination. 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.

### 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 Jane.

Jane 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.



### Jane's Journey to work

# 2

**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 Jane 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.



**2**  
She crosses the road to get to the bus stop

# 3

**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 a space for a wheelchair, so she has to sit in the rain. The bus service 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.



**3**  
She reaches the bus stop

# 4

**Accessible:** The kerb height is 150mm, the bus is low-floor and kneels for easy boarding. 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 Jane 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.

**4**  
The bus arrives and she boards



**5**  
The bus arrives at the destination stop



# 6

**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.

**6**  
She travels along the footpath to her office



# 7

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

**Inaccessible:** Jane 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.

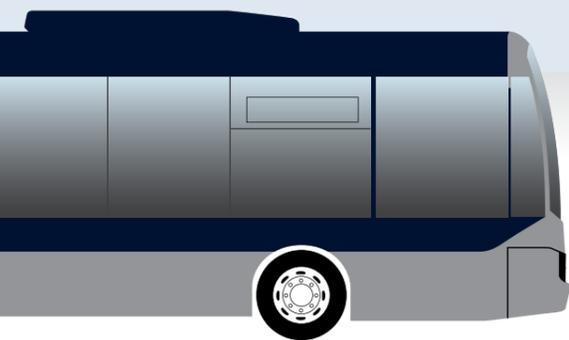
**7**  
The end of her journey



**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**  
Jane leaves her house and wheels down the footpath



An accessible trip for Jane is one where the transport services and infrastructure, including information, are as easy for her to use as possible. There are many examples like Jane'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



Over the past few years Auckland Transport has made significant progress in some areas, such as increasing the number of accessible buses and trains and improving our digital communications. Despite this progress there is much more to be done to make our transport system one that is fully accessible. The following Plan outlines:

- The actions which have been completed prior to the second iteration of the Accessibility Action Plan (prior to 2021),
- The actions which have been completed in the second year (2021) of the Accessibility Action Plan (our progress),
- The actions planned for progression over the next three-year period (2022-2024).

### Actions completed

The following are the core accessibility achievements of Auckland Transport prior to the completion of the first Accessibility Action Plan in late 2019:

- The New Network has been implemented across the Auckland region, adopting a more legible network design and integrated journey approach across all transport modes, together with updated infrastructure.
- The Transport Design Manual has been completed and released. This manual includes standards for all transport system users and infrastructure (including public transport) 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.
- Two advocacy interaction groups have been formed, Public Transport Accessibility Group (PTAG) and Capital Projects Accessibility Group (CPAG), to enable interaction between AT and various accessibility groups and facilitate early involvement in proposals and projects ahead of finalisation.  
  
PTAG and CPAG continue to be a valuable source of knowledge and advocacy for AT. As part of the operation of these groups, engagement on projects such as Downtown Ferry Terminal, Otahuhu and Manukau interchange has been undertaken, to drive better outcomes. In 2021, a sign language interpreter was at every meeting to be inclusive of those with hearing impairments.
- Consultation material is supplied in accessible formats for Auckland Transport projects and face-to-face opportunities are available for public information and questions.
- Mobility parking is provided in all AT parking buildings and the first 2 hours are free for mobility permit holders. Parking is also free after 6pm and on weekends. Many mobility parking spaces have been installed on-street. At these spaces, mobility permit holders may park for one additional hour beyond the set time restriction. At all time-restricted parking spaces on-street, mobility permit holders may park for double the time restriction indicated on parking signage in on-street areas with P120 and below (excluding mobility spaces themselves).
- Automatic platform announcements are now 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.
- Website information meets international standards; and an accessible AT HOP card email and text service was introduced to advise accessibility customers of transactions and card balances.
- The AT Signage Manual was completed, including outlining the signage needs and standards for customers with accessible needs.



- The AT Mobile app has been updated for real time information and notifications.
- An option in the AT 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 and time limits.
- Platform markings are provided at some train stations to indicate where accessible carriages will stop.
- 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.
- Auckland Transport has partnered with key agencies to develop the Vision Zero Strategy for Tāmaki Makaurau, which includes priority focus areas in reducing transport deaths and injuries for vulnerable transport users and ensuring safe transportation is equitable regardless of age, ethnicity, ability and socio-economic status.
- 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.
- Audio capacity announcements for trains has been implemented at all train stations. This means customers receive a verbal notification about the capacity constraints on-board, prior to boarding when patronage exceeds a certain level.
- A [Wheelchair Accessible Vehicle \(WAV\) Fund Policy](#) has been created with the intent to help support increased provision of wheelchair accessible vehicles.
- After an audit of the AT Journey Planner, changes were made in response to the recommendations to increase accessibility, so that the system is easier to use.
- A review and revamp of the Total Mobility website has been completed, to digitise information so that it is more easily used.
- Heatmaps of customer complaints by topic for the past few years have been completed, including mapping locations of complaints around accessibility issues. These will be used to inform future remedial works and interventions
- An audit framework for assessing accessibility compliance at public transport facilities has been created.

**Table 1: Actions completed in the past year (2021)**

ACTION COMPLETED OR UNDERWAY		OUTCOME AND NEXT STEPS
Audio on Buses set-up		The background work to put audio announcements on buses has been completed. This will allow for the rollout to begin on the wider bus network from Quarter two of 2022 onwards.
Receiving funding to complete accessibility audits at public transport facilities		Funding has been allocated from the 2021 Regional Land Transport Plan to be able to complete accessibility audits and accessibility improvements at public transport facilities.
Catch the right bus / Information using NZ Sign Language onboard buses		Hardware has been/is being installed on buses that can enable future additional technology solutions, including the potential to implement the Catch The Right Bus initiative and a way to display information in NZ Sign Language onboard buses.
Tag-on and tag-off sound differentiation		Tag-on and tag-off sound differentiation was trialed at the end of 2020 to the beginning of 2021. Survey results indicated that the status quo was preferred so this project will not continue.
Deaf accreditation / Hearing Accredited Workplace accreditation gained		AT has become a Hearing Accredited workplace as part of a process lead by The National Foundation for Deaf and Hard of Hearing. This process is intended to identify businesses that 'recognise and value Deaf and hard of hearing employees and customers'.
Supporting Employment Concession set-up		The background work for 'Community Connect' was completed in 2021 to ensure its delivery by Quarter three 2022. Community Connect gives those with Community Service Cards a 50% reduction in AT Hop fares and free AT HOP card. This will reduce the cost of PT to 335,000 Aucklanders.
Providing accessibility solutions in case of disruptions, both temporary/ planned and in emergencies		AT and ATOC created a draft accessibility checklist for planned events. A version for unplanned events is being developed using the learnings from the planned checklist and from unplanned events.
Internal culture programme		AT has created and released an online training module for all AT staff to highlight the need for all work to incorporate people with accessibility needs
Total Mobility	Total Mobility operators	A new total mobility operator, Happy Mobility, commenced services for customers with mobility and impairments issues.
	Total Mobility website translations in NZ Sign Language	Some information on the Total Mobility website has been translated into NZ Sign Language to help make the website more accessible for the deaf and hard of hearing community.
	Total Mobility newsletter online	A monthly newsletter with updates and news about Total Mobility was released for Total Mobility customers.
The FY21-22 <a href="#">Wheelchair Accessible Vehicle (WAV) Fund Policy</a>		AT has a budget of \$100,000 for the 2021/22 FY, with the intent to help support increased provision of wheelchair accessible vehicles. So far, eight grants have been given out to applicants who met the criteria.

**2022-24 Plan**

Table 2 lists projects planned for 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.

**Table 2: Planned programme 2022-2024**

NAME	DESCRIPTION
Accessibility Action Plan; this document	Ongoing source of existing projects and initiatives across Auckland Transport, to be updated every 18 months to ensure accountability and continuity of this plan and its relating actions.
Audio on Buses implementation	Auckland Transport will begin rolling out audio announcements for all routes across the network in the first quarter of 2022 with the expected completion being the end of 2023.
Catch the right bus project	AT wants to develop a system to allow vision impaired customers to identify and catch the right bus. Hardware is being installed on buses that can enable future additional technology solutions. This project is waiting on funding approval.
Walk in the Customer's Shoes programme	Building on from the e-learning module delivered in 2021, AT would like to expand the previous Walk in the Customer's Shoes programme to incorporate various forms of accessibility need. This will be rolled out to all AT staff and contractors (including as part of onboarding process). This project is waiting on funding to be allocated.
Information using NZ Sign Language onboard buses	To be considered as an add-on to the 'Audio on Buses' project once completed. Thus, works towards this will begin once 'Audio on Buses' is completed, likely to be end of 2023. This project is waiting on funding to be allocated.
Supporting Employment Concession	Work with government as part of changes to ticketing concessions to support accessibility for all Aucklanders to use PT. The Community Connect targeting Community Services Card holders initiative will be implemented in Auckland in mid-2022.
Accessibility audits at public transport facilities	Work to start undertaking accessibility audits at public transport facilities and implementing suggested upgrades that come from these.
Accessible wayfinding	Decide on next steps associated with trials of various technologies to give improved wayfinding signage options for people with accessible needs. As new technologies are identified and explored as options, funding streams will be sought.
Integrated Networks Accessible Training Programme	Reviewing, updating and implementing a programme to provide drivers and other customer facing staff greater awareness of the needs of accessible customers. For the ferry team, this includes developing a programme called 'Bon Voyage'. Funding streams are being investigated.
Providing accessibility solutions in case of disruptions, both temporary/ planned and in emergencies	Exploring improvements in procedures and processes for when disruptions to normal travel offerings occur so that information and user experience is improved. A draft accessibility checklist for planned events has been developed and a version for unplanned events is being developed.
Incorporating Total Mobility or accessible travel into on-demand projects	Integrating Total Mobility, or at least ensuring that accessible transport needs are built into the design of on-demand (door-to-door) systems going forward. This could include adding it into the scope of the on-demand trials.
Broadening mobility aid acceptance	Looking into the ability to carry more types of mobility aids onboard public transport vehicles. Funding streams are being investigated.
PlusOne Concession	This project will provide free concession for carer support on bus for AT TM HOP card holders. This project is waiting on funding approval.
Collaboration with the new Ministry for Disabled People	AT will seek out opportunities to collaborate with the new Ministry for Disabled People on transport related projects.



**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	SUB-GROUP, IF NEEDED	PRIMARY ROLE
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.
	Design and Standards	Standards for accessibility across design environment (through Transport Design Manual). CPAG lead.
	Asset Management	Maintenance and renewal of footpaths and infrastructure.
	Portfolio Delivery	Oversee the delivery of projects.
Customer Experience	Customer Care	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	Digital and Technology Delivery	Accessible apps, websites, and systems for customer interface.
Service Delivery	Network Management	Design and delivery of safe and accessible infrastructure. Design and delivery of mobility parking. Management of temporary works and special events.
	Parking Services	
	ATOC	
	Services and Performance	
Safety		Promote a transport system that prioritises health, safety and wellbeing, with a focus on accessible outcomes as part of a shared vision to eliminate transport deaths and serious injuries. Align and include accessibility outcomes and actions as part of Vision Zero implementation.
Culture and Transformation	People Experience	In-house awareness of accessibility needs and employee support.

NEXT STEPS



### Where will we be in three years?

While this Action Plan will not result in a fully 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 2024):

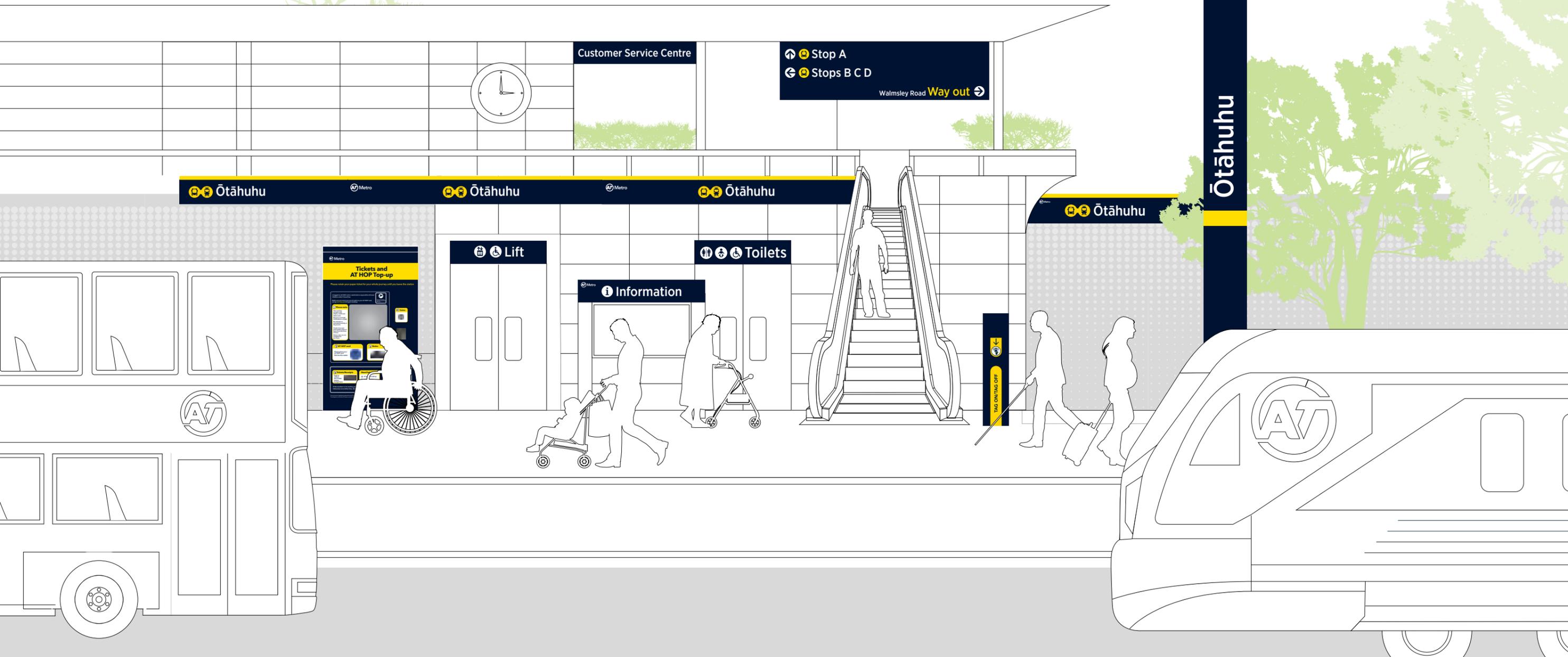
- 99 per cent of public transport vehicles are accessible

- 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 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

- An internal culture where delivering a transport system that works for customers with accessible needs is at the heart of our work
- 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 progressing and implementing 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:
  - (a) Buildings, roads, transportation and other indoor and outdoor facilities, including schools, housing, medical facilities and workplaces;
  - (b) Information, communications and other services, including electronic services and emergency services.
2. States Parties shall also take appropriate measures:
  - (a) 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;
  - (b) 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;
  - (c) To provide training for stakeholders on accessibility issues facing persons with disabilities;
  - (d) To provide in buildings and other facilities open to the public signage in Braille and in easy to read and understand forms;
  - (e) 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;
  - (f) To promote other appropriate forms of assistance and support to persons with disabilities to ensure their access to information;
  - (g) To promote access for persons with disabilities to new information and communications technologies and systems, including the Internet;
  - (h) 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—
- (a) 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
  - (b) to refuse any other person the use of any facilities in that place or vehicle which are available to members of the public; or
  - (c) 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.
- (2) In this section, the term vehicle includes a vessel, an aircraft, or a hovercraft.

### NZ Disability Strategy 2016-2026<sup>1</sup>

#### 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.

<sup>1</sup> Administered by the Office for Disability Issues, part of the Ministry of Social Development

- 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 (2019)

The Action Plan is the government’s vehicle for implementing the Disability Strategy 2016-26. Accessibility is one of the outcomes of the Disability Strategy. This work programme includes New Zealand Transport Agency and the Ministry of Transport developing their own action plans and New Zealand Transport Agency implementing disability awareness education for bus drivers.

### 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. 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 train – 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 Regional Public Transport Plan (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.

