

# Annual update of the Accessibility Action Plan

For decision:

For noting:

## Te tūhunga / Recommendation

That the Auckland Transport Board (board):

- a) Approve the revised Accessibility Action Plan for 2021, noting the progress made in 2020.

## Te whakarāpopototanga matua / Executive summary

1. This paper outlines the annual update to the Auckland Transport (AT) Accessibility Action Plan to reflect completed actions and include new proposals. First approved in December 2019, this living plan outlines AT's planned initiatives over the coming three-year period to improve the transport system for people with accessibility needs. All Aucklanders should be able to undertake easy journeys via the transport system of Auckland. The Auckland Plan and AT's own policies require a system which meets the needs of all Aucklanders.
2. Over the past year since the Plan was first approved, significant progress has been made, with multiple initiatives delivered.
3. Working with advocates from across the accessibility field, a revised set of priority initiatives have been included in the next three-year period.
4. Approving this revised Plan will enable focus from across AT on these key initiatives, and reaffirm AT's commitment to a transport system that works for everyone.

## Ngā tuhinga ō mua / Previous deliberations

Date	Report Title	Key Outcomes
December 2019	Accessibility Action Plan	Plan was approved and endorsed for public release, with annual update going forward

## Te horopaki me te tīaroaro rautaki / Context and strategic alignment

5. People with accessibility needs are found throughout the community; they are AT customers across all modes and deserve an equal level of service to all other customers. The Auckland Plan states that:

*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.*

6. The Accessibility Action Plan was first approved and published by the board in December 2019.
7. The Accessibility Action Plan sets out AT's approach to catering for people with accessible needs as part of our planning, design, delivery and operation of the transport system across all transport modes. Its central principle is that:

*as far as can reasonably be accommodated, AT will ensure that transport facilities, vehicles, information and services are easy to find out about, to understand, to reach and to use, for people with accessibility needs and therefore for everyone as part of their every-day lives.*

8. This paper is an annual update on this living plan, to outline achievements in the past year and to set out the next three years of planned actions.

## Ngā matapakinga me ngā tātaritanga / Discussion and analysis

9. In the year since the Accessibility Action Plan was first approved, significant progress has been made. The Accessibility Champions Group has formed and meets monthly to oversee the implementation of the Plan. Under this guidance, the following initiatives have been delivered or are under active progress:
  - Tenders have been received for a roll-out of audio announcements on buses;
  - Representation on the Capital Projects Accessibility Group (CPAG) and Public Transport Accessibility Group (PTAG) has been expanded;
  - An audit framework for assessing the level of accessibility at public transport facilities has been developed;
  - Tag-on/tag-off sound differentiation has been added to the scope of the next generation ticketing system;
  - Incorporation of New Zealand Sign Language is being considered as part of a future stage of the 'audio on buses' project;
  - Accessible wayfinding piloting has been completed and is being assessed;
  - Audio announcements about train capacity has been rolled-out;

- Securing an additional hoist to assist the Total Mobility system is underway;
- An accessibility revamp of the AT Journey Planner has been completed;
- A revamp of the Total Mobility website has been completed to digitise the information for customers; and
- Customer complaints related to accessibility have been geographically mapped to identify hotspots of issues for remedy.

10. The revised three-year Plan outlines the following initiatives to be progressed (subject to additional funding where necessary) over the coming three years. They are presented in a priority order according to feedback from CPAG / PTAG members (which will not necessarily match the delivery order). New initiatives for 2021 are indicated and initiatives requiring additional funding are also noted.

#	Initiative	Notes
1	The implementation of audio announcements on buses	
2	Accessibility audits for all public transport facilities in Auckland and running a rolling programme of remedying deficiencies	Requires new funding
3	Implementation of a project to enable customers with vision impairment to catch the right bus	
4	Investigating use of New Zealand Sign Language and tag-on/tag-off sound differentiation on buses	
5	Refreshing and implementing a 'walk in the customer's shoes' programme for AT staff and contractors which produces insights on customers with accessible needs	
6	Developing and rolling-out an internal AT cultural training programme to raise awareness of customers with accessible needs and foster better outcomes	New initiative
7	Implementing improved accessible wayfinding solutions	Requires new funding
8	Refreshing and implementing a new 'thank you driver' training programme to give driver and other customer-facing staff an insight into the challenges faced by customers with accessible needs	Requires new funding
9	Reviewing our provision for accessibility in instances of disruptions and planned/unplanned events, such as rail replacement buses	

10	Hearing accredited workplace programme, as part of a wider Diversity and Inclusion strategy, which includes a mental health and wellbeing strategy and workshops aimed at breaking down biases	New initiative
11	Incorporating accessibility and total Mobility into future on-demand initiatives	New initiative
12	Broadening the types of mobility aids able to be taken onboard public transport	New initiative
13	Advocating for concession changes with government to support those needing assistance	New initiative

11. Members of the PTAG and CPAG have nominated these initiatives and support their progression as priorities for making journeys easier for people with accessible needs throughout Auckland.

## Ngā tūraru matua / Key risks and mitigations

12. The sole risk associated with this paper is lack of delivery impacting on reputation. As evidenced through 2020, many initiatives in the Plan have been able to be progressed as part of the business as usual process. Any items requiring significant additional funding have been submitted for additional funding approval. The Plan also specifically notes that initiatives are subject to funding, to clearly set expectations.

## Ngā ritenga-ā-pūtea me ngā rauemi / Financial and resource impacts

13. The bulk of these initiatives can be delivered through the current budget and no further funding is required. However, some items do require additional funding, and a proposal for a minor programme is being considered as part of the Auckland Transport Alignment Project/Regional Land Transport Plan process.

## Ngā whaiwhakaaro o te taiao me te panonitanga o te āhuarangi / Environment and climate change considerations

14. There are no environment and climate implications related to this paper.

## Ngā reo o mana whenua rātou ko ngā mema pooti, ko ngā roopu kei raro i te maru o te Kaunihera, ko ngā hāpori katoa / Voice of mana whenua, elected members, Council Controlled Organisations, customer and community

15. The Plan update (as with the original Plan) has been co-designed with the PTAG and CPAG members, who have reviewed and approved the specific projects which are included, so that the outcomes meet the needs of these advocacy groups.

## Ngā whaiwhakaaro haumaruru me ngā whaiwhakaaro hauora / Health, safety and wellbeing considerations

16. There are no implications related to this paper.



## Ā muri ake nei / Next steps

17. Following approval, the update will be publicly released, with associated communication activities.

## Te whakapiringa / Attachment

Attachment number	Description
1	Accessibility Action Plan 2021

## Te pou whenua tuhinga / Document ownership

Submitted by	Andrew McGill Head of Integrated Network Planning	
Recommended by	Jenny Chetwynd Executive General Manager, Planning and Investment	
Approved for submission	Shane Ellison Chief Executive	