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## Review of the Accessibility Action Plan

For decision:  For noting:

### Te tūtohunga / Recommendation

That the Auckland Transport Board (board):

- a) Approve the revised Accessibility Action Plan for 2022, noting the progress made in 2021.

### Te whakarāpopototanga matua / Executive summary

1. This report outlines the review of the Auckland Transport (AT) Accessibility Action Plan (the Plan) to reflect completed actions and include new proposals. First approved by the board 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 accessible needs.
2. Over the past two years since the Plan was first approved, progress has been made, with multiple initiatives started and delivered. This includes the formation of two advocacy interaction groups, Public Transport Accessibility Group (PTAG) and Capital Projects Accessibility Group (CPAG), to enable interaction between AT and various accessibility groups, the rolling out of an internal e-learning module that raises awareness of accessible needs across the business and the creation of an audit framework for assessing accessibility compliance at public transport facilities.
3. A revised set of priority initiatives have been included in the next three-year period. These include continuing the roll out of audio announcements onto the whole bus fleet, implementing the Community Connect scheme which gives discounts to community services card holders and seeking out opportunities to collaborate with the new Ministry for Disabled People on transport related projects. These were developed working with advocates from across the accessibility field.

### Ngā tuhinga ō mua / Previous deliberations

Date	Report Title	Key Outcomes
December 2019 Board	Accessibility Action Plan 2020	The Plan was approved and endorsed for public release, with annual update going forward.

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Date	Report Title	Key Outcomes
December 2020 Board	Accessibility Action Plan 2021	Update of the Plan approved for release, with acknowledgement of the progress made.

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

4. People with accessible needs are 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.*

5. The 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.*

6. It was originally intended to seek the board's approval of a review on annual basis. Going forward, management proposes that it would be better to review and update the Plan every 18 months, midway through each three-year delivery cycle. Each review will outline delivered initiatives and a new three-year set of proposals.

## Ngā matapakinga me ngā tātaritanga / Discussion and analysis

7. In the last year since the previous version of the Plan, several initiatives have been delivered or progressed, under the guidance and oversight of the Accessibility Champions Group, including:
- An e-learning module has been created with input from disability advocates on AT's PTAG and was released internally for completion by all AT staff. This raises awareness of accessible needs across the business and makes AT staff think about their role in creating easy journeys for everyone. Details of the module are contained at Attachment 2.
  - \$40 million of funding was secured in the Regional Land Transport Plan (RLTP) 2021-31 to deliver accessibility improvements to public transport facilities across the region. This funding will become available in the FY 2023/23. This will help improve the accessibility of bus stops across the region, contributing to the goal of a completely accessible transport network in Auckland.

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- AT has become a Hearing Accredited workplace, acknowledging that AT ‘recognises and values deaf and hard of hearing employees and customers’.
  - Onboard announcements on buses are progressing towards delivery.
  - Representation on PTAG and the CPAG has been expanded and a sign language interpreter attends each meeting to ensure accessibility for deaf/hard of hearing members.
  - Tag-on/tag-off sound differentiation was trialled and, after survey results preferred the status quo, this project was discontinued.
  - Hardware is being installed on buses that can enable future additional technology solutions, including alerting customers with vision impairments of approaching buses and a way to display information in New Zealand Sign Language onboard buses.
  - The background work for ‘Community Connect’ was completed in 2021 to ensure its delivery by the third quarter of 2022. Community Connect gives those with Community Service Cards a 50% reduction in AT HOP fares and a free AT HOP card, helping 335,000 Aucklanders.
  - AT released its Wheelchair Accessible Vehicle Fund Policy with a \$100,000 to provide grants. So far, eight grants have been awarded to current Total Mobility operators, helping support increased provision of wheelchair accessible vehicles.
  - A revamp of the Total Mobility website has been completed to digitise the information for customers and translate it into New Zealand Sign Language.
  - Customer complaints related to accessibility have been geographically mapped to identify hotspots of issues for remedy.
8. The revised 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 PTAG/CPAG members (which will not necessarily match the delivery order). New initiatives for 2022-2024 are indicated and initiatives requiring additional funding are also noted.

#	Initiative	Notes
1	The implementation of audio announcements on buses	To be completed in 2023
2	Accessibility audits for all public transport facilities in Auckland and running a rolling programme of remedying deficiencies	Funding secured
3	Implementation of a project to enable customers with vision impairment to catch the right bus	To be completed later in the three-year period
4	Investigating use of New Zealand Sign Language on buses	

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#	Initiative	Notes
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	Hoping to commence in 2022
6	Implementing improved accessible wayfinding solutions	Requires new funding
7	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
8	Reviewing our provision for accessibility in instances of disruptions and planned/unplanned events, such as rail replacement buses	Funding sources will continue to be investigated
9	Incorporating accessibility and total Mobility into future on-demand initiatives	Funding sources will continue to be investigated
10	Broadening the types of mobility aids able to be taken onboard public transport	Funding sources will continue to be investigated
11	Plus One Concession – allowing people's carers to accompany them for free on public transport (PT)	New initiative. Funding sources will continue to be investigated.

## Ngā tūraru matua / Key risks and mitigations

- The key risk is the possibility that the content of the Plan raises expectations beyond what AT can actually deliver. Mitigation of this risk is through clear articulation that the Plan's activities are subject to funding approvals. We also take opportunities where we can deliver many of the Plan's initiatives as part of the business-as-usual process.

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

- This report has no additional resource implications. \$40 million of funding has been provided for through the RLTP preparation process, although this does not begin to become available until 2023/24. This funding will enable delivery of a project that will have profound benefits for transport accessibility. Other projects are required to leverage on existing budgets to ensure their completion.

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

11. There are no direct environment and climate change implications related to this report.

## Ngā whakaaweawe me ngā whakaaro / Impacts and perspectives

12. The Plan update (as with the original Plan) has had input from 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

13. There are no direct health, safety and wellbeing implications related to this report.

## Ā muri ake nei / Next steps




14. Assuming board approval, the updated Plan will be publicly released, with the appropriate associated communication activities.

## Ngā whakapiringa / Attachments

Attachment number	Description
1	Accessibility Action Plan 2022
2	e-learning module summary

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## Te pou whenua tuhinga / Document ownership

Submitted by	Andrew McGill <b>Head of Integrated Network Planning</b>	
	Madi Salter <b>Transport Planner, Planning and Investment</b>	
Recommended by	Jenny Chetwynd <b>Executive General Manager, Planning and Investment</b>	
Approved for submission	Shane Ellison <b>Chief Executive</b>	