

The accessibility work programme – April 09 Update

Action	Required budget	Expected benefits/results	Timeline	Progress to 31/03/09
1. To produce a leaflet for PT users with disabilities	Budgeted for in current budget	Better informed PT users with disabilities about current and planned improvements, can lead to more PT use	April 2009	A separate disability section will be included in our accessibility information leaflet which is currently being finalised.
2. To consult with the GW DRG during timetable review	None	Easier to read/understand timetables, benefit all PT users, potential for increased PT use	Financial year 2008/9	Consultation completed. Feedback to be given at DRG meeting in May.
3. To make large print timetables available on the Metlink website as files for downloading	\$ 10,000 (for development)	Easier to read/understand timetables, potential for increased PT use	Financial year 2009/10	The pdf and html versions can be adjusted to large size but will revert to small print when printed. We are looking into having a large print friendly version available on the new website.
4. To review the current timetable distribution scheme	None	Easier accessible information for every PT users, potential for increased PT use	June 2009	Review has been completed. Requests for new outlets will be considered on a case by case basis. A focus group for the timetable legibility review stated that timetables are very easily obtained in Wellington compared with other cities.
5. To consult with the GW DRG during	None	Easier to read/navigate Metlink website, benefit all PT users,	Financial year	On track. Members of the DRG will be invited to a presentation end of

process to upgrade the Metlink website		potential for increased PT use	2008/9	April.
6. To enhance the information for people with disabilities on the Metlink website	None	Better informed PT users with disabilities about current and planned improvements, can lead to more PT use	Financial year 2008/9	Investigating possibilities. The new accessibility document will be available on the website. Will also be able to use the RSS feed to obtain service changes
7. To carry out a survey to investigate the satisfaction of people with disabilities with the call centre	Survey: \$2,000	Easier accessible information for PT users with disabilities, potential for increased PT use	Financial year 2009/10	Currently investigating ways to do this in the next financial year
8. To consult with the GW DRG about changes to the Total Mobility scheme	None	Make sure that the scheme fulfils the needs of it's users	Whenever changes are planned	TM Agency Working group was established in Oct 2008 and meet bi monthly. Update on project will be given at DRG meeting 28 May
9. To include the new Vehicle Quality Standards in the procurement process	Funding required for additional contract costs	Make PT future proof, better accessible, safer; can increase boarding times	Ongoing, starting in 2009	New Vehicle Quality Standards have been developed and approved by LZTA. These new specifications will be included in all new contract tenders
10. To consult with the GW DRG on plans to standardize concession fares	None specifically for users with disabilities, but general budget required	Easier to understand fare system for all users, easier to use PT, potential for increased PT use	Work planned to start in financial year 2008/9	Underway

11. To consult with the GW DRG on the introduction of an electronic ticket for the GW rail system	None	Easier to understand ticketing system for all users, easier to use PT, potential for increased PT use	Ongoing	Remains a policy objective to investigate electronic ticketing on rail
12. To establish a working group to investigate aspects that hinder the accessibility of bus stops in Wellington	<u>Working group:</u> \$ 50,000 <u>Measures:</u> depending on results of working group	Implementing the principles of the Accessible Journey, only way to make PT really accessible	Ongoing, start in early 2009	No progress to date. This item will be placed on the DRG meeting agenda for discussion 28 May 09
13. To keep the GW DRG informed about the progress of station upgrades	None	Keep disabled community informed about progress	Ongoing	Presentation to be given at DRG meeting 28 May
14. To carry out station upgrades according to NZ Standard 4121 and make sure that infrastructure is well maintained	Budget for 22 stations available, budget for ongoing programme for other stations still needs to be secured	Ensure that stations are accessible to enable an accessible journey	Upgrade 22 stations starts 2008, finalised by 2010. Other stations: 10 year programme	<p>Work continues to be planned in the way of identifying those stations that require platform adjustments to allow the new Matangi trains to operate safely. Consideration is also being given to the current condition of those stations as part of the upgrade programme.</p> <p>Johnsonville line stage one of the project is now complete, this included track work/lowering of the</p>

				7 tunnels along the Johnsonville line route. Work began at Crofton Downs, Awarua and Ngiao stations, new platform surfaces and the new improved platform lighting. At Crofton Downs, two new accessible ramps have been installed as part of the pedestrian access programme which is running alongside the upgrade programme. Stage two of the project will see all platform works completed on the Johnsonville line by the end of July 2009
15. To assess whether any stations require higher priority in the upgrading process	\$ 8,000	Ensure that stations are accessible to enable an accessible journey, will benefit all users.	Financial year 2009/10	Pedestrian access surveys are currently being carried out by GW using the 2006/07 Pedestrian audit survey as a guide to identify areas of concern
16. To develop a standard “disability driver awareness training” and make it compulsory for all operators	<u>Development:</u> None <u>Including in operational contracts:</u> to be determined	Easier to use PT because of more aware and friendly staff, will benefit all users	2009	Discussion has taken place with NZ Bus around driver training. Content of driver training material has been requested from the operator. GWRC transport staff have asked to attend the training at the next opportunity
17. To support local councils to organise PT familiarization	\$ 5,000	Easier to use PT for people with disabilities, less fear, potential for increased PT use	Ongoing, 1 st event (Upper Hutt) in 2008	Upper Hutt Open day was successfully held 26 March 2009 with attendance of 250 people

sessions for people with disabilities				
18. To consult the GW DRG regarding the lay-out of the new Matangi trains	None	Ensure new train are accessible and meet the requirements of users with disabilities	At DRG meeting 9 October 2008	Completed
19. To make destination blinds compulsory for all new vehicles and make the wheelchair symbol compulsory on accessible vehicles	Funding required for additional contract costs	Easier to use PT for all PT users	Ongoing, starting in 2009	Destination blinds are part of the vehicle standards now. Electronic destination screens are requested on new contracts with the exception of school bus service contracts
20. To talk to operators about the option to increase the number of accessible buses on certain trips	None	Increase the number of accessible routes	2009	No progress at this stage
21. To assure that new buses will be future proof for on-vehicle next stop information	None	Easier to use PT for all PT users	Ongoing, starting in 2009	At this stage only the new Trolley buses have had this requirement
22. To investigate and recommend steps how people with disabilities can be	None	Ensure planning and implementation process considers the needs of people with disabilities	2009	No progress to date: To be added to DRG meeting Agenda – Aug 09

<p>better involved in the PT planning and implementation process</p>				
<p>23. To monitor the further development of the PT Accessibility audit tool and carry out the audit if useful</p>	<p><u>Monitor development:</u> none <u>Carry out audit:</u> depending on level of detail required</p>	<p>Gain background information on the accessibility of the PT network, ability to enhance work programme</p>	<p><u>Monitor development:</u> 2008/9 <u>Carry out audit:</u> 2009 onwards</p>	<p>Ongoing – Monitor PT Accessibility trial being conducted in Hamilton NZTA is currently developing a PT Accessibility Audit tool which is likely to be trialled in Wellington</p>
<p>24. To investigate communication options to target the disabled community and start an ongoing communication process</p>	<p>\$ 2,000</p>	<p>Better informed PT users with disabilities, potential for increased PT use</p>	<p>Financial year 2008/9</p>	<p>Item to be added to DRG meeting agenda for discussion Aug 09</p>