The accessibility of public transport for those with a disability

Contents

Executive summary

This report presents the findings of the Accessible Journey stocktake (the stocktake) that was undertaken as part of the Disability Action Plan 2014/2018[1] (DAP). The aim of the stocktake was to:

> *"Understand the issues with accessibility for disabled people of transport services, by completing a stocktake using the Human Rights Commission's Accessible Journey report[2] recommendations as a framework, and then in 2015/2016 determine options to improve the accessibility of transport services."*

The stocktake was carried out by the Ministry of Transport (the Ministry) and the NZ Transport Agency (the Transport Agency) and involved collaboration with representatives of Disabled People's Organisations (DPOs).

This report presents a summary of the key findings of the stocktake and the recommendations made in response. Further information on the stocktake is provided in the appendices.

The findings presented in this report draw on the four main areas of the work performed as part of the stocktake:

- a questionnaire completed by 162 disabled people
- a workshop with DPO participants and representatives from other stakeholders
- an analysis of data from the 2006 and 2013 Disability Surveys
- an overview of improvements of public transport accessibility over the last decade.

The key findings of the stocktake included that:

- Significant progress has been made, particularly in:
  - the accessibility of buses and trains
  - the engagement with disabled people on a national and regional level
  - the development of design guidelines and standards that help improve the accessibility of transport-related facilities.
- Some changes have taken longer than desired to implement due to the long timeframes associated with the replacement of infrastructure and vehicles.
- Overall, the data collected suggests that the majority of disabled peoples' experiences of accessing public transport varied greatly, but did not identify any major issues. However, the issues identified are still considered significant and require response.
- Some specific issues and ideas that came up during the stocktake include:
  - the need for a general understanding of what 'reasonable accommodation' of disabled people on public transport looks like and a plan to achieve this
  - the need for greater driver awareness of the various needs of disabled people to make it easier for disabled people to use public transport services
  - there is a lack of standardisation of accessibility for the provision of public transport information, including signage and audible announcements

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[1] The Disability Action Plan presents priorities set by the Ministerial Committee on Disability Issues for actions that advance implementation of the UN Convention on the Rights of Persons with Disabilities and the New Zealand Disability Strategy.
[2] Information on the Accessible Journey and the report itself can be found on the Human Rights Commission's website: https://www.hrc.co.nz/your-rights/people-disabilities/our-work/accessible-journey/.

- there's a lack of understanding regarding the extent of which guidelines and standards designed to guide councils on developing infrastructure and facilities that meet the needs of disabled people have been implemented and used by local councils to date.

- DPOs highlighted the importance of including disability issues at the strategic level in the development of public transport. Significant emphasis was placed on the need to focus on how the accessibility of public transport can continue to improve long term.

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.

The Accessible Journey stocktake

In 2014, the Government approved the DAP. This was the first time a collaborative approach was employed to develop a disability action plan, which involved government agencies working closely with representatives of DPOs.

The DAP contains one transport-related action, which the Ministry and the Transport Agency are responsible for:

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

> **Action:** *Understand the issues with accessibility for disabled people of transport services, by completing a stocktake using the Human Rights Commission's Accessible Journey report[3] recommendations as a framework, and then in 2015/2016 determine options to improve the accessibility of transport services.*

The Ministry and the Transport Agency scoped this action in collaboration with two DPOs - People First and the Disabled Person's Assembly. It was agreed that the stocktake should relate to existing land-based public transport services, excluding taxis[4].

The action was also agreed to be delivered in two parts:

- a stocktake of the current public transport system to better understand the issues with accessibility for people with disabilities
- the identification of one or two actions that can be proposed to the Chief Executives' Group on Disability Issues as options to improve the accessibility of public transport services. Decisions on further actions will be subject to the ability to resource them.

Approach of the stocktake

The stocktake involved four areas of work which are discussed below.

1. Questionnaire

The Ministry and the Transport Agency, in consultation with, and with the support of People First and the Disabled Person's Assembly, developed a questionnaire to gain first-hand information from disabled people regarding their experiences with public transport. The questionnaire was then distributed through DPOs to their members.

There were 162 questionnaires returned, which provided a useful evidence base for the stocktake and helped inform the development of recommendations[5]. An analysis of the results of the questionnaire is presented in Appendix 3.

The questionnaire followed the journey framework from the 2005 report, *The Accessible Journey*.[6] Using this framework ensured that the information collated from different sources was compatible.

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[3] Information on the Accessible Journey and the report itself can be found on the Human Rights Commission's website: https://www.hrc.co.nz/your-rights/people-disabilities/our-work/accessible-journey/.
[4] Public transport as defined in the Land Transport Management Act 2003 also includes ferries, but they were excluded from the stocktake.
[5] It should be noted that this process does not provide a statistically representative sample, as the respondents were self-selected (rather than being selected based on criteria like age, type of disability, and address).
[6] The five elements of a journey are: information about services, paying for the service, getting to the service pick-up point, getting on board and getting to your destination.

2. Workshop

On 19 March 2015, the Ministry and the Transport Agency hosted the *Transport Accessibility Workshop*. The aim of the workshop was to develop a more in-depth understanding of the issues experienced with public transport by disabled people.

The workshop also enabled engagement with DPOs and representatives from the Bus and Coach Association and Local Government New Zealand, which are both important players in the provision of public transport.

The following DPOs and other organisations also attended the workshop:

- Blind Citizens
- CCS Disability Action
- Deaf Blind NZ
- Deaf Aotearoa
- Disabled Person's Assembly
- People First
- The Office for Disability Issues
- The Ministry of Transport
- The NZ Transport Agency.

The results of the workshop feed into the recommendations.

3. 2006 and 2013 Disability surveys

The Disability Survey is carried out by Statistics New Zealand following every census (since 1996).

In the 2013 survey, 24 percent (1.1 million people) of the New Zealand population were identified as having a disability.

The Disability Survey data from 2006 and 2013 was used when developing the stocktake to provide a quantitative and statistically based perspective to the information gained from the questionnaire and workshop. This enabled us to establish whether specific issues are widespread amongst the disability community, or whether some groups are disproportionately affected. Some of the evidence from the 2013 Disability Survey is presented in Appendix 4.

4. Progress since the Accessible Journey report 2005

The Accessible Journey report 2005 (the 2005 report) contains a wide range of recommendations relating to the accessibility of public transport.

Over the last 10 years, significant progress has been made in improving the accessibility of public transport through the development of design standards and guidelines, and investment in new infrastructure and services.

As the 2005 report was used as a framework for the stocktake, we also looked at the recommendations made in the 2005 and 2013 reports and what progress had been made to address the problems the recommendations sought to address. A detailed analysis of the findings are presented in Appendix 7.

The key results of the stocktake: How accessible is the journey?
General feedback

DPOs highlighted the importance of seeing the Government meet its obligation under the United Nation's Convention on the Rights of Persons with Disabilities (the UN Convention). Progress has been made in meeting this obligation, and this will need to continue. An essential aspect is that feedback from disabled people is incorporated into decision-making processes.

Attendees at the workshop emphasised that public transport should be an enabler to participate independently and fully in society and not just a service to attend medical appointments.

Of the 162 questionnaire respondents, 31 percent commented that public transport services were generally good. This was somewhat consistent with the 2013 Disability survey, which showed that 43 percent of disabled adults had used public transport in the last twelve months and 95 percent of these had experienced no difficulties. These results are a significant improvement from the 2006 survey, which reported that only 26 percent of disabled adults had used public transport in the previous twelve months, with 9 percent experiencing difficulty and 7 percent unable to use public transport altogether[7].

The responses to the questionnaire were consistent with the findings of the Disability Survey data. They indicated that significant improvements have been made since 2005 and overall many disabled people are using public transport without difficulty. However, the data did indicate that individuals' experiences of accessing public transport services vary greatly depending on the nature of an individual's disability and the public transport services in their region. Many people are still experiencing problems and these should not be treated as insignificant.

The information collected on public transport developments since the 2005 report, showed that significant progress has been made in different areas. In some cases a different approach has been taken to that recommended in the 2005 report, but improvements in accessibility have still occurred. Some changes have taken longer than desired to implement due to the long time frames associated with the replacement of infrastructure or vehicles.

Different groups have been established on a national and regional level that allow disabled people to provide feedback and be engaged in policy development:

- At a national level, the *Accessible Transport Action Committee* was formed. This provides a mechanism for the Ministry and the Transport Agency to engage with disabled people when developing policy. This group has been involved in the development of a number of initiatives, including the *Requirements for urban buses* and *public transport infrastructure guidelines*.

- At a regional level, many councils have reference groups that consist of disabled people, who are involved when designing and developing public transport infrastructure. For example, Auckland Transport has a *Public Transport Accessibility Advisory Group* that brings together disabled people and public transport operators on a monthly basis.

Some participants at the workshop expressed frustration regarding guidelines, produced by the Transport Agency, related to the accessibility of public transport services and facilities. There was a view that the status of guidelines as non-legal requirements meant they were not filtering down into actual improvements on the ground. This issue is discussed further on page 10. DPOs wanted to see a clear push from the Government for service providers to use these guidelines when developing public transport services and facilities.

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[7] http://www.stats.govt.nz/browse_for_stats/health/disabilities/disability-and-travel-and-transport-in-nz-in-2006.aspx

Although out of scope for this stocktake, the upcoming review of the Total Mobility Scheme was identified as important, as a significant number of people rely on the participating services to meet their transport needs.

DPOs highlighted the importance of thinking strategically with regards to accessible public transport. Significant emphasis was placed on how the accessibility of public transport can continue to improve long-term, and ensure that New Zealand meets its obligations under the UN Convention. This led to the Ministry and the Transport Agency identifying the following recommendation:

Recommendation 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.

Comment: The GPS is a document issued by the Minister of Transport every three years. It is the Government's primary tool to communicate what it wants to achieve in land transport, and how it expects to see funding allocated between types of activity (for example, roading, public transport, and road safety) across the land transport system.[8]

The GPS describes:

- what goals the Government wishes to achieve from its investment in land transport through the National Land Transport Fund
- how it will achieve these goals through particular areas of investment known as activity classes
- how much funding will be provided to achieve each goal
- how the funding will be raised.

Obtaining information about public transport services
Progress since 2005

Significant improvements have been made in the provision of public transport information for travellers. This includes the audible and visual on-train information on Auckland and Wellington rail networks and on some bus services. The use of real time information at both stops and stations is improving and technology (the internet and smart phones) is creating further opportunities to help improve access to public transport information.

The usefulness of real time information was confirmed during the workshop, although issues were raised about some aspects, such as how easily signs can be read at bus stops and train stations.

New technological developments and improvements in traditional information sources (timetable information and customer information phone lines) are improving people's ability to access information about public transport services, before and during their journeys.

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[8] The priorities for GPS 2015 are the same three key priorities from GPS 2012 – economic growth and productivity, road safety and value for money. This means that when funding is sought for transport projects, those that contribute the most to these three objectives are given a higher priority than those servicing other goals such as accessibility. Councils respond to these signals and may not put up projects they see as unlikely to attract funding, or may remove accessibility components from projects to reduce the cost and deliver higher benefit cost ratios.

Findings

Respondents to the questionnaire indicated that the most popular way to find out public transport information is by reading a paper timetable at home (51.23 percent), followed by the fixed timetables at stops (41.35 percent). Less than a quarter (24.69 percent) identified the internet as their preferred way of accessing the information they required.

Over a third (34 percent) of respondents identified that finding the time of a public transport service was very easy, with 27 percent stating it was kind of easy, 24 percent believing it was ok, and only 14 percent believe that this information was either not very easy or very hard to find.

The data on how easy information on public transport is to find, broadly relates to the responses on how easily the information can be used. 30 percent of individuals found the information very easy to use, 24 percent kind of easy, 28 percent as ok and 17 percent as either not very easy or very hard.

An issue that was raised by both the workshop participants and questionnaire respondents, related to a lack of standardisation of the presentation of information sources (for example, text sizes, colours and layout of paper-based timetables). Similar issues apply to general signage at depots, stations and bus stops. For example, poor colour contrasts and text sizes of signage was highlighted as an issue for some regions.

Of the additional 73 comments made in regards to obtaining information about public transport services, 43 of these identified the need for the standardisation of text size and layout.

While the 2006 and 2013 Disability Surveys did not specifically ask respondents about any difficulties obtaining public transport information, questions were asked about the audibility of vocal announcements and the visibility of signage. Of people who reported some difficulty in using public transport in the 2013 Disability Survey (25,000 or 5 percent of respondents who used public transport), 41 percent had a hearing impairment and 29 percent had a visual impairment. Of these respondents, 7 percent reported some difficulty in hearing vocal announcements and 6 percent some difficultly in seeing signage.

This suggests that while vocal announcements and signage was not a significant issue, improved provision of information, particularly through greater standardisation, could improve disabled people's experiences of public transport.

Recommendation 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.

Comment: The Transport Agency's *Guidelines for public transport infrastructure and facilities* have been developed as a tool to help councils take a best practice approach in the design of public transport infrastructure and facilities. These guidelines are being developed in a modular way, with the first module focusing on bus stop design, as bus stops are the most common form of public transport infrastructure.

As a result of the feedback from both the questionnaire and the workshop a desire for better guidance on the provision of public transport information has been identified. The proposed action is that a module will be developed that links into the wider work under the DAP, to provide guidance on good practice for information provision. This is expected to increase standardisation across the country in how information is presented.

Paying for the service
Progress since 2005

Over the last 10 years many regions have introduced smartcard payment systems. These have the potential to make the use of public transport easier for some disabled people (for example, people who find it challenging to deal with cash, as smartcards require less frequent cash handling) but more difficult for others (those less familiar with or unable to operate modern technology).

Findings

Difficulties with using ticket machines and top up machines were raised in the responses to the questionnaire and during the workshop. These machines can be very difficult to navigate for people with visual impairments, as there is often no audio assistance. Ticketing machines are mainly an issue for Auckland rail services at present, as Wellington rail and buses services still use manual ticketing, including on-board ticket purchases. Major rail stations also usually have staff who are able to assist with top ups and ticket sales.

Feedback provided via the questionnaire showed that respondents use a variety of different means to pay for public transport. The questionnaire showed that 54 percent of respondents use a smartcard to pay for public transport, while 45 percent pay with cash. Forty percent of respondents had used an alternative means of payment, which included regional based electronic tickets (some of which are smartcards), suggesting that the proportion using asmartcard is actually higher than 54 percent.

The Disability Surveys in 2006 and 2013 did not include questions about difficulties experienced in paying for public transport.

Of the additional 73 comments made by questionnaire respondents regarding paying for the service, the most commonly raised point was that smartcard payment systems are not accessible to the blind, with 15 comments relating to this issue. A further 14 individuals reported that they are unable to pay for public transport without the assistant of a friend or carer.

Workshop participants commented that some ticketing machines at Auckland railway stations have the capability to be made accessible for visually impaired people, such as by adding audio functionality – for example, machines that provide audible cues through a speaker or headphone plugs.

Audio capability was considered during the design of the HOP integrated ticketing system in Auckland to enable headphones to plug into ticketing machines. This was found to be an extremely expensive option and was not included in the machines purchased.

Workshop participants requested consideration of vocal announcements of remaining balances from smartcard readers. However, this functionality is considered to pose serious privacy and security risks that outweigh the benefits to the visually impaired. The ability to register cards online and manage balances and transactions by computer or mobile device was considered sufficient.

Another issue raised related to the interaction between passengers and bus drivers. This can cause some difficulties, especially if cash payment is required or the disabled person requires additional information from the driver. Driver training is discussed in more detail below.

Getting on board
Progress since 2005

Many improvements have been implemented in this area since 2005. These were discussed and acknowledged at the workshop.

Improvements in the accessibility of buses since 2005 have been considerable. In 2007/08 the Transport Agency developed the *Requirements for Urban Buses*[9] (RUB). The RUB is the standard to be met by all buses forming part of the contracted urban network of services. Disabled people were involved in the RUB's development process and it has been a requirement for all new buses coming in to service under new contracts since 2012. Between 2009/10 and 2013/14 the percentage of accessible buses increased from 50 percent to 88 percent. Within the next five years, most regions should have urban contracted bus fleets compliant with the RUB.

While there are not specific standards for the accessibility of trains, accessibility requirements were considered when purchasing and outfitting new trains for Auckland and Wellington. Consultation was also held with disabled people during the design of the carriages and all major services in Auckland are now using the new trains. In Wellington, most services are using new trains apart from the Wairarapa line.

Features of the new trains include low floor areas for easier boarding, dedicated wheelchair spaces, and colour contrasted interior and exterior designs to assist the visually impaired.

In addition to new trains, both Auckland and Wellington are implementing station upgrades.

The driver was identified as a key part of getting on board buses for disabled people. All bus drivers undergo some disability awareness training as part of the requirements to get a Passenger Endorsement on their drivers licence[10]. In addition, some drivers sit the *National Certificate in Passenger Transport* and some companies run their own customer service training courses, which can include disability awareness training.

Findings

70 percent of questionnaire respondents reported that they do not have any problems getting onto public transport services. Of the 30 percent that did report difficulties getting on board a service, the identified issues included the kerb height (21 responses), drivers not assisting (19 responses) and the bus not kneeling (14 responses).

When asked what help from bus or train staff would make it easier to get onto buses and trains, 41 percent stated that the driver having a greater awareness of their needs would be most useful. 13 percent believed that public transport staff were already helpful and provided a good service.

26 percent of people identified getting on the public transport service as either very stressful or a bit stressful. 53 percent of individuals said that they either found getting on board stress free or a bit stress free.

The 2013 Disability Survey also identified embarking (getting on) to a service as the second most difficult part of a journey after 'other difficulty' with 39 percent of people who reported difficulties using public transport experiencing difficulties in embarking. The survey also reported that over 70 percent of people that had asked public transport staff for assistance in the past had received the help that they required, while 16 percent said that they were not assisted. Thirteenh percent reported that, on occasion, help was provided.

Recommendation 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.

Comment: While some mandatory disability awareness is a requirement for all bus drivers, feedback suggests that current driver attitude can be one of the biggest barriers to public

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[9] http://www.nzta.govt.nz/resources/requirements-for-urban-buses/
[10] All drivers must have a current Passenger Endorsement on their licence to operate a passenger service vehicle.

transport use by disabled people. While there are some unit standards and operator initiated programmes across the country, there appears to be a gap in addressing this issue. We do not as yet know the best way to address this gap, but will undertake further work in this area.

Getting to a service pick-up point and getting to your destination[11]
Progress since 2005

The following guidelines have been developed that influence the ease of getting to and from a bus stop or train station:

- The *Road and Traffic Standards for Facilities for blind and vision-impaired pedestrians* (RTS14). This was initially developed ahead of the Accessible Journey Report 2005, with a second edition issued in 2007. A review of RTS14 has been recently completed and is in the final stages of ratification.
- The *Pedestrian Planning and Design Guidelines*[12] were developed by the Transport Agency with involvement from disabled people. These guidelines build on RTS14, but take a much wider perspective on providing best practice guidelines on the development of footpaths and infrastructure that supports all people.

Findings

According to the questionnaire, only 9 percent of people found it 'not very easy' or 'very hard' to get to the bus stop. This contrasts with the 2013 Disability Survey in which 31 percent of people who had difficulty with using public transport experienced difficulty getting to the stop or station, making it the third most common difficulty experienced in using public transport.

While guidelines have been implemented, these are not mandatory standards. There is a concern amongst DPOs that these guidelines are not strong enough and mandatory standards should be introduced. Therefore it would be useful to better understand to what extent the guidelines have been implemented.

Recommendation 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 (RTS14).

Comment: The *Pedestrian Planning and Design Guidelines* were adopted in 2009, building on the *Road and Traffic Standards for Facilities for blind and vision-impaired pedestrians*. While anecdotally uptake has been good, there has not yet been a formal review of the implementation of these guidelines. The proposed action will check whether these guidelines have been adopted by and embedded into council's infrastructure design process, through the codes of practice.

Additional feedback following the circulation of the draft report

Following an analysis of the 162 questionnaires, the draft report was circulated to DPOs for their comment. The DPOs were content with the recommendations indentified, though understandably were keen that the recommendations were just the start in addressing the issues identified. DPOs were keen to start scoping the implementation of the the recommendations and start to see improvements in the accessibility of public transport to those with a disability.

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[11] These two elements of a journey, 'getting to a service pick up point' and 'getting to your destination', as described in the Accessible Journey report, have been placed together as many of the issues raised overlap.
[12] http://www.nzta.govt.nz/resources/pedestrian-planning-guide/

Only one Disabled People's Organisation, CCS Disability Action made a submission on the draft report within the consultation timeframe. CCS suggested that the report could incorporate the following recommendation:

"Develop and implement, outcome measures that demonstrate disabled people's ability to successfully get to and from the bus stop and use public transport services independently."

We acknowledge the importance of ensuring that correct data is collected and used in a meaningful way. The Ministry of Transport are members of the Disability Data and Evidence Working Group which is jointly facilitated by Statistics New Zealand and the Office for Disability Issues. This group has been established to improve data collection and information on disabled people in New Zealand.

As a result of the submission from CCS Disability Action the fifth recommendation was added to the report:

Recommendation 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.

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Appendix 1: Land Transport Management Act section 5

Public transport services –

(a) means, subject to paragraph (b), a service for the carriage of passengers for hire or reward by means of—

(i) a large passenger service vehicle; or

(ii) a small passenger service vehicle; or

(iii) a ferry; or

(iv) a hovercraft; or

(v) a rail vehicle; or

(vi) any other mode of transport (other than air transport) that is available to the public generally; but

(b) in relation to Part 5 ["the Regulation of public transport"], does not include—

(i) an excluded passenger service; or

(ii) a shuttle service.

Appendix 2: Additional workshop feedback

Obtaining information about public transport services

Current (paper based and journey planner) timetables use a wide variety of text sizes and colour combinations. The level of detail presented in the timetables varies from too complex, to not detailed enough (for example, if the member of the public required information about the distance from the bus stop to the kerb, or whether shelter was available at the bus stop).

Many of the issues that were raised regarding the standardisation of information via timetables also applies to general signage around transport depots, stations and bus stops. The poor use of colour contrast and text sizing is one area that was highlighted as causing significant issues to those with vision impairment.

Real time information boards provide a useful service to those that can see the information provided; the information is helpful and benefits those awaiting the service to arrive. Issues exist around the ease with which they can be read, due to the text colour and the location of the boards, which are often placed too high. It was also the consensus in both the questionnaire responses and the workshop, that real time information boards should not replace timetable information at the stop rather it should compliment it. There are also significant regional differences between the availability of these information boards.

Support people can play an important role in finding information for the individual making the trip. However, this reliance on someone else limits the independence of the individual.

A number of people rely on information via public transport telephone services, though the quality of information provided and the ability for individuals with specific requirements to find appropriate information seems to vary. The question was raised as to whether all of these information lines are on a free call number.

Paying for the service

Visually impaired individuals can experience particular difficulties when paying for services. On-platform ticket machines on the Auckland rail network, and top-up machines for electronic smartcards can be very difficult to navigate as there are few, if any, audio announcements. The issue of how accessible ticket machines are for those with a disability was raised in 8 percent of questionnaire returns.

Some believed that the technology required to make top-up machines accessible in some regions is currently incorporated into the machines, but hadnot been activated. Capability to plug headphones into ticketing machines was considered when the HOP system was rolled out on the Auckland rail network. However, this option was considered too expensive and was not included in the machines purchased, as it was considered that the capability to register cards online, and manage balances and transactions by computer or mobile device was sufficient.

Having on-platform or on-bus card readers announce balances is considered a significant security and privacy risk.

The interaction between bus driver and passenger at the payment stage can also cause some difficulty to those with a disability, especially if cash payment is required, or the disabled person requires additional information from the driver.

Getting on board

Bus driver awareness of the requirements of those with a disability is one area that many believe could be looked at in order to improve the public transport experience. In this respect, DPOs at the workshop believed that the experience provided on the train network was superior

to that of the bus service. The reason why people have a negative experience boarding buses was discussed further.

Anecdotes were shared about drivers who had driven past people without stopping, drivers not kneeling the bus to assist passengers, drivers not letting passengers know when they have arrived at their stop, or accelerating before a passenger has had an opportunity to sit down. It was felt important to address why this is happening. The DPOs at the workshop requested that bus driver training should be considered a priority.

The Bus and Coach Association explained that although they cannot instruct members on how to act, they could provide members with advice. New Zealand Bus has recently announced that it will place 100 staff on the Motor Industry Training Organisation (MITO) training.

Attendees at the workshop commented that boarding trains is generally a lot easier than buses. This is due to the step up between the platform and train often being smaller than the step up to a bus, there is also often greater assistance available from rail platform staff.

Additional information gained after the workshop

MITO is the recognised Industry Training Organisation for the transport, logistics and extractives industries. MITO is responsible for leadership regarding skill and training needs for the industries and promotes career pathways for people who want or work in the industries it represents.

MITO is responsible for developing national qualifications for the passenger services sector and training delivery models that lead to qualifications for urban bus drivers. The current national qualification for urban bus drivers is a Level 3 national certificate registered with the New Zealand Qualifications Authority. This qualification covers the core competencies employees require to operate an urban bus, including unit standards which cover "interacting with and assisting passengers, including those with impairments or disability".

A major review undertaken by MITO with industry and NZQA has been completed and the New Zealand Certificate in Passenger Services – Urban Bus (Level 4) will be available in 2016. The purpose of this qualification is to enable drivers in the road passenger services industry to transport passengers safely, communicate effectively and provide exceptional customer service.

MITO engages with over 4700 individual trainees and their employers to support achievement of its nationally recognised qualification. There are about 54,000 people employed in the automotive industry with over 4,000 in national qualification training at any one time. There are about 10,000 people employed in the passenger services sector (excluding taxi drivers) but currently there are less than 20 drivers in national qualification training.

While the technician and bus driver areas have significantly different roles, it would appear that there is considerable scope to increase the number of bus drivers enrolled in training to achieve an NZQA approved New Zealand qualification. There are a number of possible ways in which this could be achieved. The disability area could become an activity in the GPS and the National Land Transport Programme. This would send a stronger signal to the passenger services sector about the Government's desire to invest in disability issues.

Getting to a service pick-up point and getting to your destination

Workshop attendees raised concerns regarding how many councils actually take notice of and have incorporated the Transport's Agency's *Pedestrian planning and design guide* into their road planning.
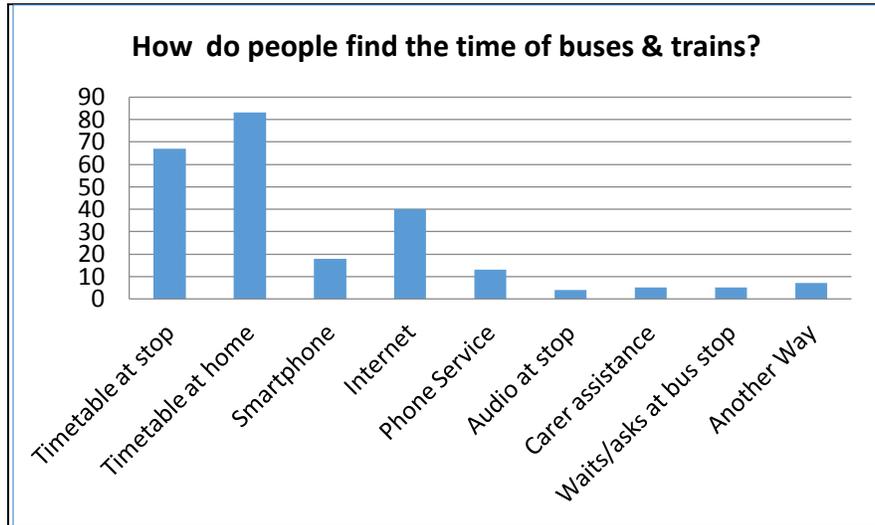
Attendees believed that as these guidelines are not mandatory standards, there appears to be little reason for a council to take note of and implement these requirements. The guidelines, when implemented, make a noticeable difference to disabled people and it is important that these guidelines are not sacrificed due to other competing priorities.

There was general consensus that footpaths are often overlooked when it comes to the accessibility of public transport for those with a disability. These problems are often exacerbated when road works are taking place as there is often little provision made to make alternative routes accessible for those with visual impairments or those in a wheelchair. There also appears to be little supervision of contractors that are laying new pavements and this has often led to tactile tiles not being placed at busy road crossings or poor workmanship which seems to not consider the needs and requirements of disabled people.

Appendix 3: Key information from the 2015 public transport accessibility questionnaire

Getting information

Do you find out the time of your bus/train by:

How do people find the time of buses & trains?

A bar chart with a y-axis from 0 to 90. Categories and approximate values:
- Timetable at stop: 67
- Timetable at home: 83
- Smartphone: 18
- Internet: 40
- Phone Service: 13
- Audio at stop: 4
- Carer assistance: 5
- Waits/asks at bus stop: 5
- Another Way: 6

How easily can you find the time of your public transport service?

How easily can people find the time of PT services?

A bar chart with a y-axis from 0% to 40%. Categories and approximate values:
- Very easy: 34%
- Kind of Easy: 27%
- Okay: 24%
- Not very easy: 10%
- Very hard: 4%

Is this information easy to use?

Is the information easy to use?

A bar chart showing responses to "Is the information easy to use?" with the following approximate values:
- Very easy: 30%
- Kind of Easy: 24.5%
- Okay: 28%
- Not very easy: 10%
- Very hard: 7.5%

Do you have any other comments about getting timetable information?
Of the 101 additional comments:
- 43 related to the need for the standardisation of information and font size
- 14 related to incorrect, or a lack of, information via the website, telephone call centres or arrival boards
- 13 believed real time information was placed too high up
- 8 believed audio information would be useful
- There were 23 additional comments covering a variety of different issues.

Paying for the service

When you use buses or trains how do you pay for it?
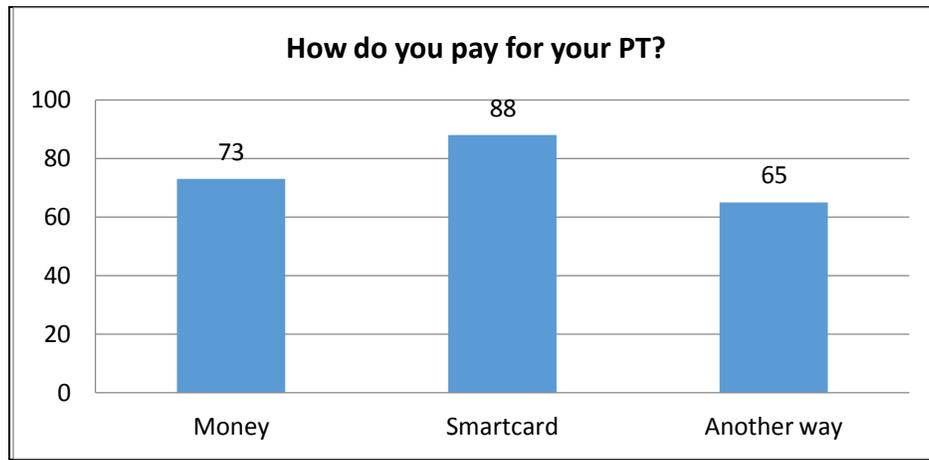
How do you pay for your PT?

Money	73
Smartcard	88
Another way	65

If you circled 'another way' please tell us how you pay for buses or trains[13]

How did you pay for PT (if not main options)

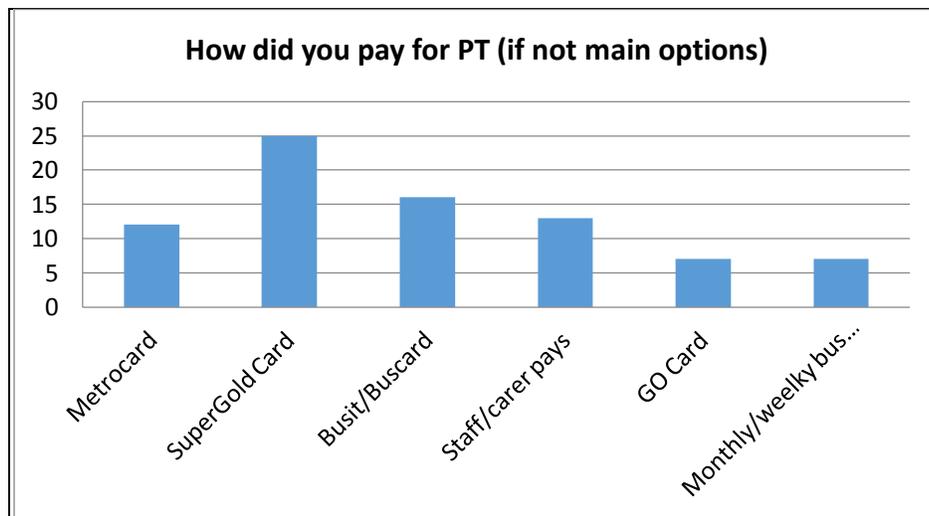|	
Metrocard	12
SuperGold Card	25
Busit/Buscard	16
Staff/carer pays	13
GO Card	7
Monthly/weelky bus...	7

Do you have any other comments about paying for your service?
Of the additional comments:
- 15 related to the smartcard top-up system not being accessible to the blind
- 14 comments relate to a carer being required to help with the payment process
- 7 comments related to public transport being too expensive
- 6 comments believe that the public transport provider has a good payment system in place
- There were 23 additional comments covering a variety of different issues.

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[13] Please note that Metrocard, Busit card and Go card are all smartcards

Getting to the stop or station
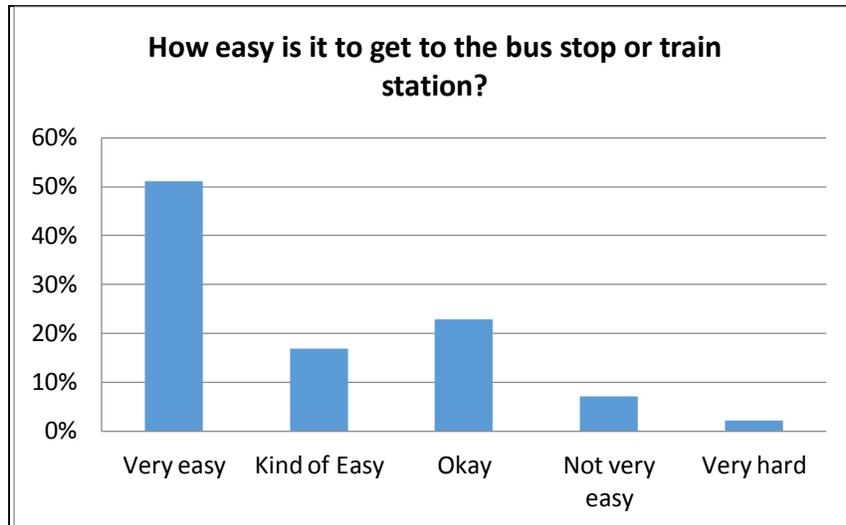
How easy is it for you to get to the bus stop or train station?

How easy is it to get to the bus stop or train station?
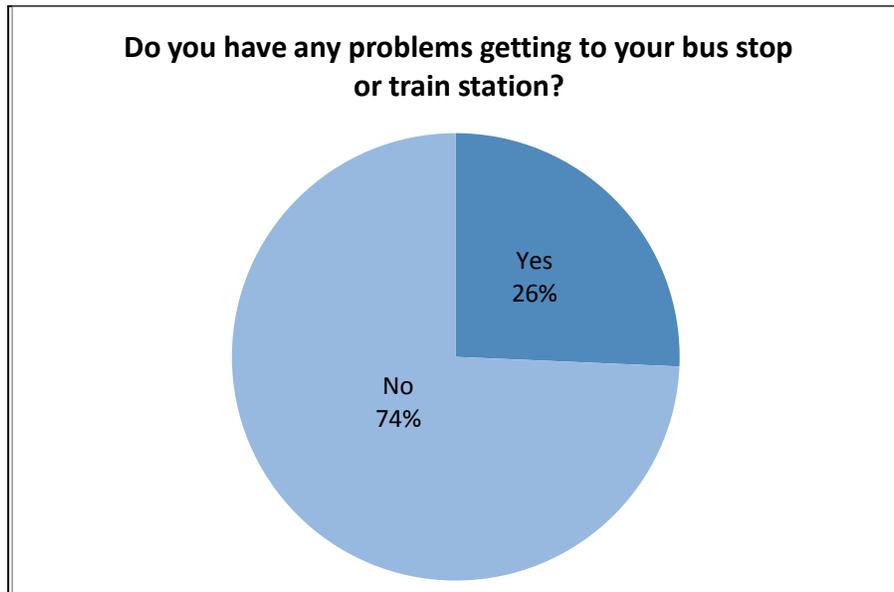

Do you have any problems getting to your bus stop or train station?

Do you have any problems getting to your bus stop or train station?

Yes
26%

No
74%

If you answered yes, can you describe what were problems getting to the service that you had?

Of the 66 additional comments:
- 23 comments related to the bus stop being too far away from the final destination
- 8 people raised the footpaths being unsuitable as an issue
- 5 people raised the issue of unsuitable road crossings
- 5 comments related to public transport being an unreliable service
- 4 people raised the issue of obstacles (street furniture) being in the way of bus stops.

Getting on board

Do you have any problems getting onto buses or trains?
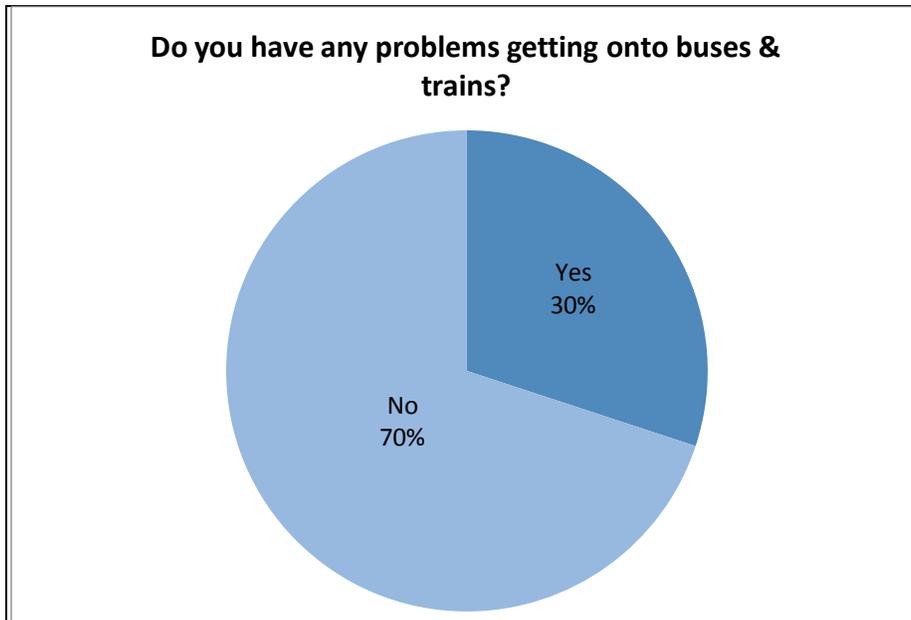
Do you have any problems getting onto buses & trains?

Yes
30%

No
70%

Do bus or train staff help you get on when you need it?

Do bus or train staff help you get on when you need it?

120	
100	
80	
60	
40	
20	
0	

Yes   No   Not always/Sometimes
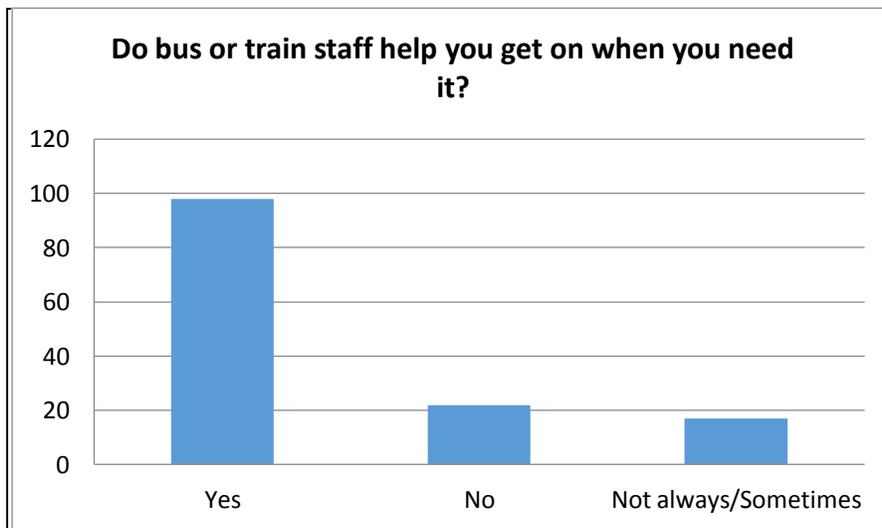
What help from bus or train staff would make it easier for you to get onto buses and trains?

Of the 80 additional comments:
- 33 related to a requirement that staff have a greater awareness of the needs of those with a disability
- 17 people mentioned that bus drivers don't always/are reluctant to lower the ramp or kneel the bus to assist them
- 11 comments related to the belief that public transport staff and bus drivers are already patient and a good service is already provided
- 7 comments mentioned that bus drivers don't always park close enough to the kerb
- There were 12 additional comments covering a variety of different issues.

Any further comments about getting onto buses or trains?

Of the additional comments:
- 10 related to a requirement that public transport staff have a greater awareness of the needs of those with a disability
- 8 comments related to the wish that bus drivers would wait until the disabled passenger has sat down before driving away
- 6 comments mentioned that bus drivers don't always park close enough to the kerb
- 6 comments related to the belief that public transport staff and bus drivers are already patient and a good service is already provided
- 5 comments related to the awareness and consideration of other passengers
- 4 comments related to trains being easier to get on than buses
- 4 comments requested additional audio and visual information
- There were 19 additional comments covering a variety of different issues.

Getting from the stop or station to where you want to go

After you get off the bus or train is it easy to get where you want to go?

After you get off the bus or train, is it easy to get where you want to go?

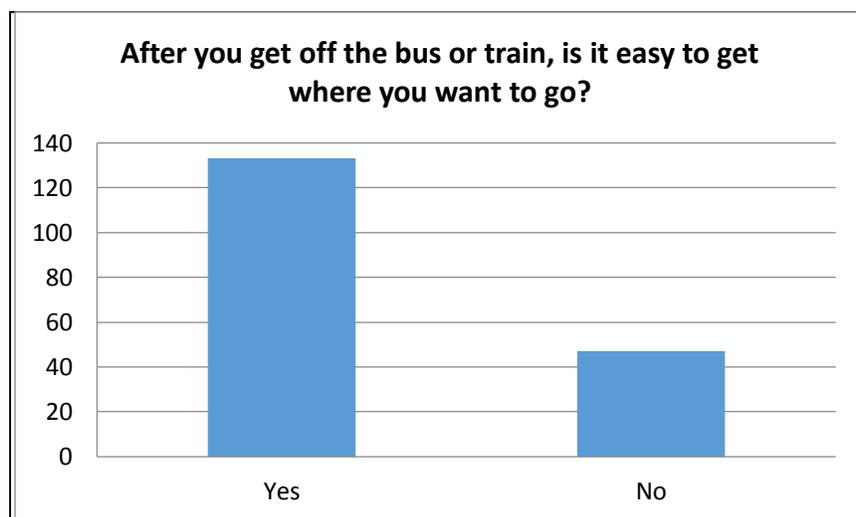**Do you have any other comments about getting where you want to go after getting off the bus?**

Of the 58 additional comments:

- 16 comments related to the bus stop being too far from the ultimate destination
- 7 comments mentioned that generally they do not have any problems
- 7 people made the comment that they only use public transport services that they know
- 6 people mentioned the requirement of shelter and seating at the destination bus stop
- 5 comments related to busy roads being difficult to cross
- 5 comments mentioned a lack of reliability for connecting services.

Additional feedback

Any further comments about your experiences of using buses and trains?

Of the 115 additional comments:

- 31 comments said that public transport services were generally good
- 16 comments mentioned that bus drivers need further training or a requirement that public transport staff have a greater awareness of the needs of those with a disability
- 14 comments related to the wish that audio announcements were more frequently provided
- 8 people made the comment that public transport services are unreliable
- 5 people mentioned that it is difficult when a number of services arrive at a bus stop at the same time
- 5 people said that public transport staff members are helpful and cheerful
- 5 comments mentioned that disabled people should be consulted more often.

Appendix 4: Key facts from the 2013 Disability Survey

The 2013 Disability Survey, surveyed 1.1 million New Zealanders who identified as having a disability. For this piece of work, the Transport Agency and the Ministry purchased from Statistics New Zealand datasets from the Disability Survey relating to the use of public transport for short trips. This work is based on/includes customised Statistics New Zealand data which are licensed by Statistics New Zealand for re-use under the Creative Commons Attribution 3.0 New Zealand licence.

In the 2013 Survey, 43 percent of adults and 56 percent of disabled children (0-14 years) had used public transport for trips under 80 kilometres in the last twelve months.[14] This was an increase from the previous Disability Survey in 2006 where only 26 percent of disabled adults and 46 percent of disabled children had used public transport for short trips in the twelve months prior to the survey.

Percentage of people who have used public transport for short trips by age group 2013

| Age group	Percentage
0-14 Years	56
15-44 Years	57
45-64 Years	37
65 Years and over	36

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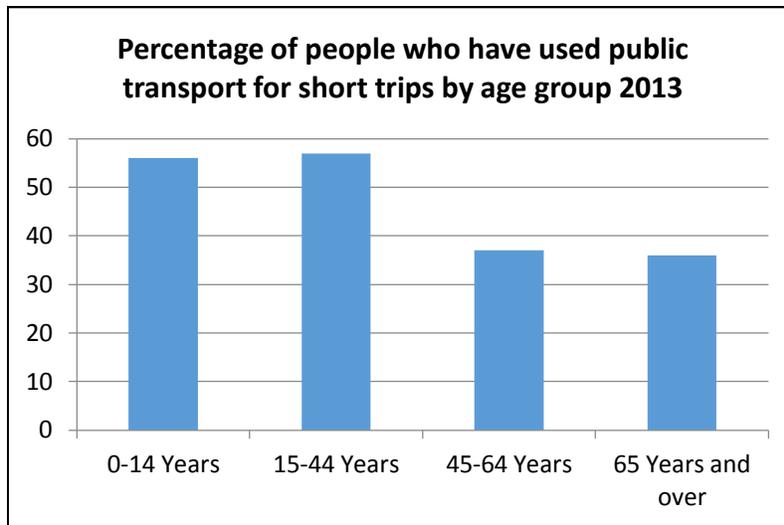
[14] The Statistics New Zealand definition of 'public transport' differs from that in the Land Transport Management Act as it includes buses, trains, ferries, taxis and airplanes.

A greater percentage of people with disabilities in Wellington, 68 percent, had used public transport than in any other region. The second highest usage among people with disabilities was in Auckland at 57 percent and Canterbury at 42 percent. The lowest usage was in Northland at 25 percent. This likely reflects the availability of public transport in these regions

Percentage of people who have used public transport for short trips by Region
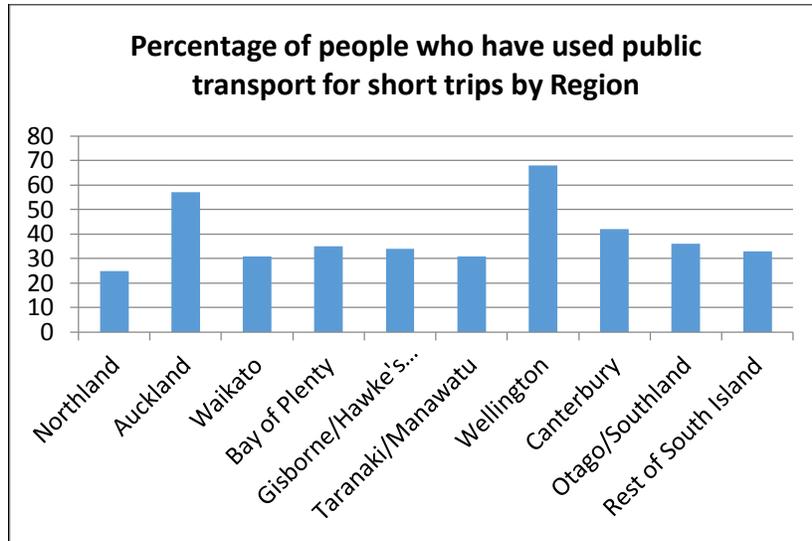
In 2013, 95 percent of people with disabilities were able to use public transport without any difficulty. People aged between 15 and 64 had slightly greater difficulty than those under 14 or over 65. People living in Gisborne/Hawkes Bay and Otago/Southland were more likely to have difficulty than people in other regions, with 8 percent of people in these regions having difficulty compared to the national average of 5 percent. Northland and the rest of the South Island had sample sizes that were too small to provide a result.

Percentage of people who have difficulty using public transport by age
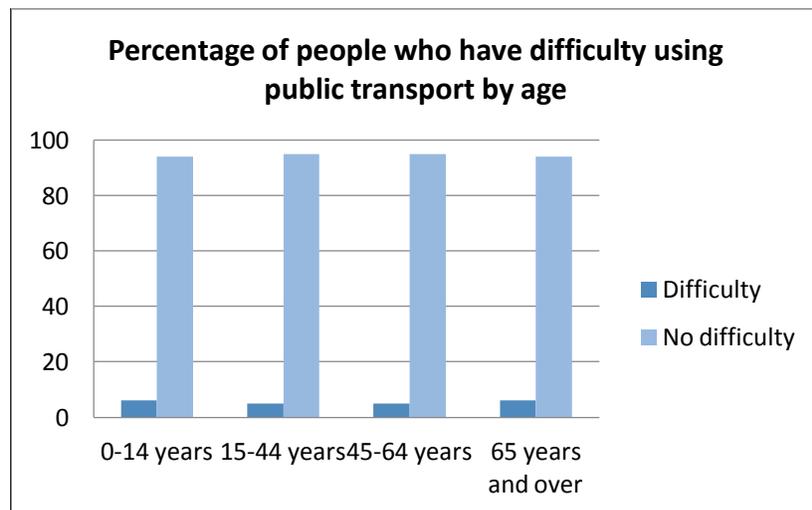
For the 5 percent of people who did experience some difficulty, the most common issue identified was getting on or off public transport services (55 percent) followed by 'other difficulties' (44 percent) and getting to the stop or station (31 percent). Other difficulties were most common among those under 64, while getting on or off a public transport service was the most common difficulty for people over 65.

Percentage of people experiencing different types of difficulty using public transport
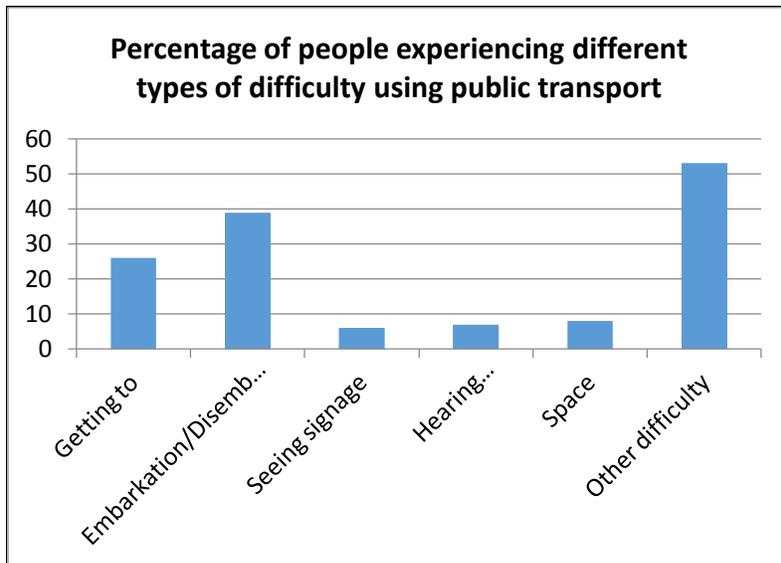
People with mobility impairment were most likely to have difficulties. Seventy-seven percent of people having difficulty have mobility impairment. The next most common impairments were agility (60 percent) and psychiatric or psychological impairments (49 percent).

Percentage of people who have difficulty using public transport by limitation
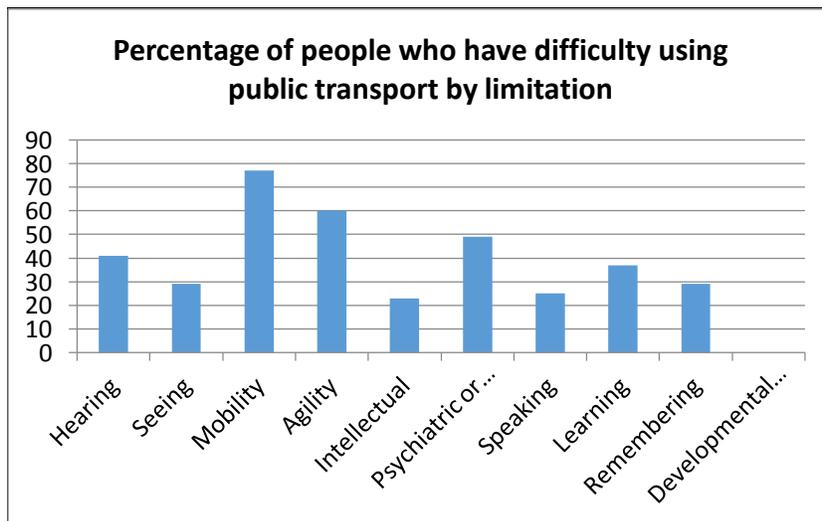
Appendix 5: scoping document for this action

1. Action commitment

Understand the issues with accessibility for disabled people of transport services, by completing a stocktake, using the Human Rights Commission's Accessible Journey report recommendations as a framework, and then in 2015/16 determine options to improve the accessibility of transport services.

2. Lead Government Organisations

2.1   Ministry of Transport and the NZ Transport Agency

3. Partners

3.1   Disabled People Organisations: People First and the Disabled Person's Assembly

3.2   Government: Local Government New Zealand (to be invited to contribute)

3.3   Other: The Bus and Coach Association (to be invited to contribute)

3.4   Other: a non-DPO disability sector organisation such as CCS Disability Action.

4. Implementation plan

4.1   The purpose of this action is to get a current view of how accessible existing land based public transport services are in New Zealand. We will be using the 2005 Accessible Journeys report as a framework for this.

- The main element of the stocktake will be a discussion with the contributors listed above and DPO representatives, using both quantitative and qualitative data.

- The Ministry of Transport and the Transport Agency alongside DPOs will prepare information that the DPOs can use to liaise with their members ahead of presenting their thoughts to the lead organisations. This is likely to use quantitative data that is available from government and DPO sources. The DPOs will bring the results of this engagement with their members to the group discussion.

4.2   Included in the scope:

- understand the issues with accessibility for disabled people of transport services, by completing a stocktake, using the Human Rights Commission's Accessible Journey report recommendations as a framework, and then in 2015/16 determine options to improve the accessibility of transport services.

- using the elements of a journey, as described in the Accessible Journey report These are:

  o   information about services

  o   paying for the service

  o   getting to a service pick-up point

  o   getting on board

- getting to your destination.

- existing land based public transport services, as defined in the Accessible Journeys report (excluding Total Mobility which is subject to a separate review)

- preparing information to inform DPO discussions for the stocktake

- DPOs gaining input and feedback from their members prior to the stocktake

- identifying one or two potential SMART[15] actions that could in 2015/16 be proposed to the Chief Executives' Group as options to improve the accessibility of transport services, whilst acknowledging that any recommendations would be subject to the agreement of Government Agencies as well as having the sufficient resource to undertake.

4.3   Excluded from the scope:

- the carrying out of actions that are needed to fix identified issues and gaps

- the affordability of public transport fares

- the Total Mobility Scheme (the Transport Agency will be commencing a separate review of Total Mobility operational policy in 2015)

- services that are not part of New Zealand's land based public transport system

- the introduction of new public transport services

- issues that are not directly related to the elements of a journey, as described in the 2005 Accessible Journey report, for example, the action will not look into the total amount of funding available for accessible public land transport

- areas that are outside the scope of the Ministry and Transport Agency responsibilities, for example Special Education School Transport Services provided by the Ministry of Education and District Health Board provided services

4.6   The action will be lead jointly by Ministry of Transport and the Transport Agency staff as identified under 2.1. They will liaise with the Office for Disability Issues.

5. Impact – what are we trying to achieve?

5.1   What are indicators of the action's intended result/outcomes desired?

- DPOs fully included in the process

- Report prepared that identifies potential SMART Actions to take to the CEs group for consideration

5.2   How will these indicators be measured or evaluated?

- Feedback from DPO groups

- Delivery of the Report to the Chief Executives Group

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[15]Actions that are specific, measurable, achievable, realistic and time-based.

6. Evidence base

6.1 Is there any research or information (whether qualitative or quantitative) informing this action?

- The Human Rights Commission Accessible Journey report

- Statistics New Zealand Disability Survey

- Measuring Accessible Journeys

- The Transport Agency Public Transport Data

- The United Nations Convention on the Rights of Persons with Disabilities

Appendix 6: The questionnaire[16]

Your experiences using buses and trains

Please circle the answer that reflects your experiences, or write your comments in the boxes provided

Getting information

Do you find out the time of your bus/train by: (please circle)

Timetable at stop	Timetable at home	Smartphone	Internet	Another way (Please specify)

How easily can you find the time of your public transport service?

Very easy	Kind of easy	Okay	Not very easy	Very hard

Is this information easy to use?

Very easy	Kind of easy	Okay	Not very easy	Very hard

Do you have any further comments about getting timetable information?

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[16] Three different versions of the questionnaire were provided included plain text, easy read and standard. This was to enable as many people as possible to respond.

Paying

When you use buses of trains how do you pay for it ?

With money	With a Smartcard like Snapper or HOP	Another way (Please specify)

If you circled 'another way' please tell us how you pay for buses or trains?

Do you have any further comments about how you pay for buses or trains?

Getting to the stop or station

How easy is it for you to get to the bus stop or train station?

Very easy	Kind of easy	Okay	Not very easy	Very hard

Do you have any problems getting to your bus stop or train station?

Yes	No

If you answered yes, can you describe what problems you had?

Getting on board

Do you have any problems getting onto buses or trains?

Yes	No

If you answered yes, can you tell us what problems you had?

Do bus or train staff help you get on when you need it?

Yes	No

What help from bus or train staff would make it easier for you to get onto buses and trains?

Is getting onto buses or trains stressful or stress-free for you?

Stress free	A bit stress free	Okay	A bit stressful	Very stressful

Do you want to say anything else about getting onto buses or trains?

Getting from the stop or station to where you want to go

After you get off the bus or train is it easy to get where you want to go?

Yes	No

Do you have any other comments about getting where you want to go after getting off the bus?

Do you want to say anything else about your experience of using buses and trains?

Appendix 7: Table of key recommendations from the Accessible Journey Report and how these have been addressed

General comment:

- This document covers key recommendations from *The Accessible Journey*. The complete list covers 19 areas and wide ranges of detailed recommendation that fall under the responsibility of a number of actors, including the Ministry of Education and territorial authorities. Where they relate to these key recommendations they are referenced in the table below.
- In the areas led by the Ministry of Transport, progress has been made to varying levels. Some actions are different from what has been recommended in *The Accessible Journey*, but they contribute to improving the situation for people with disabilities.

Accessible Journey key recommendation	Status quo	Comment
That all relevant **legislation,** e.g. Land Transport Act 1998 (LTA) section 2 Land Transport Management Act 2003 (LTMA) section 35(i) Transport Services Licensing Act 1989 (TSLA) section 47 Local Government Act 2002 (LGA) section 5 be amended **to include the definition of disability** contained in the Human Rights Act (HRA) 1993, section 21(h)	LTA 1998 s2: not included[17] LTMA 2003 : does not include a definition of disability; however, s5 contains a definition of transport disadvantaged[18] "*people who the regional council has reasonable grounds to believe are the least able to travel to basic community activities and services (for example, work, education, health care, welfare, and shopping)*" TSLA 1989: was repealed in 2008; the relevant provisions can now be found either in the LTMA (regulation of public transport) or LTA and LTA Rules (Transport services licensing) The LGA falls under the responsibility of the Department for Internal Affairs	**Comment:** The focus of public transport provision should be on good access for all/as many people as possible. Accessible public transport will benefit all public transport users, including people with disabilities. A deliberate decision was made not to include a definition of disability when the Public Transport Management Act (this was subsequently repealed in 2013 and the relevant provisions moved into the LTMA) was enacted in 2008, but rather to focus on the outcome of considering the transport needs the transport disadvantaged.
There is **mandatory** provision for the participation of disabled people in all public land transport planning, funding and implementation processes at central, regional and local government levels.	The following sections of the LTMA are relevant to the participation of the "transport disadvantaged" (rather than "disabled people") in the planning, funding and implementation of public transport: **s35**: "Needs of transport-disadvantaged must be considered in preparing any programme or plan under this Part, the Agency,	**Comment:** The current legislation enables participation of every person, including people with disabilities, who has an interest or is affected by the decision or matter, under 82 of the LGA.

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[17] In 2008 the sections of the LTA relevant for land transport strategies have been repealed.
[18] See next point for more details.

Accessible Journey key recommendation	Status quo	Comment
	the Commissioner, the Secretary, every local authority, Auckland Transport, and every approved public organisation must consider the needs of persons who are transport-disadvantaged."[This includes the preparation of regional land transport plans, and the national land transport programme, the primary funding instruments.

s120(1)(a)(viii) defines that "a regional council, in a regional public transport plan, must describe how the network of public transport services and the services referred to in subparagraph (vii) [taxi or shuttle services for which the regional council intends to provide financial assistance] will assist the transport-disadvantaged"

s120(2)(a) stipulates that "a regional council must [...] include in a regional public transport plan policies on accessibility, quality and performance"

s124(d): A regional council must, before adopting a regional public transport plan, consider the needs of persons who are transport-disadvantaged."

S125(2)(a) stipulates that "[b]efore adopting a regional public transport plan, a regional council [...] must consult in accordance with the consultative principles specified in section 82 of the [LGA]".

The 2013 amendment to the LTMA disestablished **s105**, which required each regional council to appoint to its regional transport committee (RTC) 1 person to represent the objective of access and mobility. RTCs are still able to appoint external advisers (for example access and mobility advisers) if they wish, but the legislation does not prescribe for these positions. | In addition, the relevant sections of the LTMA specifically require regional councils to consider the needs of transport disadvantaged (rather than disabled people) when planning public transport. Transport Agency's 2013 Guidelines for preparing regional public transport plans set out that "the legal definition of transport-disadvantaged is based around access to activities and services.

Who is transport-disadvantaged may vary across regions depending on what factors may impede access, e.g. disability, distance, age, socio-economic status. The definition in the LTMA is a legal definition, and thus regional councils must ensure that their view of who is transport-disadvantaged is consistent with the definition in the LTMA."

Engagement with disabled people is already working in a number of ways and on a case-by-case basis. This is described more in detail in the next section. |
| A **national Ministerial advisory committee** of disabled people be established to advise the Minister of Transport. The committee | There is no formal national Ministerial advisory committee advising the Minister of Transport or the Ministry of Transport. The Ministerial Committee for Disability Issues is the primary government mechanism for the disability sector to engage with | |

Accessible Journey key recommendation	Status quo	Comment
would have wide representation, adequate resourcing and training and support for its functions.	Ministers. The Associate Minister of Transport is a member of the advisory committee. The annual meetings with the independent monitors provide the representatives of disabled people with an opportunity to bring issues and thoughts to the Minister's attention[19]. The current Disability Action Plan (DAP) engagement with the DPOs provides an opportunity for closer collaboration with disabled people. The Ministry and Transport Agency also consult with representatives of the disabled community on relevant projects, including those related to public transport, the Total Mobility scheme and driver licensing. A number of local authorities have a regional and/or local disability or accessibility reference group; the members are usually people with a range of disabilities. This includes Auckland Council, Auckland Transport, Greater Wellington Regional Council, Wellington City Council, Christchurch City Council, Tauranga City Council and Dunedin City Council (according to information provided on their websites).	
The Ministry of Transport develop **National Accessibility Design Performance Standards** for Public Land Transport and be the **lead agency** to ensure the implementation and monitoring of the standards, among other functions.	The Ministry of Transport is currently not fulfilling the role of lead agency, to the extent described in detail in *The Accessible Journey*. It has to be noted that since the report was published in 2005 some responsibilities have changed in land transport. Tasks like the monitoring of design standards now fall under the responsibility of the Transport Agency rather than the Ministry (as part of the role the Transport Agency plays in funding and otherwise supporting local authorities). There are no mandatory accessibility standards for land transport, but the Transport Agency has, in collaboration with stakeholders including the disabled community, developed: Requirements for Urban Buses (RUB), setting out physical	

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[19] In October 2010 Cabinet agreed to annual meetings of the NZ framework to promote, protect and monitor the implementation of the UN Convention on the Rights of Persons with Disabilities. Seven disabled people's organisations (DPOs) are part of the independent monitors. Others are the Human Rights Commission and the Office of the Ombudsmen.

Accessible Journey key recommendation	Status quo	Comment
	accessibility requirements for buses used for council contracted public transport services. Transport Agency's Procurement Manual stipulates that all urban bus public transport contracts funded by the Transport Agency must incorporate the RUB standards. RTS14 and the Pedestrian planning and design guidelines, which provide design standards and best practice guidance on designing accessible pedestrian infrastructure. The Transport Agency has developed public transport infrastructure Guidelines.	
National Accessibility Design Performance Standards must be accompanied by a **timetable for implementation** of five yearly steps acknowledging current funding of large capital works and to be consistent with human rights obligations.	There is no specific timetable for implementation of initiatives as many of these are dependent on the timing of investments in new vehicles and infrastructure. However, including the RUB in Transport Agency's Procurement Manual means that as councils tender for new bus contracts, these must comply with the RUB[20].	**Comment:** Improvements can often be achieved when public transport services are tendered (for example, regarding the accessibility of buses). Due to legislative changes most public transport contracts have not been tendered for a number of years. With new legislation in place since late 2013 most regions are currently developing or tendering new contracts. This should see the compliance with the RUB increase.
The Ministry of Transport ensure the **collection and publication of a disaggregated data set** that would identify issues and monitor progress in making public land transport services accessible to disabled people.	The Transport Agency has reviewed its performance monitoring and updated the reporting requirements for local authorities. This will enable better data and reporting on public transport services	
Industry wide **training** in disability awareness and disability competency is required for all **public land transport**	All bus and taxi drivers need to have a passenger endorsement (P-endorsement) to carry passengers. As part of this process, they have to demonstrate knowledge in certain areas.	**Comment:** The NZQA standard mainly focuses on taxi drivers rather than bus drivers, and does not capture train operators.

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[20] See appendix two for wheelchair accessible buses by region as at June 2013.

Accessible Journey key recommendation	Status quo	Comment
personnel. Training requirements must be included in driver licensing and contract service delivery. Bus providers take immediate steps to provide **driver disability awareness and competency training** to ensure increased accessibility for all passengers including the elimination of "rough driving" and the secure seating of passengers.	Because of the HRC review, the relevant NZQA unit standard was reviewed in 2006. A new performance requirement was added, and this is for a driver to "describe the responsibilities of the driver of a passenger service vehicle in relation to passengers with impairments or disabilities." When completing the endorsement, drivers are measured on the following performance criteria: • characteristics of, and provision of assistance to, passengers with special needs • driver responsibilities for the safety of passengers with impairments or disabilities. [21]. As part of the lead up to the Rugby World Cup the Transport Agency funded the Bus and Coach Association to develop a customer care training course. This was rolled out to a number of bus drivers and train operators in 2010 and it is intended to update this to be used as an ongoing resource.	During a 2010 review a number of public transport operators indicated a willingness to invest more in customer service training. This could an opportunity for more specific disability awareness training.
The Ministry of Transport develops **national guidelines for the administration of the Total Mobility** (TM) scheme and the **affordability** of those dependent on TM is considered in policy development.	The Ministry of Transport carried out a review of the TM scheme in 2005 and made a series of recommendations. These have been implemented in phases with regional authorities choosing to opt in. All regions except Northland and the West Coast have implemented phases one and two[22]. In 2008 the Transport Agency's predecessor organisation Land Transport NZ developed Total Mobility guidelines to support local councils. The Transport Agency is currently scoping a review of the operational aspects of the Total Mobility Scheme and it is anticipated that as part of this guidance documents will be updated	
Land Transport Rules are amended to ensure that **taxis** carrying disabled passengers are	Enabling taxis to use bus lanes is matter that falls within road controlling authority by-law making powers under the Local Government Act 2002 and the Government Roading Powers Act	

[21] See http://www.nzqa.govt.nz/nqfdocs/units/pdf/17579.pdf for details.
[22] See here for the report: http://www.transport.govt.nz/assets/Import/Documents/total-mobility2.pdf.

Accessible Journey key recommendation	Status quo	Comment
able to use bus lands and other traffic priority lanes.	1989. Auckland Transport and Wellington City Council allow taxis to use some bus or transit lanes.	
The Ministry of Education conduct a comprehensive review of **School Transport Assistance** that covers funding, policy and practice to ensure delivery to disabled students on a non-discriminatory and equitable basis.	This is an action for the **Ministry of Education** (MoE).	
Train providers make immediate improvements to **visual and audible information** at staffed stations, timetabling display and on-board announcements.	Extensive improvements have been made to the rail networks in Auckland and Wellington by the **Greater Wellington Regional Council, Auckland Transport** and **Kiwi Rail**. The new trains in Wellington and Auckland have a range of accessibility features, including low floor area for people with physical disabilities, next stop information (audio and visual), hearing loops for (for communication through passenger's hearing aids), contrasting colours to make navigating easier for visually impaired people. In Auckland all new trains are now operational. In Wellington all the new trains are expected to be operational by mid 2016. Many station upgrades, such as Newmarket, have incorporated improved visual and audible information.	

Section 82 Local Government Act: Principles of consultation

(1) Consultation that a local authority undertakes in relation to any decision or other matter must be undertaken, subject to subsections (3) to (5), in accordance with the following principles:

    (a) that persons who will or may be affected by, or have an interest in, the decision or matter should be provided by the local authority with reasonable access to relevant information in a manner and format that is appropriate to the preferences and needs of those persons:

    (b) that persons who will or may be affected by, or have an interest in, the decision or matter should be encouraged by the local authority to present their views to the local authority:

    (c) that persons who are invited or encouraged to present their views to the local authority should be given clear information by the local authority concerning the purpose of the consultation and the scope of the decisions to be taken following the consideration of views presented:

    (d) that persons who wish to have their views on the decision or matter considered by the local authority should be provided by the local authority with a reasonable opportunity to present those views to the local authority in a manner and format that is appropriate to the preferences and needs of those persons:

    (e) that the views presented to the local authority should be received by the local authority with an open mind and should be given by the local authority, in making a decision, due consideration:

    (f) that persons who present views to the local authority should be provided by the local authority with information concerning both the relevant decisions and the reasons for those decisions.

(2) A local authority must ensure that it has in place processes for consulting with Māori in accordance with subsection (1).

(3) The principles set out in subsection (1) are, subject to subsections (4) and (5), to be observed by a local authority in such manner as the local authority considers, in its discretion, to be appropriate in any particular instance.

(4) A local authority must, in exercising its discretion under subsection (3), have regard to—

    (a) the requirements of section 78; and

    (b) the extent to which the current views and preferences of persons who will or may be affected by, or have an interest in, the decision or matter are known to the local authority; and

    (c) the nature and significance of the decision or matter, including its likely impact from the perspective of the persons who will or may be affected by, or have an interest in, the decision or matter; and

    (d) the provisions of Part 1 of the Local Government Official Information and Meetings Act 1987 (which Part, among other things, sets out the circumstances in which there is good reason for withholding local authority information); and

    (e) the costs and benefits of any consultation process or procedure.

(5) Where a local authority is authorised or required by this Act or any other enactment to undertake consultation in relation to any decision or matter and the procedure in respect of that consultation is prescribed by this Act or any other enactment, such of the provisions of the principles set out in subsection (1) as are inconsistent with specific requirements of the procedure so prescribed are not to be observed by the local authority in respect of that consultation