

Minutes of the Accessibility Advisory Group Meeting

Date: Tuesday, 3 February 2020

Time: 5:34pm – 7:48pm

Venue: Level 8 Mayors Office, Wellington City Council,
113 The Terrace, Wellington

PRESENT

Chairperson

Rachel Noble

Members

Rosie Macleod

Stuart Mills

Alan Royal

Nick Ruane

Councillor

Rebecca Matthews

In Attendance

Mayor Andy Foster

Moana Mackey – Chief City Planner

Jenny Rains – Community Services Manager

Peter Fraser – Senior Industrial Designer

Vida Christeller – Manager City Design Place and Planning

Fiona Bailey – Senior Communications and Engagement Advisor

Diane Livingston – Principal Advisor Engagement and Consultation

Hedi Mueller – Democracy Advisor

Callum McMenemy – member of the public

1. MEETING PROCEDURES

5:34pm

1.1 Welcome

With the leave of the meeting, Nick Ruane was selected as Acting Chairperson, and opened the meeting by welcoming all present.

1.2 Apologies

Apologies for absence were received from Tristram Ingham, Erikka Helliwell and Amy Evanson. Apologies for early departure were received from Councillor Rebecca Matthews, and for late arrival from Moana Mackey.

1.3 Conflicts of Interest

No Conflicts of Interest were declared.

1.5 Confirmation of Minutes – Minutes of 26 November 2019

That the minutes of 26 November 2019 be adopted as a true and accurate record.

Moved Nick Ruane, seconded Stuart Mills

Carried

2. PRESENTATIONS

2.1 Wellington Design Manual

5:37pm

Presenters: Peter Fraser, Senior Industrial Designer and Vida Christeller, Manager City Design Place and Planning

Peter Fraser discussed the creation of the Wellington Design Manual (WDM), its purpose and how Universal Design will be integrated

into it. The WDM is intended to be a publically available resource that is dynamic, user friendly, easily updated and relevant.

The WDM will promote consistency and quality in public spaces, ensuring public spaces are accessible. It will be a web-based platform that links to various resources, and works as a conduit to best practice examples.

The WDM is currently in early stages; assembling the project team and the governance team.

Peter Fraser used the Christchurch Design Manual and Auckland Design Manuals as examples of how design manuals can work. The Auckland Design Manual includes a lot of private sector information such as regulations and building consents, and the Wellington Design Manual will possibly not include this, but have more strategic and technical guidance in terms of street design and open spaces. The Wellington Design Manual will include Māori design principals and the team will work with Wellington iwi around this. The presenters discussed the accessibility of website itself as being a key component to get right.

Members discussed with the presenter:

- The WDM project has a strong methodology, but concerns around how it is applied across council, which is where the AAG can provide advice. The presenter advised that WCC will be taking the next steps of engagement, and will be receiving advice from specialists as well.
- Encouragement in aiming to be prospective rather than retrospective, support for having a something solid for accessibility and consistency
- Potential for disconnect within Council departments – how we can ensure that once the WDM is complete, the Council will adhere to it across all business units. Vida Christeller advised

that the aim is to make a standard that will go across Council and can be included in all projects, and that Council staff will be using the WDM early on in their projects. Design review processes are also being looked at. The WDM will detail the 'standard', which won't be met all the time, as there are tailored differences in specific locations. A good example of this is the pedestrian crossing traffic signals in the CBD.

- ELT and Councillor Matthews will also keep the organisation to account, working to break down silos, and for accessibility to become part of business as usual.
- Confirmation that WCC will not be reinventing the wheel as the Auckland and Christchurch Design Manuals already exist, and that there are additional funds for operating expenses so that it can be refreshed periodically as things get phased out.
- Whether the WDM is just for Wellington City or for the greater Wellington region – Peter advised that the focus is on the CBD and suburban centres, and if successful could go further afield.
- Next steps – the project team will be working with different departments including Parks, Sport and Recreation; Gardens; Community Services; and Creative and Brand. The project team will also be working with specialists for the accessibility and sustainability categories.
- Timeline is to be complete by the end of July 2021.
- Drafts will be available for feedback and review, especially closer to the end of the project

2.2 Accessible Wellington Action Plan Engagement Discussion

6:06pm

Presenters: Fiona Bailey, Senior Communications and Engagement Advisor, and Diane Livingston, Principal Advisor Engagement and Consultation

Fiona Bailey discussed how the Communications team aim to engage with communities for the Parking Policy and Planning for

Growth consultations. Previous consultations and engagement activities such as surveys have had limited success within disability communities and haven't reached as many people as hoped.

The Parking Policy and Planning for Growth are collaborating together, and the consultations are happening at the same time and there are links between the two. The consultation will begin in mid-March and will be preceded by a briefing forum, possible held at Blind and Low Vision New Zealand offices in Newtown, and possibly with Deaf Aotearoa New Zealand. Advice from Raewyn Hailes at CCS Disability Action was that having people come to an external location may be difficult, but coming to places where they are already members may be beneficial.

Members discussed with the presenter:

- Wariness of seeing disability groups as representative of people, they may be based on service provision rather than representation.
- Has WCC has used the register of accessible parking permits to send out targeted emails? Fiona Bailey confirmed they had done this in a previous consultation and had a low response.
- Have WCC Community Centres have been used as venues for forums? Fiona Bailey confirmed that community meetings had been held previously, also with low attendance.
- Difficulty in getting to specific locations at certain times, eg accessible taxis often not available in evenings – potentially resolving some larger accessibility issues will have a flow on effect on engagement with community.
- Discussed having a disabled person lead the process as they will know the right language, know the networks and come in as equals. Great suggestion and open to recommendations from AAG to help WCC find that person.
- Use of the right language – if it sounds too bureaucratic it won't resonate with people. Generic questions can sound exclusionary and context of response can be lost in

translation. The language needs to show that the disabled community is adding value and is valued. Follow up is also important – the community needs to see how their feedback is being incorporated into the policy.

- Reputational risk in opening up personal networks – WCC work can reflect on the person reaching out, and the person reaching out would also need to be able to answer questions that community might have. People need to have the back up from and relationship with Council.
- Suggestion that a good network to contact may be retirement villages, as residents drive, use mobility vans and taxis.
- Suggestions that cold calling people on the mobility register may provide a lot of response
- Fiona Bailey questioned whether focus groups would be worthwhile; response was mixed as focus groups tend to include the same people.
- Diane Livingston advised that targeted engagement with disabled community is in addition to the planned engagement in the street – there will be ‘hubs’ in public areas that people can provide feedback on a range of upcoming plans.
- Suggestion that community fairs are also a good event to consult with the public, as there are several happening over in the next few months.

3. General Business

6:29pm

Councillor Update - Councillor Rebecca Matthews

Councillor Matthews advised that from what she has seen, the Parking Policy Review is looking good and that it looks like the number of mobility parks will increase.

Cr Matthews met with AAG co-chairs Rachel Nobel and Tristram Ingham regarding a dedicated Accessibility role within the Council,

which Cr Matthews will advocate for. The role would need to be at a senior level and would look to build leadership and capability within the organization.

Cr Matthews met with Council Officers regarding accessibility design of playgrounds, and current issues with costs and geography in Wellington. Cr Matthews queried whether a 'destination accessible playground' would have potential; the point was made that other 'destination accessible' places are not the standard, eg destination accessible schools. The group discussed the future of the Frank Kitts Park playground, which needs to be reassessed due to earthquake resilience.

Cr Matthews met with Callum McMenamin about getting the pedestrian crossing buzzers around the city fully operational. Mayor Foster noted that the Transport and Infrastructure team are taking kerb cuts into account during the accessibility audits, and that an audit has been done of the waterfront/railway station area.

AAG Members Update

6:41pm

AAG Members provided an update on items they were currently working on:

- Nick Ruane advised that he had received an email from Frances Anderson from the Human Rights Commission as they are holding a meeting with the United Nations Special Rapporteur for Housing, and would like AAG to nominate a person to speak on behalf of the issues they experience. Tristram will already be in attendance as a Disable People's Organisation representative. Nick will discuss after the meeting but has a limited time frame to find someone.
- Alan Royal has recently had an experience with the FIXiT app. He found the app less accessible than previously, so instead

emailed the info@wcc.govt.nz address regarding a ramp in the vicinity of Rintoul and Riddiford Streets in Newtown. The issue was fixed within 24 hours, however Alan has given feedback that there needs to be two handrails rather than one, and that the steps collect water as they slope backwards. Jenny Rains confirmed that either emailing or using the FIXiT app is fine, and that the FIXiT app is geocoded. Callum McMenamin advised that the app is not accessible for those with low vision, as the 'accessible' screen overlaps writing on top of itself.

- The Health Passport project is currently being reviewed and should be completed fairly soon, and that if there is an emergency a Health Passport would be helpful to have in an emergency kit, or to bring to Emergency Hubs. Some Emergency Hubs will be community driven rather than staffed by WCC staff.

General Business

6:56pm

- Callum McMenamin introduced himself and discussed his strategy for change – tackling one small problem at a time and getting as much public attention as possible. Callum has gained a lot of traction behind his challenge to WCC to fix the pedestrian crossing buzzers, and half of the broken crossings have been fixed in three weeks.
- The Democracy Advisor noted that the Parliamentary Inquiry into the 2019 Local Elections is open for submissions, and will close on 29 February. Creating a submission on behalf of AAG had been discussed at the August 2019 AAG meeting, following a presentation from former Senior Democracy Advisor Dominic Tay.
- The Democracy Advisor noted that the Parking Policy Review reports are now on the WCC website, including the Mobility Parking Survey report and the Smarter Ways to Manage City Parking Engagement Report. These were discussed at the July 2019

meeting following a presentation by Senior Policy Advisor Helen Bolton.

- Mayor Foster discussed the Central City Safer Speed Limit Consultation that will be an item on the Strategy and Policy Committee meeting of 5 February 2020. He encouraged all kinds of feedback as the WCC wants to make all streets user friendly. He discussed the link between the Central City Safer Speed Limits consultation and the e-scooter trial, which had a survey close yesterday and gained 7000 pieces of feedback. Moana Mackey advised that there would be a workshop with Councillors in March regarding e-scooters, which will go to a Strategy and Policy Committee meeting in April. Scooters are currently locked to 26kph, however will move faster than that if going downhill. There is no legislation on the use of private e-scooters. JUMP have replaced their e-scooter fleet with heavier models with move slower, and have improved kickstands, but clutter is still an issue. Alan Royal queried if the survey results would detect trolling, Moana Mackey advised that the survey would show if it were being completed multiple times on the same device, and that they had also consulted with Residents' Panels.
- Alan Royal discussed the phone2park app being withdrawn. *(secretarial note – the [PayMyPark](#) app is still available)*
- Rachel Noble has been working with the Greater Wellington Regional Council through her work, but it is clear that accessibility advocacy isn't reaching that level. Rachel noted that the WCC needs to be allies on this, and that more input is needed from the disability sector. Moana will talk to Kim Kelly, the project leader and will advocate for more input from disabled people.
- Jenny Rains discussed how resiliency intersects with Planning for Growth, and the response in a major seismic event, and that she would like Rosie Macleod to join her working group.
- Rachel Noble tabled a document which proposes a Work Programme for 2019, queried whether this could be discussed for the 2020 Work Programme. Nick Ruane suggested that there are two governance questions that need to be resolved first – what is

the outcome of the Advisory Group Review and whether to proceed with election of new Chairs, as this was deferred from October 2019 due to the review.

- Jenny Rains discussed the review of the Blind Square Beacons, which were part of a joint project between the Blind and Low Vision Foundation and Motorola. These involved wayfinder beacons in buildings, and the knowledge around the location of these has since been lost – we have the app download numbers but it does not include how often the app is used.
- Democracy Services gave an update on recruitment – Amy Evanson was successful in her application to fill the vacancy on the AAG. Rachel Noble advised that her policy application knowledge would be very beneficial to the group.
- The group had a discussion on exploring other ways to engage with the disability community, being able to hear from people within the community that don't necessarily get to speak, including those that are not disabled but have a good perspective to share.
- Mayor Foster discussed Civic Square and engagement forums within communities around this, advised that he would aim to attend AAG quarterly.

The meeting was declared closed at 7:48pm.

The next AAG meeting will be held on 25 February 2020 at 5.30pm.