

Accessibility Advisory Group

Meeting Minutes

Absolutely Positively
Wellington City Council
Me Heke Ki Pōneke

Details: Date: Tuesday 29 August, 2017
Time: 5.30pm-7.30pm
Venue: Committee Room One
Chair: Michael Bealing
Minute taker: Carline Thomas

Attendees:

Michael Bealing	Cr David Lee
Tristram Ingham	Carline Thomas – WCC Democratic Services, Governance Advisor
Alan Royal	Fiona Dermondy – WCC Contact Centre After-Hours Team Leader
Tim Pate	Alice Bates – WCC Policy Advisor, Policy & Reporting
Julia Aguilar	Fiona Lewis – WCC Snr Advisor, Planning & Reporting
Solmaz Nazari Orakani	Baz Kaufman – WCC Mgr. Strategy & Research

Apologies:

Christine Richardson	Cr Andy Foster
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Items:

1.0 Welcome from the Chair

- 1.1 Apologies received as noted above
- 1.2 No conflicts of interest declared
- 1.3 Chair changed the order of items on the agenda to move the approval of minutes to the end

2.0 Introductions

- 2.1 As this was the first meeting for the three new appointees to the AAG, each member of the group, Councillor Lee, and Carline Thomas (WCC Governance Advisor) introduced themselves

3.0 Fix-It App – Fiona Dermondy, Contact Centre After-Hours Team Leader; Alice Bates, Policy Advisor, Policy & Reporting

- 3.1 Fiona explained what happens when a Fix-It request is logged
- 3.2 TI: can the requests be 'tagged' to allow categorisation of issues logged
 - 3.2.1 Fiona: currently any tracking of this nature needs to be manually done, jobs are currently only able to be categorised in relation to which team needs to receive them
- 3.3 MB: is there any reporting on type?
 - 3.3.1 Fiona: there is at managerial level
- 3.4 MB: is it possible to flag items?
 - 3.4.1 Fiona: items could be flagged as being from the AAG
 - 3.4.2 TI: keen to track how many accessibility-related logs are coming from the accessibility community
 - 3.4.3 NR: this would indicate the size of the problem
 - 3.4.4 Fiona: this could possibly be addressed at the team level but is too big a job for the Contact Centre to do
 - 3.4.5 Fiona: there are currently four fields in the app, more would need to be added by the developer

- 3.5 Alice: this discussion also relates to her accessible journey research: currently looking at an app regarding mobility parking developed for CCS
- 3.6 DL: is an app the best way to address travel-related accessibility issues
 - 3.6.1 Fiona: if there is an immediate issue, for example, re parking, it is better to phone the Contact Centre, so that prompt action can be taken
 - 3.6.2 NR: was involved in the ~~development~~ testing [author's note: corr. as advised at September meeting] of the CCS app; there is scope for an accessibility issues reporting app to incorporate an enforcement aspect, however, this is not included in the CCS app
 - 3.6.3 Alice: will investigate re reporting of misuse of accessibility parks via the CCS app
- 3.7 TI: can a photo of a person misusing a mobility park taken by a member of the public be used for enforcement purposes
 - 3.7.1 Fiona: parking officers need to take the photo for enforcement purposes
- 3.8 MB: keen to see how Fix-It can be better utilised
 - 3.8.1 DL: keen to follow up on the use of an app for accessibility issues
 - 3.8.2 TP: any one issue could be multi-sectoral in terms of effect on the community as a whole: what is the best way to flag an issue as accessible
 - 3.8.3 Fiona: it is best to go directly to the team dealing with an issue
- 3.9 MB: what reports are generated?
 - 3.9.1 Fiona: unsure who views any reports that are generated; they are directed to higher management levels
 - 3.9.2 *Action point*: MB & Carline to draft email request to discuss further
 - 3.9.3 Alice: would like to be included in any discussion
- 3.10 MB: thanked Fiona who left the meeting

- 3.11 Alice: there are other options besides the Fix-It data that can be used to feed into initiatives to improve journey experiences, for example, a questionnaire in the form of a map which can be opened for people to plot their journey
- 3.11.1 Alice: by seeing what regular journeys people are making, actions can be generated to feed into the accessibility action plan
- 3.11.2 JA: 'map' technology is not necessarily accessible for the visually impaired
- 3.11.3 AR: Google has developed accessible maps; not yet available in New Zealand; respond to verbal commands
- 3.12 MB: would like to see either a mobility app that can be linked to the Fix-It app, or a mobility component in Fix-It
- 3.13 DL: in relation to parking, there is already a good platform, however, it is only available in-house; perhaps this could be extended to the public for use to show which disability parks are available
- 3.13.1 Alice: trying to take the best elements of what is used in other cities
- 3.14 NR: for navigation through the city, it would be good to take integrate technology to keep the number of apps down
- 3.15 TI: there is an app that he has used in the U.S. called parking mobility; it is community-led and is also linked to enforcement, however, at the moment, it shows the total number of accessible parks, not just the available parks; perhaps an accessibility layer can be added to the Council's GIS maps
- 3.16 JA: Google maps are accessible, information can be sourced from these
- 3.17 DL: perhaps the phone to park app could be used (it is linked to the car licence plate number)
- 3.17.1 TL: the accessibility parking permit belongs to the individual, not the car

4.0 Long-Term Plan – Fiona Lewis, WCC Snr Advisor, Planning & Reporting

4.1 Fiona explained that she is seeking feedback in relation to engagement and consultation with regards to the Long-Term Plan (LTP) (which is reviewed every three years)

4.1.1 Fiona: the LTP is reviewed every three years; it is important that the process is done well as it feeds into the allocation of the Council budget

4.1.2 Fiona is specifically seeking feedback re how and where information is communicated and located to be accessible for all

4.2 Fiona: Oct 2017 – March 2018 is the pre-engagement phase; March – April 2018 is the community consultation phase

4.2.1 Fiona: will engage with communities using a number of avenues, such as BBQs, library stalls with Councillors present, a presence at community events; 'instant' community poll

4.3 Fiona: re electronic engagement, will enable data collection (e.g. how many residents have engaged)

4.3.1 JA: will people be able to feed back by phone if they don't have access to a computer

4.4 TI: great that diverse means of engagement are being proposed

4.4.1 *Action point:* Carline to forward link previously sent to Carline by Tristram in July to Fiona

4.5 Baz: the LTP is underpinned by forecasting assumptions, for example, demographic changes and financial forecasts

4.5.1 TI: would like to see accessibility incorporated into assumptions document; last time around, accessibility-related projects were omitted from the LTP

4.5.2 MB: Statistics NZ now provide statistics on people with disabilities at Territorial Authority (TA) level

4.5.3 MB: there is a high correlation between ageing and impairment, and New Zealand has an ageing population

- 4.6 Fiona: looking to use the digital platform, Kerb
- 4.6.1 MB: suggested that someone with a screen reader tests online platforms as issues can be discovered that aren't immediately obvious
- 4.7 Fiona: requested that she be advised if something is not working right so that the same mistakes are not repeated
- 4.7.1 JA: offered to test the platform using a screen reader after-hours on a Wednesday or Thursday
- 4.8 MB: thanked Fiona and Baz
- 4.9 *Action point:* Carline to invite Fiona to a future meeting so that the AAG can be kept in the loop re LTP engagement and consultation

5.0 Councillor Update (Clr David Lee)

- 5.1 Shelly Bay consultation phase has just closed
- 5.2 Site 9 consultation has also just closed
- 5.3 Prince of Wales reservoir: have just heard oral submissions
- 5.3.1 It is part of resilience planning for the city
- 5.4 E-Bikes trial closes mid-December
- 5.5 TI: will the rental WOF include earthquake-susceptibility screening
- 5.5.1 David: it includes such items as heating and insulation
- 5.5.2 TI: is there a way to get accessibility incorporated
- 5.5.3 David: will investigate
- 5.6 MB: submitted on the Island Bay cycleway on behalf of the AAG, choosing option C based on previous feedback from the group
- 5.7 *Action point:* Carline to action request from the group to have feedback from John McDonald, Mgr. City Housing, re the WCC social housing block, Arlington Apartments, re the AAG input into the plans

6.0 Forward Programme Workshop

6.1 Carline led a workshop on the forward programme for the AAG

6.1.1 *Action point:* Carline to compile the AAG Forward Programme

7.0 Confirmation of Minutes

7.1 The minutes of the July meeting were confirmed

Moved by Michael Bealing

Seconded by Tristram Ingham

CARRIED

7.2 The minutes of the May meeting were confirmed

Moved by Tristram Ingham

Seconded by Julia Aguilar

CARRIED

8.0 General Business

8.1 *Action point:* Carline to follow up re invitation to Vicki McLaren

8.2 MB: has met with Neelu and the Mayor

8.2.1 MB: Neelu and Julian (Limitless with Support) have another meeting scheduled with Barbara McKerrow and David Chick

8.2.2 MB: advocated for a Council accessibility officer

8.3 JA: last meeting will be October

Meeting Closed At 7.45pm

Next Agenda due Thursday 21 September

Actions: The following tables the actions and responsibilities made during earlier meetings:

Action	Responsibility	Completed
28-	That Jeremy, Barbara	Nevada-
		To be followed

Mar	McKerrow or another member of ELT, attends the next AAG meeting.	Carline	up by Carline
28-Mar	Cr Lee to report back to CSC when he sees necessary or by request from AAG	Cr Lee	Ongoing
28-Mar	Michael to see how we can interact with committees, through talking with Jeremy.	Michael	Deferred; ELT member responsible for AAG to be confirmed
28-Mar	Invite Vicky McLaren to next AAG meeting re inductions	Nevada Carline	To be followed up by Carline
25 July	Artwork from Disability Pride Week donated to the Council: investigate re space	Carline	29 August
25 July	Reinstate action point regarding the Abel Smith and Cuba Street intersections	Carline	Completed
25 July	Feedback from Council on the intersection of Cuba and Abel St	Carline	29 August
29 August	Draft email request to further discuss Fix-It app	Carline & Michael	26 September
29 August	Forward link previously sent to Carline by Tristram in July to Fiona Lewis	Carline	26 September
29 August	Invite Fiona to a future meeting so that the AAG can be kept in the loop re LTP engagement and consultation	Carline	26 September
29 August	Action request from the group to have feedback from John McDonald, Mgr. City Housing, re the WCC social housing block, Arlington Apartments, re the AAG input into the plans	Carline	26 September
29 August	Compile the AAG Forward Programme	Carline	26 September