

ACCESSIBILITY ADVISORY GROUP

Tuesday 26 November 2013 in Te Mahanga Committee Room One,
Wakefield Street 5.30 to 7.30pm

AGENDA

- 1. Present**
- 2. Welcome from the Chair**
Apologies – Cr Malcolm Sparrow, Paula Booth, Robert MacKay,
Shannon Krogmann for lateness
- 3. Introduction to Councillor David Lee**
- 4. Conflict of interest**
- 5. Matters arising/Adoption of minutes**
- 6. City Housing report**
Tammy Mullins, City Housing
- 7. NZ Bus**
Richard Graham, Operations Manager, NZ Bus
- 8. AAG networks con't**
Lisa Matthews
- 9. New Council meet and greet presentation**
Jason Strawbridge
- 10. Sub–group reportback (10 minutes)**
- 11. Other business**
 - Accessibility Advisor report
 - Recruitment
- 12. Next Meeting**
Tuesday 17 December 2013 in Te Mahanga Committee Room One

ACCESSIBILITY ADVISORY GROUP

Tuesday 26 November 2013 in Te Mahanga Committee Room One,
Wakefield Street 5.30 to 7.30pm

1. Present

- Members Julia Mosen, Alan Royal, Jason Strawbridge, Michael Bealing.
- Apologies Lachlan MacKay, Angela Vanderpoel, Paula Booth, Shannon Krogmann, Cr Malcolm Sparrow, Kendal Akhurst for lateness.
- Councillors Cr David Lee.
- Council officers Tammy Mullins, Becky Barwood, Sonia Waters.
- Guests Richard Graham, NZ Bus.

2. Welcome from the Chair

3. Introduction to Councillor David Lee

Cr Lee introduced himself and talked about his background and his personal experiences of impairments in his family. He is looking forward to working with the group and championing accessibility.

3. Conflict of interest

None.

4. City Housing

Discussion:

1. City Housing Design Guide

- Earlier feedback from the AAG has influenced the guide and Tammy told the group it has been amended to include:
 - the clarification of slip resistance.
 - the importance of the height of seats (accessible seats and picnic tables have been ordered from a specific company).
 - the importance of mobility scooters has been recognised and the need to provide for parking that is undercover and near to the entry/exit for the tenant.
 - Barrier Free design guide has been included in the appendices and architects can use where possible.
 - Lifemark certification is being discussed at a high level in City Housing. It could be applied to new builds such as Marshall Court.
- City Housing committed to using NZS4121:2001 instead of the Building Code compliance documents where possible.
- City Housing has committed to providing 5% of their housing stock as either accessible or ambulant.

- The definition of ambulant is – has easy access features but is not fully accessible under legislation. It has level access showers, extra blocking in walls for handrails, ramps access, and wider doorways.
- Currently 3.9% of the tenancies want more accessible features but the majority are concerned with stairs. There is no massive demand for accessible housing. However, overtime that number is predicted to increase to 5.5%
- In response to a question around minimum accessible unit numbers ‘per building’ Sonya informed the group that City Housing stock is exempt from schedule 2 of the Building Act, and therefore not actually required to provide accessibility features.

2. Marshall Court

- Due for completion December 2014.
- Designed for those who will “age in place” so will have a lift.
- Changes made after AAG feedback:
 - The threshold was reduced from 100mm to 50 mm. the retention of a threshold is required for structural reasons.
 - There will be a unisex accessible toilet in the community room.
 - The requirement for unisex accessible toilets in the community rooms has been added to the Design Guide.
 - Consideration to a baby change table being incorporated into these rooms was suggested by the AAG, city housing will look into this.
- Changes not made:
 - The query around visual alarms, video intercom, vibrating alarms was not followed up due to cost. If someone requires this then it can be retrofitted. If a unit was fitted out with this but no Deaf person required it then it would be tenanted to anyone (as it could not sit empty). If a Deaf person did then require that apartment then the person residing would have to leave and that would be unfair. City Housing is currently talking to Ministry of Health regarding funding for accessibility requirements of specific tenants. This would be managed on a case by case basis.
 - The query around Braille signage. It is currently not legally required except in the lift. It would require a wholesale change which could be costly.

Discussion

- Julia Mosen said that Braille signage was required on toilet doors and for apartment numbers as a minimum.

Action:

- **City Housing** will review the Royal NZ Foundation for the Blind’s Accessible Signage guidelines and also look at cost etc regarding Braille signage.

3. Kotuku Housing Complex, Kilbirnie

- City Housing plans to introduce families in to the complex. It is currently

bedsit and one bedroom apartments.

- There are four buildings in the complex so they can't afford lifts as part of the upgrade.
- The family units will be on the ground floor and will include private outside space.
- Upgrade will include seismic strengthening, landscaping, and community room with deck and BBQ with covered area.
- There will be two ambulant apartments which will be two bedrooms (on the ground floor). They are particularly designed for someone who requires a carer. The units will include ramps, level floor showers, wider doors etc.

Action:

- **City Housing** to send both the Design Guide and the floor plans for each complex to Lisa. The Design Guide is being reviewed again and any feedback from the AAG would be welcome. If there are any questions or issues around the floor plans or feedback on the guide then **AAG** should contact City Housing.
- There will be regular meetings every three months between City Housing and AAG.

5. NZ Bus

Presentation:

- NZ Bus covers Go Bus, Valley Flyer and Runcimanns. They are contracted by Greater Regional Council to provide bus services.
- Richard met with Alexia Pickering earlier in the year to discuss issues. NZ Bus did some work with her and the Greater Regional Council.
- There are 358 buses and most are wheelchair accessible. NZ Bus is also gradually retiring the old ones that aren't.
- NZ Bus training programme
 - There are 450 – 500 staff across the three organisations and range from being new employees to those who have been there 50 years.
 - Achieving training is difficult as people are on split shifts and it is very costly but earlier in the year all staff had Pre Departure Check training. This training included how to use the accessibility features of the buses - All new staff now get this training.
 - Customer service training including working with people with impairments is part of the P endorsement training that is required to drive buses. This training is 10 -11 weeks long.
 - Specialist training programmes include SAFED which includes a customers services, passengers with impairments, safe driving etc
 - NZ Bus is trying their best around training for customer service and working with people with impairments but can always improve and is keen to know more from the group.
- The terms and conditions for prams is that they must be folded and can't block the aisle for health and safety reasons.

- All complaints must go to Metlink and should be supported in writing when made verbally via the complaints line. Metlink manage the process as an independent party. The bus driver must be spoken to by NZ Bus within 24hours of a complaint being logged; otherwise it can't be acted upon (in drivers' employment agreements). NZ Bus has implemented a new complaints management system recently which should improve system.
- Telematics. This is an electronic system fitted to modern busses (58% of Go Bus). It monitors harsh breaking, acceleration, excessive cornering, and excessive idling. It improves driving experience. Red lights come up if driver oversteps. The system sends reports weekly to NZ bus so they monitor and give feedback to drivers.

Discussion:

- It was noted that drivers didn't understand how to work the different accessibility features of the busses but that was covered in the training earlier this year.
- There are issues around electronic/motorised wheelchairs. Some of them can be too heavy for the equipment.
- Issues around people with invisible impairments i.e. mental health, learning or cognitive. Harder for bus drivers to deal with.
- Most drivers are good but some could be better.
- NZ Bus is on a cultural journey to improve their service and build relationships.
- Talking buses was raised – very useful to the visually impaired but also to visitors to Wellington (like the airport flyer buses). Cost is the barrier but the group could lobby Greater Regional Council. The representative from AAG that sits on Greater Regional Council's Accessibility Reference Group could follow up.
- NZ Bus keen to come back to the group and engage more frequently, say a 4 – 6 month cycle.

Action:

- **Lisa** to organise Richard to come back in 4 – 6 months
- The representative from AAG that sits on Greater Regional Council's Accessibility Reference Group could follow up any lobbying around talking buses.

6. Building AAG networks continued

Discussion:

- What are the missing gaps from the list prepared at last meeting?
 - Transport operators – Interislander, Kiwirail (Michael), Airport (Kendall). Note that there will be a Council airport committee that the group can feed its concerns to regarding the new barriers.
 - Mental health

Action:

- **Lisa** to resend to the group for further work to be done.

7. Matters arising/Adoption of minutes

Minutes of last meeting approved.

Alan/Julia

8. New Council meet and greet presentation

Discussion:

- People are to RSVP if they haven't already
- Presentation to be prepared and – similar to what was shown to KL
- Should also be pitched at portfolio leaders

Action:

Lisa to send information about the new committee structure and portfolio leaders to AAG.

David will do a presentation to the AAG on the new committee structure and portfolio leaders at the December meeting.

9. AAG Sub-groups and reportback

Governance:

- Reviewed Council's Living City website for accessibility
- Worked on the design version of the Engagement Policy to ensure accessibility

Accessible Environment and Transport:

- Oral submission for the Public Transport Spine study at Greater Regional Council went well. Except will make a complaint regarding the time process. Had to wait.
- City Housing meeting with Vicky McLaren and Greg Orchard went well. City Housing is looking at Lifemark accreditation and there will be a closer working relationship between AAG and City Housing. City Housing will attend the meeting every 3 months.

Miramar walkabout

- Julia and Jason went to the New Miramar upgrade site that has been completed. They had a look with Thomas Bryan (RNZFB) and Rose Wilkinson (Association of Blind Citizens).
- The site was considered difficult for visually impaired people in terms of way finding. It is a big open space with no indicators of where to go.

Action:

- **Lisa** will contact Urban Design regarding a casual get together with AAG.

10. Other business

1. Lisa presented Elizabeth St John-Ives, Accessibility Advisor report
2. Lisa presented the recruitment plan for the next year. Recruitment will happen in January and June
3. Kendall invited people to attend the Arts Access Aotearoa Art Auction and Westpac International Day of People with Disabilities Event on 3rd December.

11. Next Meeting

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Action points from 25 November

Actions	Person responsible
City Housing will review the Royal NZ Foundation for the Blind's Accessible Signage guidelines and also look at cost etc regarding Braille signage.	City Housing
City Housing to send both the Design Guide and the floor plans for each complex to Lisa. The Design Guide is being reviewed again and any feedback from the AAG would be welcome. If there are any questions or issues around the floor plans or feedback on the guide then AAG should contact City Housing.	City Housing AAG
Lisa to organise Richard to come back in 4 – 6 months The representative from AAG that sits on Greater Regional Council's Accessibility Reference Group could follow up	Lisa Matthews
Lisa to resend the networks paper to AAG for further work to be done.	Lisa Matthews/AAG
Lisa to send information about the new committee structure and portfolio leaders to AAG. David will do a presentation to the AAG on the new committee structure and portfolio leaders at the December meeting.	Lisa Matthews Cr David Lee
Lisa will contact Urban Design regarding a casual get together with AAG to discuss Miramar	Lisa Matthews

Action points from 24 September 2013

Actions	Person responsible
Subgroup to follow up on lobbying Culture and Heritage about accessible toilets through Geoff Swainson. Letter sent – waiting to hear back	Lisa Matthews
Lisa to update submission template.	Lisa Matthews
Lisa to follow up the proposed second meeting with Building Consents. Waiting to hear back	Lisa Matthews

Action Points from 30 July 2013

Actions	Person responsible
Lisa to find out what is happening with the Terms of Reference review. No information as yet.	Lisa Matthews

SUB-GROUPS AND MEMBERSHIP

Accessible Environment and transport (including urban design, open spaces)

Jason, Kendall, Julia, Robert, Angela, Michael, Paula

Economic development and governance

Alan, Julia, Robert, Kendall, Michael

Arts and Culture and Social and Recreation

Angela, Kendall, Julia, Shannon, Paula