



Metlink Public Transport Accessibility Charter 2021 to 2031



November 2021

About this document



This is an Easy Read document about the **Metlink Public Transport Accessibility Charter**.



The **Accessibility Charter** is about what Metlink is doing to make public transport accessible from 2021 to 2031.



Accessibility means disabled people can use public transport as easily as everyone else.



A **charter** is a written agreement about what Metlink will do.

What does Metlink do?



Metlink looks after the **public transport services** in the **Wellington region**.

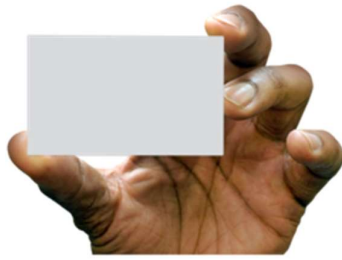


Metlink **public transport** is things like:



- buses
- trains
- ferries which are a kind of boat
- **Total Mobility**
- other transport Metlink might add in the years to come.





Total Mobility:

- is a card for people who find that public transport is not accessible
- means taxis costs less for people with the card.

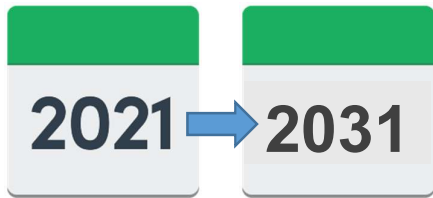


The Wellington region includes:

- Wellington City
- Lower Hutt
- Upper Hutt
- Porirua
- Kāpiti Coast
- Wairarapa.



What is the Metlink Accessibility Charter?



The **Metlink Accessibility Charter** is a 10 year plan about what we are doing to make public transport accessible from 2021 to 2031.



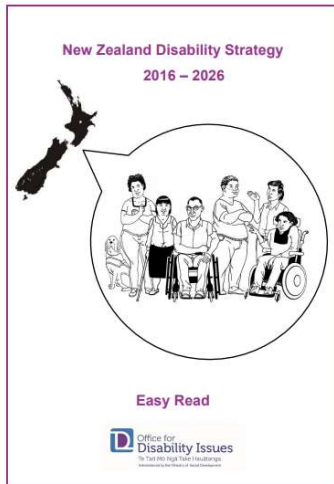
Metlink will **review** this document every year for the first 3 years.



Review means to:

- look at it again
- see if any changes are needed.





Metlink has written this Accessibility Charter to fit with the:

- **New Zealand Disability Strategy 2016–2026**
- **New Zealand Human Rights Act 1993**
- **United Nations Convention on the Rights of Persons with Disabilities.**



The **New Zealand Disability Strategy** is about what the government will do to make things better for disabled people.



The **New Zealand Human Rights Act 1993** is a law about the rights everyone has.

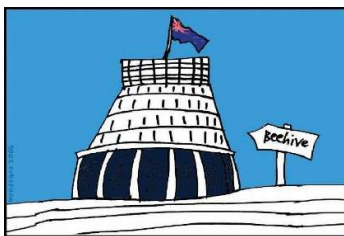


The **United Nations Convention on the Rights of Persons with Disabilities** is also called the **UNCRPD**.

The UNCRPD is a law lots of countries have agreed to.



It says what governments must do to make sure disabled people get the same rights as everybody else.



In 2008 the New Zealand Government said that they agree with the UNCRPD.

The vision for Metlink



A **vision** is an idea of how we want things to be.



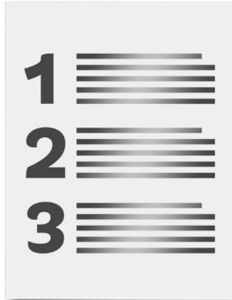
The vision for Metlink is to have a public transport network that is accessible for all **with ease** and **dignity**.



With ease means it is easy.

Dignity means being treated with respect.

What Metlink will do



These are some of the things Metlink will do to make its vision happen.

Metlink will make sure the idea of the accessible **journey** is important in what we do.



A **journey** is when you go from one place to another.

Metlink will work together with disabled people when:



- making changes
- planning new things
- finding problems with how things are now.



Metlink will make an **action plan**.

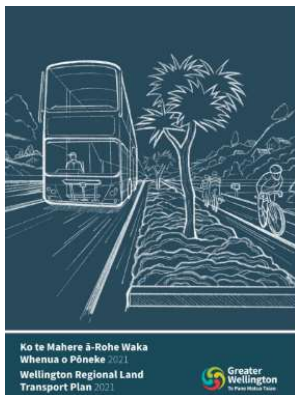
An **action plan** says what Metlink is going to do.



Metlink will review this action plan every year for the first 3 years.



There are also 2 other plans to do with accessibility that are important to think about in our action plan:



- Regional Land Transport Plan
- Greater Wellington Long Term Plan.





As part of the action plan Metlink will find things that can be made better for disabled people when planning:

- the **network**
- **infrastructure.**



The **network** is the system of:

- where our transport goes
- what times the transport runs
- how different journeys meet up / work together.



Infrastructure means the built things that mean our network can run like:

- railway lines
- signs at bus stops.





Total Mobility is an important part of the Metlink network.

Metlink will make sure it is important in our planning.



When Metlink is working on how infrastructure will be for our public transport we will make sure accessibility is an important part of that work.



When other people are working on how infrastructure will be for our public transport we will make sure they know how important accessibility is.



The other people who work on transport may be:

- councils
- government departments like Waka Kotahi which is the government transport agency.



This is to make sure everyone who uses transport has a fair chance to travel.



Metlink will work together with councils when public transport services are:

- looked at again
- changed.

When things are checked to see how they are going Metlink will make sure that includes:



- infrastructure
- walking access between transport stops.



Metlink will make sure that vehicles like buses or trains meet the accessibility rules.



Metlink will think about what the **information needs** of disabled people are when we:

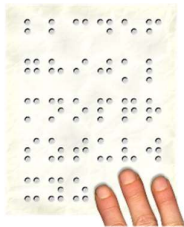
- make changes to the network
- make changes to infrastructure
- build new infrastructure.



Information needs are:

- what information you need
- how you need that information.

For example if you need it in **accessible formats.**



Accessible formats are things like:

- Easy Read
- Braille
- New Zealand Sign Language.



Metlink will make sure that information about services is accessible.



Metlink will make sure that all our **public consultation documents** are in accessible formats.

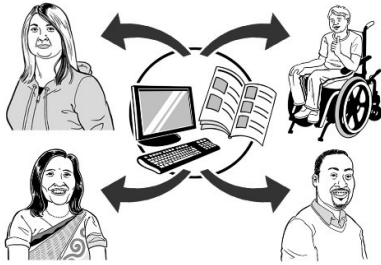
Public consultation documents are where Metlink ask everyone what they think.



Metlink will work on making sure all people who work on our network have good training about disability.

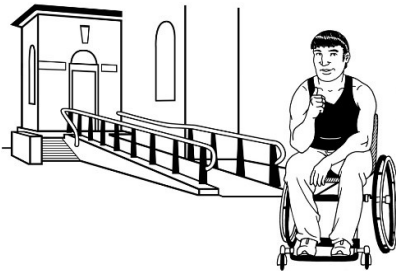


Metlink will make sure drivers of Total Mobility services have good training so they can support disabled people.



Metlink will make sure our people have information about:

- accessibility
- **Universal Design.**



Universal Design means designing things so they work well for everyone.

For example if you have a ramp to get to the station it works well for:

- wheelchair users
- people pushing small children in pushchairs or prams
- people with suitcases.



People who do not need the ramp can still use it.



This will make sure the public transport system works well for disabled people.

Where to find more information about Metlink



You can find more information on the
Metlink **website**:

www.metlink.org.nz



You can also **phone** Metlink on:

0800 801 700



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