



Metlink Public Transport Accessibility Charter 2021

To be reviewed annually over the next triennium (2021-2024)

This Charter provides a pathway to achieving Metlink's commitments to increase accessibility for disabled people to our public transport network from 2021 to 2031. Metlink public transport includes bus, rail, ferry, Total Mobility, the services and facilities that support these, as well as any future modes Metlink adds to its network, for example, on-demand public transport.

This statement has been prepared in accordance with the following national and international documents:

- United Nations Convention on the Rights of Persons with Disabilities 2006 (ratified by New Zealand Government in 2008)
- New Zealand Human Rights Act 1993
- New Zealand Disability Strategy 2016-2026
- Te Tiriti o Waitangi

Vision

The Metlink public transport network is accessible for all with ease and dignity.

Actions

Metlink is committed to:

An Action Plan

- Embed the concept of the accessible journey
- Co-design and consult through public transport disability advisory networks, and ensure that disabled people and disability service providers are consulted, either through these groups, or directly when planning public transport infrastructure and services, and work with them to identify and resolve accessibility and safety issues
- Develop an Action Plan and review it annually for the first triennium. The Accessibility Action Plan will inform Metlink's approach to plan and co-fund accessibility actions and initiatives in the Regional Land Transport Plan and Greater Wellington's Long Term Plan

Accessible network design

- Identify areas where network and infrastructure planning can support disabled people
- Continue to recognise and develop Total Mobility as a core part of the public transport network

Accessible infrastructure

- Where Metlink has control over infrastructure design and maintenance, we will put accessibility at the heart of our decision making to ensure that all transport users have equal opportunities to travel
- Where Metlink does not have control over infrastructure design and maintenance, we will work to influence our strategic partners to consider accessibility in decision making to ensure all transport users have equal opportunities to travel
- Work in partnership with the relevant Territorial Authority when public transport services are reviewed or redesigned to ensure a seamless journey. Include infrastructure and walking access in audits to identify any accessibility shortfalls
- Ensure that public transport vehicles meet required standards for disability access in compliance with Waka Kotahi's Requirements for Urban Buses and Rail Safety Licence requirements as set out in the Regional Public Transport Plan

Accessible information

- Specifically consider the information needs of disabled people when network changes are proposed and implemented and when new infrastructure is provided or when improvements or changes to existing infrastructure are proposed
- Ensure that services information is accessible and widely available by using appropriate formats and media including both visual and audio channels
- Ensure that all Metlink public consultation documents are provided in accessible formats to enable disabled people to participate fully

Education and training

- Work with operators to ensure that training for all staff across the public transport network includes appropriate assistance for disabled people, and continue to require such training as a condition of contract
- Ensure that all drivers on Total Mobility services have specialist training in order to provide adequate and appropriate assistance to disabled people
- Empower our people with information and awareness about accessibility and Universal Design to ensure that the public transport system provides for the needs of disabled people