

Accessibility in Wellington

Results of Accessibility Action Plan
Early Engagement Survey

July 2022

Absolutely Positively
Wellington City Council

Me Heke Ki Pōneke

Version	Date	Author	Approver
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Introduction

Figures from Stats NZ show one in five people in Wellington City have a disability (almost 40,000 people - see Table 1) and the likelihood of disability increases with age.¹ These figures will be updated next year and are expected to increase due to an ageing population. There are also 3,800 mobility card holders in Wellington City and more than 12,500 across the Wellington Region.²

Table 1. Number of disabled people in Wellington City by age group in 2013

Age group (years)	Number of disabled people
Under 20	5,079
20 – 24	3,021
25 - 44	9,150
45 -64	11,547
65 - 79	6,165
80+	2,808
Total	37,770

Source: New Zealand Disability Survey 2013

Wellington City Council (WCC) is currently updating its Accessibility Action Plan, which will identify priority areas to make Pōneke more accessible and equitable.

The Action Plan is WCC's commitment to accessibility through strategic and operational, internal and external actions.

The current Accessible Wellington Action Plan expires at the end of this year. Here is a snapshot of the mahi we have completed over the past three years:

- Implemented new mobility parking guidelines, which means when installing new mobility parks, we follow design and location guidelines to ensure that mobility parks are safe and accessible to be used by all mobility park users
- hired a full-time Accessibility Advisor who is ensuring accessibility is at the forefront of Council staff minds
- included accessibility criteria to guide funding decisions for both our Arts and Culture and Social Recreation funds
- installed a hearing loop in our Council Chambers at 113 The Terrace and our Democracy Services staff have had training on how to use it
- continue to ensure that Council's and affiliated websites are compliant with the NZ web accessibility and usability standards.

We know there is still a lot more to do and we will have opportunities to feedback on how we are doing and what is needed.

The first opportunity for input into an updated Accessibility Action Plan was through a survey launched in April. It was designed to get feedback on the accessibility of WCC services and facilities. The results of the survey are presented below.

¹ Disability | Stats NZ

² Data current at July 2022 and supplied by Disability Support Services NZ.

Data collection and analysis

An online survey was sent out through WCC social media channels. It was also disseminated to disabled peoples' organisations, service providers and through the Council's Accessibility Advisory Group, as well as to stakeholders from central, regional and local government, universities and council-controlled organisations (CCOs). A separate survey was available for New Zealand Sign Language (NZSL) users. Data was collected during April and May 2022.

A total of 199 people completed the full survey. As some respondents did not complete the full survey there were 288 full or partial responses.

Results

Who answered the survey?

Most survey respondents were adults aged 25 to 64. Only a small proportion were under 18 years (2%) or over 65 years (16% - see Table 2).

Table 2. Age of survey respondents

Under 18	2%
18-24	11%
25-44	40%
45-64	31%
65-84	15%
85+	1%
Prefer not to say	1%

Base: 199 responses

Most of the people who answered the survey (84%) had a disability or access need or supported someone who did. Overall:

- 44% had a permanent disability or access need
- 12% had a permanent disability or access need and supported someone who does
- 21% regularly supported someone else who has a permanent disability or access need
- 4% had a temporary disability or access need (like an injury or caring for a young child)
- 3% supported someone with a temporary disability or access need (like an injury or caring for a young child)
- 16% did not have a disability or access need and did not regularly care for others who do.

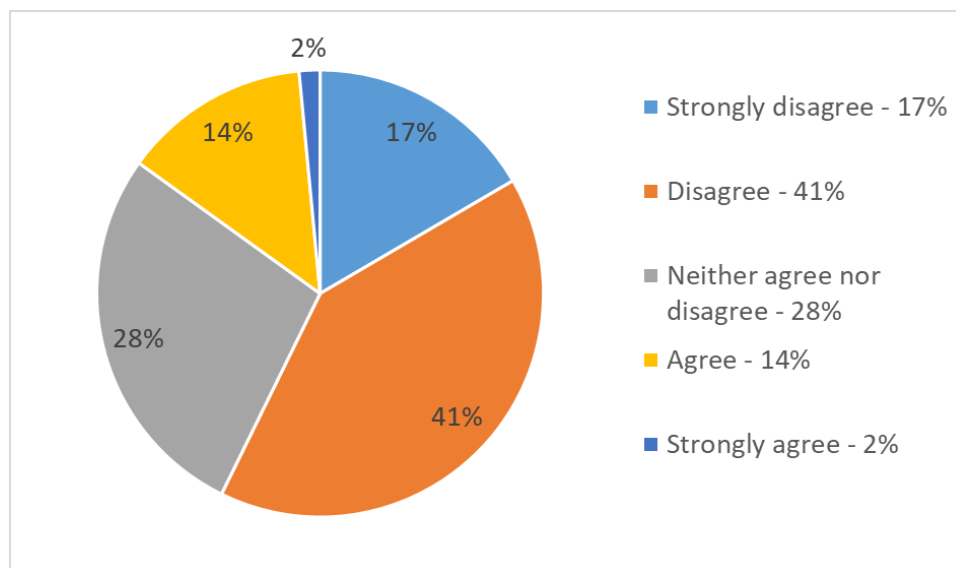
Respondents were asked whether they live, work or regularly spend time in Wellington City. Those who do not were excluded from answering the full survey. Of the 22 people less than half (10 respondents) do not regularly spend time in Wellington City due to accessibility issues. The main reported barrier to coming into Wellington City is adequate parking, however inaccessible street signs, lack of accessible toilets and accessible playgrounds and the cost of public transport also restrict access to the city.

The results below are based on survey responses from 288 people who regularly spend time in Wellington City.

How is WCC doing on accessibility?

Overall, most survey respondents (58%) disagree or strongly disagree that WCC is meeting the needs of disabled people (see Figure 1). Sixteen percent of respondents agree or strongly agree with that statement, while 28% were neutral.

Figure 1. Do you agree or disagree that Wellington City Council is meeting the needs of disabled people?



Base: 199 responses

The results below provide detail on specific areas of concern identified through the survey.

Parking

Parking was identified as a key barrier to people being able to access all the city has to offer.

More mobility parks needed

When asked to rate the accessibility of mobility parking:

- 25% of respondents think the accessibility is bad or very bad
- 13% think it is good or very good
- 20% are neutral or do not know
- 41% do not use mobility parking.

The main issue reported with mobility parking was there are too few spaces available. Some people with disabilities or access needs are not able to use public transport and rely on private cars to get around. Some people reported in the survey they return home if they cannot find a suitable park. The amount of mobility parking available was reported as an issue both in the city and the suburbs.

One respondent said: 'I care for an elderly man whose world has gotten smaller due to mobility issues. The only thing he can do outside of home is going out for meals, but he is becoming more limited in where he can go due to there not being enough parking close to restaurants.'

People reported that mobility parks can be hard to find and often do not have adequate space, e.g. to accommodate mobility vans with hoists for wheelchairs. Respondents said placement of mobility parks on slopes can cause safety issues for users. Having shelter from the weather would be

useful for people who need extra time to get in and out of vehicles. For wheelchair users having kerb cuts close to mobility parks would make it easier to get onto the footpath. Having drop-off zones specifically for mobility taxis would be useful.

More mobility parks are needed to access essential services and facilities, including at supermarkets. Some respondents would like greater availability of mobility parking close to tourist attractions, for example at the Botanic Garden.

Survey respondent: 'More mobility parking would mean more people with disabilities can access the city, for many people mobility parking is their only option to access the community.'

Some respondents would like to see priority parking for people with mobility issues who do not qualify for mobility parking permits, as well as parking spaces for parents or people who are pregnant to allow for better access to facilities and services.

More enforcement of mobility parking

Respondents also reported a lack of enforcement when people without permits use mobility parks. A few respondents raised the issue with parking wardens at the time of an infringement or later with WCC staff and did not receive a useful response.

One respondent said: 'Mobility parking is hard to find at times due to people without permits parking in them. Most disability parks are not supervised and when I've questioned people about using the park without a permit as I've needed it I have been abused.'

Pedestrian access

When asked to rate the accessibility of footpaths and pedestrian crossings:

- 39% of respondents think the accessibility is bad or very bad
- 26% think it is good or very good
- 35% are neutral or do not know
- 1% do not use footpaths or pedestrian crossings.

Footpaths are cluttered and uneven

Respondents said the use of footpaths by scooters is challenging for people with certain disabilities or access needs and can be dangerous, e.g. if people cannot hear them coming or move out of the way quickly. Other reported obstructions include cars parked on footpaths, sandwich boards, cyclists or uncollected rubbish. These obstacles can make life difficult for people with mobility aids or vision impairment and was reported as being an issue given how variable the footpath widths are in Wellington.

Survey respondent: 'Footpaths are now a nightmare with the advent of scooters ridden for the most part by people young and mobile enough to be able to walk or run.'

One blind person described their experiences of using footpaths and crossings as 'absolutely awful'. They found Wellington footpaths 'full of clutter' and have broken their white cane on street furniture before. They said they use the centre of the footpath to avoid obstructions, but this means there is no tactile route for them to follow.

Many Wellington footpaths are uneven, which respondents said causes issues for wheelchair

users and the people who assist them. It can be strenuous or cause physical pain to navigate uneven surfaces. Wheelchairs can get stuck in the holes and cracks in footpaths. Another issue is that some bricks and tiles get slippery in the rain, with problems reported along Courtney Place, Lambton Quay and around the Cenotaph.

Pedestrian crossings improving but need work

While a few respondents felt access to pedestrian crossings is improving, kerb cuts pose a challenge if they are too steep and/or narrow. Steep and/or narrow kerb cuts impede accessibility for wheelchair users and some respondents report getting their chair stuck in steep cuts and needing assistance to move. Use of kerb cuts is reported as being inconsistent and patchy across the city.

Respondents reported that audio signals at crossings are often too brief for people who need more time to get across the road. Having a countdown timer is useful for people to know how long they have to cross. Respondents would like to see audio signals installed at more crossings and the sound could be louder in some places. A respondent noted that people with low vision may struggle to see if the pedestrian light is red or green, so audio and tactile clues provide a clear indication when it is safe to cross.

Cycleways

When asked to rate the accessibility of cycleways, almost half (47%) of respondents report they do not use them. Of the remaining respondents:

- 25% think the accessibility of cycleways is bad or very bad
- 9% think it is good or very good
- 20% are neutral or do not know.

Some respondents are concerned parking spaces have been lost to help create cycleways. There was a perception among some respondents that WCC prioritises cyclists over the accessibility needs of disabled people.

Some respondents note that sharing urban space with cyclists is challenging, for example cycleways can make it harder for people with vision impairments or mobility issues to cross the road safely. Other issues raised were that cycleways can make it harder to access and use bus stops, or that cycleways can limit where people can be dropped off and therefore how close they are to their destination.

Some respondents want to see more and improved cycleways and recognise WCC has plans to upgrade the network. Currently the quality of cycleways is reported as variable. Cycleways are not continuous and need to be better connected across the city.

Survey respondent: 'There is a wonderful opportunity to make Wellington a really accessible city. Given that 1 in 4 people identify as disabled, it would be great to see as much time, effort, energy and financial resources being invested in making Wellington accessible as it is currently investing into cycleways, which are not used by 1 in 4 people. Making the city more accessible has a very positive impact on all users so should be the top priority moving forward with any developments - be it infrastructure, facility, service.'

Public amenities

When asked to rate the accessibility of public amenities like seating, toilets and bike stands:

- 40% of respondents think the accessibility is bad or very bad
- 26% think it is good or very good

- 31% are neutral or do not know
- 4% do not use public amenities.

Public toilets are not fully accessible

Public toilets in Wellington do not meet the needs of all respondents. This makes spending time in the city difficult for people who require extra amenities. The kinds of facilities respondents would like to see include toilets with a wheelchair hoist, adult changing tables and better space for families. Currently public toilets do not have braille or tactile signage.

Respondents report a need for additional public toilets, especially along main public transport routes, and they should be cleaned more frequently as they are often dirty. More toilets are needed in shopping districts too, e.g. the Lyall Bay retail park. Respondents would like accessible toilets around parks, sportsgrounds and other green spaces.

Survey respondent: 'Many public toilets don't have toilet lids - so there's nowhere for female paraplegics who need to use catheters to raise their feet - instead we risk our feet falling into the toilet.'

Increase public seating

Respondents report there are not enough public seats and this is an issue for people who need to rest while out and about in the city. Respondents would like seating to provide shelter from the weather and for there to be more seating available at bus stops. It would be useful to have benches and seats that wheelchairs can sit alongside.

More bike stands needed

Placement of bike stands can be an issue if they get in the way of pedestrians, but some respondents would like there to be more bike stands. There are fewer options outside the city centre, and they can be hard to find. Bike stands cannot currently be used by people with adaptive bikes.

Parks, playgrounds and other green spaces

Wellington's outdoor green spaces are generally appreciated by respondents and are well used. When asked to rate the accessibility of parks, playgrounds, gardens and other green spaces:

- 49% of respondents think the accessibility is good or very good
- 21% think it is bad or very bad
- 28% are neutral or do not know
- 1% do not use them.

Parks are reported as often being inaccessible due to having uneven paths or being on steep terrain. Concrete paths are easier to navigate in a wheelchair than gravel. Respondents would like greater availability of parking close by, and more seats would make it easier for people to enjoy these spaces. As urban density increases and fewer people have backyards, green space in the city will become more important. There were suggestions of ways to 'green' the city, such as having vertical gardens on the sides of buildings, introducing additional pocket parks and having more trees along the waterfront.

Survey respondent: 'Parks etc are entirely inaccessible to me without a sighted companion, which I should not have to have. They are open spaces with no tactile landmarks, no tactile signage, and often entry is through a carpark, with the pedestrian

access either just through the open space, with all the cars and no tactile landmarks, or it is painted on the ground, which is just as useful.'

The Liberty Swing in Island Bay, which can be used by wheelchair users, was given as a good example of accessible equipment. However, respondents would like playgrounds to have more accessible equipment and cater to a wider range of children, e.g., by providing sensory play equipment. Playgrounds should also have adequate fencing.

One respondent said: 'Most playgrounds have not been designed with accessibility in mind, and if there has been some thought, it's only been the inclusion of one piece of fixed equipment which is often "wheelchair friendly" and neglects the needs of many other disabled young people.'

Another respondent said: 'It's great to see some new parks having more accessible surfaces and equipment and it would be great if the parks could provide more access so all of the disabled community could at least play alongside their friends and family.'

WCC facilities

When asked to rate the accessibility of facilities owned or operated by WCC (like libraries, pools and community centres):

- 51% of respondents think the accessibility is good or very good
- 15% think it is bad or very bad
- 28% are neutral or do not know
- 7% do not use WCC facilities.

The availability of parking and accessible toilets are reported as key barriers to people being able to comfortably access and use these spaces. There is a tension around access to WCC facilities due to Covid. Some people report feeling vulnerable or unable to use WCC facilities if a vaccine pass is not required for entry, while others who may not be able to get the vaccine would be excluded from these services.

Pools

Some respondents provided positive feedback on WCC pools and enjoy using them. Some felt they can be crowded and that another pool in Wellington is needed. The hydrotherapy pool at the Wellington Regional Aquatic Centre in Kilbirnie is valued by users, although there were reports people do not always use it for its intended purpose. There were also reports that accessible changing rooms are sometimes used by families, which limits their availability. There was a suggestion pool staff could monitor or enforce their appropriate use. In general, more accessible changing rooms are needed. Pool facilities are reportedly not sensory friendly as they can be noisy and may also play music on top of the base level of noise.

Libraries

Generally, WCC libraries are appreciated and seen as important public spaces, especially for people with children. Smaller libraries in the suburbs have shorter opening hours which is not always convenient for users.

Public events

When asked to rate the accessibility of public events run or funded by WCC (like Matariki, Christmas parade, etc):

- 29% of respondents think the accessibility is good or very good

- 20% think it is bad or very bad
- 39% are neutral or do not know
- 12% do not attend WCC public events.

Respondents would find it useful for information to be provided on accessibility and how things will work at public events. People would like to know what to expect and what will be available. Some would like to have greater access to NZSL and audio descriptions at events.

Having rest spaces and seating is important for some people to be able to attend events. Having dedicated zones that provide more space (e.g., for wheelchairs to move freely) or less sensory input would be useful for some respondents. People with different sensory needs are not often catered for at public events, e.g. very loud events can be off-putting for some respondents to attend. There was a suggestion to use silent fireworks at public events.

One respondent said, 'As a blind person, big outdoor events in streets and parks are entirely inaccessible, and incredibly disorienting.' Indoor events with good access and tactile or braille signage work best for blind or low vision people.

Having accessible toilets and parking available for disabled people is an important factor in whether some respondents attend events. There was a suggestion that dedicated mobility parking could be ringfenced at events. There was another suggestion to have places where disabled or elderly people can be dropped off and then offer a shuttle service to get them safely to an appropriate spot to enjoy the event. Some respondents suggested livestreaming events to help include those not able to attend in person.

Wayfinding

When asked to rate the accessibility of wayfinding (including street signage and maps):

- 29% of respondents think the accessibility is good or very good
- 29% think it is bad or very bad
- 39% are neutral or do not know
- 2% do not use wayfinding.

New technologies exist that could help make wayfinding in the city easier. Some respondents said it would be useful for all streets to have signs with the street name and for the street names to be visible from any direction. Apart from assisting with general navigation of the city this can also help to locate and access mobility parks.

There was a perception that wayfinding is aimed at people travelling in cars rather than pedestrians. More could be done to improve the pedestrian experience, for example there was a suggestion to signpost where public steps or alleys off main streets lead. Signposting for public toilets and information on whether they are accessible is difficult to find at present.

Maps and signage are reported as being inaccessible for people with vision impairments. Some respondents said talking street signs would be useful in this respect or using larger font on signage. Using sentence case (capitals and lower case) would be preferable to signs just using capital letters. High contrast signs, e.g. using black and white, is easier to read for some.

Survey respondent: 'What signage? It all just feels like smooth plastic to me. No street signs. No building signs, very few toilet signs, no bus stop name or bus stop number, no live signs, no street numbers, [I] have to get someone sighted to describe maps to me. Imagine if someone came along and painted over every single word in the entire city

overnight. And painted all the shop and facility windows solid black for good measure. That is what the city is like for me every single day.'

Accessing info

Availability of accessibility info

When asked to rate the availability of accessibility information for things like events, toilets and mobility park locations:

- 36% of respondents think the availability is bad or very bad
- 13% think it is good or very good
- 42% are neutral or do not know
- 9% do not use accessibility information.

Respondents would like greater availability of accessibility information related to different WCC facilities, amenities and events. It is reportedly difficult to find out what is accessible, and the information is not always in one place so requires searching, e.g. accessibility information related to visiting pools. There is interest in an app that provides accessibility info for the city, although information on the location of public toilets could also be of interest to the general public. Several respondents said information on the availability of mobility parks in real time would be useful. It would be useful if wheelchair users could plan routes around the city taking into account steep slopes, kerb cuts and other relevant info.

Info on WCC websites and social media

When asked to rate the accessibility of information on WCC websites and social media:

- 45% of respondents think the accessibility is good or very good
- 12% think it is bad or very bad
- 38% are neutral or do not know
- 6% do not use WCC websites or social media.

Some respondents report it is difficult to locate information on the WCC website. The homepage has a lot of information that can be overwhelming and difficult to navigate. There was a suggestion the WCC website could be audited for Web Content Accessibility Guidelines (WCAG) compliance. The website could include NZSL videos on information essential for Deaf ratepayers. Use of pictures and maps online are not always accessible and should include alternative text.

Contacting WCC

When asked to rate the accessibility of contacting WCC (through the FixIt app, social media, phone, email or in person):

- 33% of respondents think the accessibility is good or very good
- 15% think it is bad or very bad
- 35% are neutral or do not know
- 17% do not contact WCC.

FixIt is an online way to alert WCC to problems that need attention. FixIt received positive feedback in the survey, although some respondents said there is not always resolution or follow through on reported issues. Other forms of communication, such as contacting WCC through

social media, by email or phone, were seen as easy but again some respondents said they do not always get an adequate response.

Democratic process

When asked to rate the accessibility of the democratic process (like voting, standing for council at WCC and participating in WCC meetings and consultations):

- 21% of respondents think the accessibility is good or very good
- 21% think it is bad or very bad
- 44% are neutral or do not know
- 14% said it was not relevant to them.

Respondents identified barriers that make the voting process less accessible, such as election materials not being available in alternative formats such as NZSL and Easy Read. Some respondents would like to be able to access information on the voting process and other key electoral information in multiple easy-to-understand formats. Blind and low vision people may not vote as they need assistance to cast their ballot.

Survey respondent: 'I do not vote in local elections since the voting process is wholly inaccessible to a blind person. I will not share my voting intention with another person if the rest of the electorate doesn't have to.'

Representation matters and respondents would like to see greater inclusion of disabled people at WCC. There was a suggestion that WCC and LGNZ could run workshops for disabled people interested in running for council and councillors could also provide mentorship.

Respondents report that important Council documents are not currently available in alternative formats that work for everyone, such as Easy Read. Information that is easy to digest and accessible in different formats would be appreciated.

Survey respondent: 'Consultation too often uses flawed options like partly inaccessible websites, PDFs for documents rather than Word or read online, and consultations are themselves too often box ticking exercises.'

Employment at WCC

When asked to rate the accessibility of employment at WCC (for things like the application and interview process):

- 9% of respondents think the accessibility is good or very good
- 8% of respondents think it is bad or very bad
- 46% are neutral or do not know
- 37% said it was not relevant to them.

Some respondents acknowledge WCC is making an effort to promote the employment of disabled people. One person had access to NZSL interpreters at the interview stage, which was appreciated. However, there is still more that could be done. Suggestions included providing

interview questions ahead of time, strengthening the relationship with Workbridge and also a reminder that the WCC website can be complex to navigate for employment opportunities.

Actions to improve accessibility

Survey respondents were asked what actions they would like WCC to take to improve accessibility. Their responses are summarised below.

Respondents would like greater inclusion of disabled people in decision making processes and for lived experience to be valued. This would help identify and address the accessibility challenges Wellington faces. Given the scale of the issue, it was suggested WCC hire a full-time disability working group and that an accessibility lens should be applied across all WCC policies and decisions.

It is important to engage with a wide range of disability groups to understand the varied needs that exist. Accessibility is about more than physical access across the city. It was suggested WCC could do an accessibility audit for each street or by suburb, including people with lived experience in the team. Respondents also said accessibility should ideally be integrated into the design of a space and not added later as an additional element.

More, detailed information is needed so people can find out the availability and extent of accessibility measures across the city. One respondent suggested the Digital Twin of Wellington may be an opportunity to provide accessibility information and could also be a way to record what needs to be improved in the city.

People with disabilities or access needs face multiple challenges when moving around the city. A lack of accessible transport options prevents people getting around easily. Improving the accessibility of public transport (e.g. more accessible buses, talking bus stop information, perhaps trialling accessible scooters), providing more mobility parks and reducing the cost of public transport or parking would help open up the city.

Pedestrians run into challenges with difficult Wellington terrain, cluttered and uneven footpaths and a lack of accessible crossings. There were suggestions that all street furniture should have a ground footprint and tactile routes are needed to cross roads, traffic islands and carparks. One suggestion was that parking wardens and other WCC staff could help report out-of-order crossing signals and other pedestrian hazards.

Respondents would like public amenities to be designed from an accessibility viewpoint. Wellington currently does not have any fully accessible public toilets, and this limits some respondents' ability to move around the city.

Respondents would like playgrounds to be disability inclusive, recognising the varied needs that exist. One respondent said: 'Many disabled children are isolated and excluded from their local playground because it is not designed for them. This includes wide entrances, drop curbs, play equipment that can be used for children in wheelchairs (accessible roundabouts, step free structures), avoid woodchip and hard concrete surfaces, have a fence around the playground, and have a range of sensory play equipment.'

Some respondents feel WCC has prioritised cyclists over disabled people in its planning. By contrast, councils in places like New Plymouth and Westport were seen as having acted to improve accessibility first.

Conclusion

Although some gains have been made in recent years to improve Wellington's accessibility, more still needs to be done. The results of this survey won't come as a surprise to those familiar with the issues, but it does reinforce the need to apply an accessibility lens across all areas of WCC's work.

This survey was an important first step in WCC's engagement process to update its Accessibility Action Plan. Most respondents either had a disability or access need themselves or supported someone who did. It is vital we hear directly from disability communities in order to understand the range of experiences of people living, working and spending time in Wellington City.

Every year WCC carries out an annual survey with a sample of residents to gauge satisfaction with various aspects of the city. Results from the latest Residents Monitoring Survey draw some broad parallels with results found here, for instance satisfaction with footpaths among the general population has declined in recent years (although they are still rated well overall) and residents are dissatisfied with the availability of parking.³ Similar to results in the current survey, Council facilities like pools and libraries are rated highly by residents, as are green spaces.

The results of the current survey allow us to hear feedback on what works and what needs to be improved to make Wellington more accessible. The availability and enforcement of mobility parking was identified as a top issue among respondents. Another major area of concern is the lack of accessible public toilets across the city and in Council facilities.

Pedestrians with certain disabilities or access needs can have a hard time on footpaths, which are often cluttered and uneven. Sharing footpaths with escooters, bikes and other obstructions can also be challenging. Although Wellington's outdoor green spaces were appreciated and used by many respondents, more could be done to ensure everyone is able to fully use them. There is a desire to see playgrounds that cater for children with different abilities and needs.

Greater availability of information is needed on how to get around the city and the extent that services and facilities are accessible. There is a diversity of access needs in the city and it is important to communicate what is available for different users.

The findings of this survey will help WCC identify and deliver actions under the new Accessibility Action Plan. Any information that does not pertain to Council facilities or activities will be shared with relevant partners, e.g. Greater Wellington Regional Council.

There will be further opportunities for engagement this year and a Draft Action Plan will go out for consultation in late 2022. The final Accessibility Action Plan will be presented to Council for sign off in 2023.

³ RMS_2022_summary.pdf (wellington.govt.nz)

**Absolutely Positively
Wellington City Council**

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wellington.govt.nz/your-council/plans-policies-and-bylaws/policies/accessible-wellington-action-plan