

**Michelle Higgie**

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**Sent:** Wednesday, 29 April 2015 2:34 p.m.  
**To:** Consultation  
**Subject:** LTP Submission  
**Attachments:** Waitomo 2015 Long Term Plan submission.pdf; 2015-03-25 Accessibility Audit Evaluation rev 1.pdf

Please find attached our submission and also an attachment for your attention.

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Submission to  
**Waitomo District Council**  
**2015 - 2025 Long Term Plan**

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**We would like to speak to our submission**

## Recommendations

- Council adopt a more proactive approach to improving access by commissioning street accessibility audits for places where persons with disabilities can be expected to be moving around.
- Beyond the transport sector we suggest Council begin collecting data on the numbers of persons with visible aids using different facilities to provide an indication of whether they are accessible or not.
- Council research the current availability of accessible homes and accommodation, likely increase in such accommodation under the current District Plan, likely demand for such accommodation and consider how best to amend the district plan to address any shortfall that may be identified.
- We recommend investigating the possibility of attracting one or more of the retirement home developers to the district, especially where spare infrastructure capacity is available, reducing or even eliminating the need for development contributions. This could be associated with a rolling review of the District Plan, as is being proposed by Taupo DC. Specific access requirements such as minimum Lifemark™ could then easily be incorporated in consultation with any proposed developer.

With respect to access to public buildings we recommend:

- Ensuring that a percentage of staff involved with compliance issues have Barrier Free Trust certification.
- Council buildings be upgraded to modern access standards as exemplars to the wider community.
- Consultation channels with the disability sector be developed that allow access concerns to be identified and appropriate action taken. CCS Disability Action's experience is that many access issues are resolved quickly once brought to the attention of building owners.
- There is an opportunity to improve access by stricter enforcement of emergency evacuation provisions for places of public assembly.

With respect to parks and reserves we recommend:

- That the use of loose fill surfaces for children's playgrounds be discontinued, in favour of the other surface alternatives and that where loose fill material has been used, a programme be instituted to replace it with a universally accessible safety surface.
- That signage and other information be made available in various formats so that people with vision impairment, and others, have equal access to the information.
- That a review of all public toilet facilities be undertaken to progressively include facilities for the disabled in all settlements.

We recommend Council work with the community, including persons with disabilities, to ascertain whether at least a limited accessible public transport service could be provided between key locations.

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Appendix 1: Pedestrian Routes

## 1 About Us

CCS Disability Action is one of the largest disability services providers in New Zealand. We have been advocating for people with disabilities since 1935. Today, our organisation has a strong disabled leadership and human rights focus.

CCS Disability Action has a National Office and regional management structure, and provides services nationally from sixteen incorporated societies to about 5,000 people of all ages and with a range of impairments.

We also administer the Mobility Parking Scheme which has over 119,000 users.

## 2 Introduction

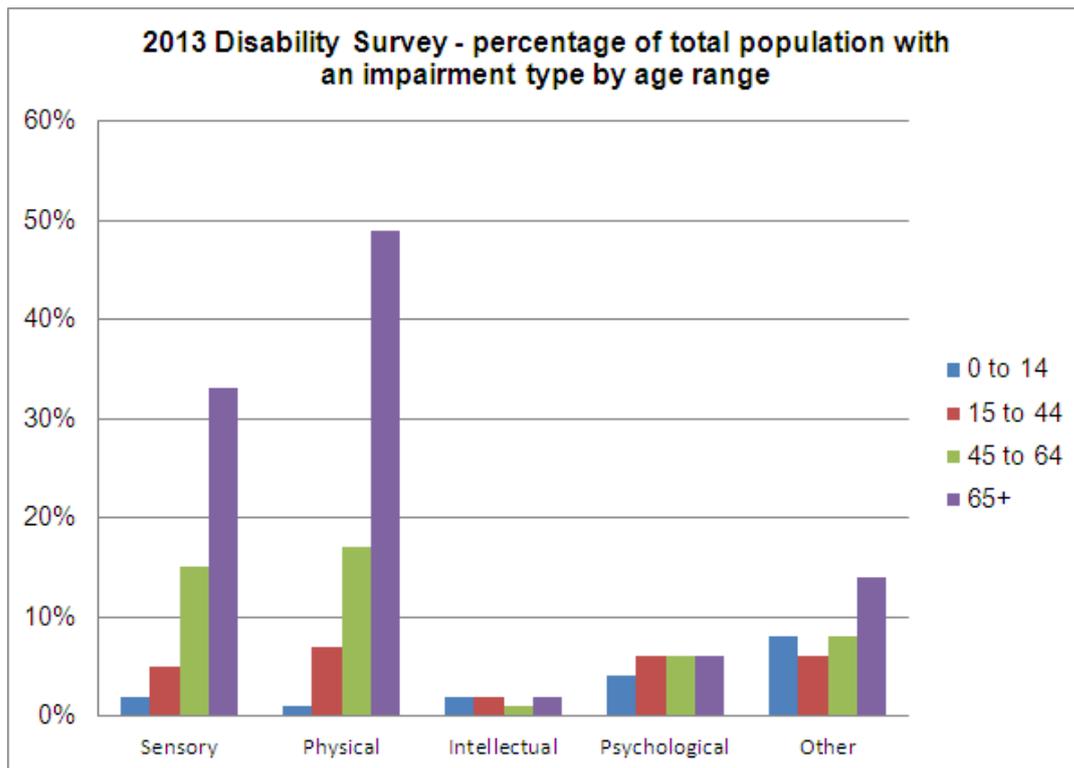
Individuals have impairments, which include physical, sensory, neurological, psychiatric, and intellectual disabilities. Disability occurs when one group of people create barriers by designing a world only for their way of living, taking no account of the impairments other people have.

Underpinning the New Zealand Disability Strategy is a vision of a fully inclusive society. New Zealand will be inclusive when people with impairments can say they live in, 'a society that highly values our lives and continually enhances our full participation'. Collaborative relationships between central, regional and local government and the disability community are central to ensuring this vision becomes reality.

The Statistics New Zealand 2013 Disability Survey states that approximately 1 in 4 New Zealanders self identify with some form of impairment. Furthermore, the incidence of disability increases rapidly with age.

Accessibility issues affect everyone at some time in their life. We all experience different levels of mobility; sometimes due to temporary causes such as injury, pregnancy or sickness.

An issue we often face is that some people do not always recognise the full range of disabilities in the community. Although people with intellectual and psychological impairments are less common than those with sensory or mobility impairments, they do comprise a significant proportion of our population as shown on the following chart.



Article 9 of the UN Convention on the Rights of People with Disabilities requires that ‘States Parties shall take appropriate measures to ensure to people with disabilities, **access, on an equal basis with others**, to the physical environment, transportation, information and communications, communications technologies and systems, and other facilities and services open or provided to the public, both in urban and rural areas. These measures, which shall include the identification and elimination of obstacles and barriers to accessibility, shall apply to, inter alia (a) Buildings, roads, transportation...’ (Convention on the Rights of Persons with Disabilities) The Convention was ratified by New Zealand on 26<sup>th</sup> September 2008.

Understanding the factors that contribute to the social exclusion of disabled people is the subject of a recent literature review undertaken by Synergia for the Ministry of Social Development's 'Think Differently' social change campaign.<sup>1</sup> Social exclusion occurs when people suffer from disadvantage and are unable to attain a basic standard of living and to participate in the core functions of society such as employment, access to adequate housing, health care and education. Obviously transport, as an enabler of people's movement in their communities, plays an important role in societal inclusion.

### **3 Disabled Persons In Waitomo District**

We note the references in the Consultation Document to the forecast continued decline in population. Currently we know that nationally almost 50% of those over 65 have a physical impairment and some 32% have a sensory impairment. As there will be some persons over 65 who do not have both physical and sensory impairments, it is likely some 60% of the over 65's have at least one impairment. Council therefore now faces the challenge of adapting present infrastructure and community facilities to better meet the needs of persons with disabilities. However a decline in population need not be inevitable, as a number of smaller rural towns have shown. Some, such as Tirau in South Waikato District, have reversed the trend by embracing the opportunity tourism provides. With vision the towns in the district, especially those on state highways, could become significant points on our national tourist routes, as is Waitomo Village. For persons with disabilities and their families with limited means and those over 65, who depend solely on National Superannuation, Te Kuiti represents an affordable place to live.

We therefore believe that with suitable encouragement, the decline in population can be reversed, particularly when it is appreciated that housing costs, including rates, in the larger urban centres are rising rapidly. These people still wish to be involved in their communities, participate in everyday community activities and contribute to society.

By making the main centers accessible, they become more attractive to passing tourists, who will increasingly come from the older age bracket of

people with higher incidence of disability. Improved access will also benefit the local community.

CCS Disability Action are keen to assist in working collaboratively with Council and local representatives of the disability community to improve access and other provisions for the disabled, whether they be citizens or visitors. We can assist with developing inclusion or disability policies which identify strategies to ensure persons with disabilities are included in mainstream planning processes. Action plans with associated measures or indicators are essential to demonstrate effectiveness of these policies.

#### **4 Accessibility in Waitomo District.**

The Consultation Document notes that NZTA is working on a One Network Roding Classification system. This means robust business cases must be developed to support works for which subsidies are sought. This is why CCS Disability Action has been working on methods that provide evidence to support the case for subsidising improved pedestrian transport access, especially for persons with disabilities. Improved access should not only benefit those that use mobility scooters or wheelchairs, but other pedestrians with mobility issues and sensory issues who also may still face barriers. With respect to pedestrian infrastructure, Waitomo DC appears to be facing a dilemma that is not peculiar to them. This is that although new infrastructure is being built to modern access standards, it is difficult to find funds to upgrade legacy infrastructure to these standards. This is evidenced by, for example, narrowness of footpaths, the condition of kerb cuts, the lack of tactile pavers, infrequency of level crossing opportunities with refuges and condition of kerb crossings. For information we include as an appendix design details from previous submissions on pedestrian routes. However, rather than provide a list of identified concerns, we recommend Council adopt a more proactive approach to improving access, not just for the disabled but for everyone. This can be done by commissioning street accessibility audits for places where persons with disabilities can be expected to be moving around. We note that although considerable work has been done improving footpaths in the Te Kuiti

CBD, there remain many crossing points without tactile pavers for the vision impaired which should be provided in accordance with NZTA document RTS 14.

CCS Disability Action has completed a number of street accessibility audits for other Waikato towns, which not only identify access issues, but also provide guidance on priorities and cost estimates for upgrade. These reports can then be used to support the case for NZTA subsidies. The process is collaborative and we would expect local persons with disabilities to provide valuable assistance in the process.

Street accessibility audits have now been completed for Otorohanga, Waipa, Thames Coromandel and Hauraki District Council's and a review of the outcomes of the earlier audits is attached. On the basis of feedback received, CCS Disability Action has decided to offer this service nationally and is in the process of integrating the audits within its wider strategic goals for the benefit of all. A copy of the evaluation report is attached to this submission.

An interesting finding from this evaluation was that councils may need to take care to communicate that their planning processes do take time and to take the time to advise their communities when improvements have been made. They can then solicit feedback from the community on whether they believe the improvements have achieved the desired result.

When planning upgrades to local pedestrian transport infrastructure, readers may be interested in a paper, "How to Prioritise Universal Design: The Case for Counting People Using Mobility Aids" by Bridget Burdett and Natalie Jackson<sup>2</sup> presented to Growing Liveable Rural Communities TRAFINZ, 17th September 2014.

## **5 Other Issues Concerning the Disability Sector**

Beyond the transport sector we suggest Council begin collecting data on the numbers of persons with visible aids using different facilities to provide an indication of whether they are accessible or not. CCS Disability Action, in collaboration with Traffic Design Group, is developing a methodology which counts the subset of pedestrians who use visible mobility aids. Currently the

counts are being undertaken using manual methods but research funding has been granted by Callaghan Innovation to develop automated processes that will substantially increase the amount of data available. This will ensure that disabled people's ability to actually use facilities such as the transport system, including accessible pedestrian routes, tourist facilities, commercial areas and places of entertainment is able to be monitored and evaluated. This monitoring will enable improvements to be prioritized so that access barriers are progressively removed.

### **5.1 Accessible Housing**

Whilst not including the statistics, it is well understood that the numbers of elderly in our communities are rapidly increasing and that in this age group the incidence of disability is significantly higher than for younger people. Councils are in the best position to research data for their populations, including visitors, and to work out how best to match the housing stock to their needs. Disabled people often require modified homes and accessible accommodation to have maximum independence however it is frequently difficult to find both suitable existing homes and other accommodation. We support planning processes that encourage the construction of accessible homes and other accommodation in all categories of housing and accommodation. Developers and builders may not immediately recognize the value of buildings that are accessible, and so local authorities have an important role to play in this area. We therefore recommend Council research the current availability of accessible homes and accommodation, likely increase in such accommodation under the current District Plan, likely demand for such accommodation and consider how best to amend the district plan to address any shortfall that may be identified.

We note that the district expects its population to decline, but this is something that could provide an opportunity to attract one or more of the retirement home developers, especially if spare infrastructure capacity is available, reducing or even eliminating the need for development contributions. If a rolling review of the District Plan were adopted, as is being proposed by Taupo DC, then specific access requirements such as minimum Lifemark™

could be incorporated in consultation with any proposed developer that could benefit the elderly community with its higher incidence of persons with disabilities and who may be seeking more appropriate housing choices.

## 5.2 Public Buildings

While access to new public buildings must meet current standards, there are many older buildings with significant barriers to access, sometimes to the point of them being completely inaccessible. Older shops with steps at their entrances are still being used and there are many office blocks with no lift access to upper floors. Councils can encourage removal of these barriers by providing suitable advice, perhaps unsolicited, to building owners on ways to remove barriers. We recommend:

- Ensuring that a percentage of staff involved with compliance issues have Barrier Free Trust certification.
- Council buildings be upgraded to modern access standards as exemplars to the wider community.
- Consultation channels with the disability sector be developed that allow access concerns to be identified and appropriate action taken. CCS Disability Action's experience is that many access issues are resolved quickly once brought to the attention of building owners.
- There is an opportunity to improve access by stricter enforcement of emergency evacuation provisions for places of public assembly.

CCS Disability Action believes that all people benefit from improved accessibility not just those living with permanent disability.

## 5.3 Parks and Reserves

Council is responsible for several towns and settlements and it is likely many parks and reserves have access issues. For example, the childrens Playground in Redwood Park, Te Kuiti has a loose fill surface that we consider unfit for purpose as it is unsuitable for use by carers of young children who have mobility issues. These carers could be grandparents using walkers or others using wheelchairs. The SNZ HB 5828.2:2006: Supervised Early

Childhood Facilities - Playground Equipment and Surfacing Handbook allows use of loose fill surface material, which needs to be contained. Unfortunately both the timber walls and the material itself create barriers to many persons with mobility issues entering play areas, denying them the opportunity to supervise children in their care. This is an issue we have taken up with Standards NZ who cannot change the handbook without additional funding. We recommend that the use of loose fill surfaces be discontinued, in favour of the other surface alternatives and that where loose fill material has been used, a programme be instituted to replace it with a universally accessible safety surface.

There are also access issues with the facilities in the Domain, especially for the tourist cabins and camper park. Also access to Brook Park off Ekatone Street uses a stile which is a barrier to many users.

The condition of access to our parks and reserves is an important part of daily living. However there are some barriers to their use by disabled people, and others, which can often be resolved quite economically. As with footpaths beside our roads, it is important to provide kerb cuts for wheelchair users to access walkways and other facilities.

Good signage can significantly enhance the experience of users, especially visitors from other areas. We recommend that signage and other information be made available in various formats so that people with vision impairment, and others, have equal access to the information. QR codes that can be read by smart phones can provide spoken commentary and hazardous vehicle crossings can be defined by tactile pavers in the same way as used for normal roads.

In many places, toilet facilities are rudimentary. We recommend a review of all public toilet facilities to progressively include facilities for the disabled. Inaccessible toilets are a significant deterrent for disabled people's enjoyment of parks and reserves is lack of provision of clean and accessible toilet facilities. Such facilities can also double as facilities for young parents and their babies. We realize these can attract anti social behavior but this can be

improved by good design and monitored quite cheaply with the use of modern security cameras.

#### **5.4 Public and community transport services**

At a local level there are very limited public transport options for persons who do not hold a drivers license. We recommend Council work with the community, including persons with disabilities, to ascertain whether at least a limited accessible service could be provided between key locations. It is vital that people who do not have independent access to a private vehicle, including disabled people, are provided for in community and public transport services.

#### **5.5 Mobility Parking**

We would like to see all mobility parking spaces meeting, as a minimum, the requirements as per section 5 and fig 7 of NZS 4121:2001. Consideration of the number and standard of such parks is included in our street accessibility audits which we have recommended be considered. However, failing that it would be worthwhile progressively upgrading all mobility parks to the above standard. An additional feature now increasingly being adopted is identifying mobility parks with blue surfacing. Although this does not stop abuse, it does reduce it considerably as it is difficult for abusers to say they were not aware that the park was a mobility space.

### **6 Conclusions**

CCS Disability Action supports the right of disabled people to have good lives. We are pleased to support Council initiatives that help disabled people at a local level to live as independently as possible, participate in, and contribute to, their community. As our population ages, the incidence of disability is rising and it is vital that local authorities and their partners recognise the vital role they have in providing a welcoming and accessible environment that all people can enjoy without barriers. Planning processes and operational activities should be able to demonstrate that all community members requirements are considered and catered for.

Although provisions for the disability community are not specifically included in Councils ten proposed community outcomes, we believe they will be appreciated by residents and passing tourists alike. We believe the proposed outcomes are the foundation for building a community that can arrest the decline of its population and meet the needs of persons with disabilities, who are increasingly seen in the older age bracket.

Thank you for considering our submission

### References

1. Appleton-Dyer, Sarah & Field, Adrian; 20 November 2014; Understanding the factors that contribute to social exclusion of disabled people.  
<http://www.socialchangetoolkit.org.nz/assets/Uploads/Understanding-the-factors-that-contribute-to-the-exclusion-of-disabled-people-November-2014.pdf>
2. Bridget Burdett, Senior Transportation Researcher, Traffic Design Group  
Natalie Jackson, Professor of Demography, National Institute of Demographic and Economic Analysis, University of Waikato.  
Growing Liveable Rural Communities TRAFINZ, 17th September 2014  
How to Prioritise Universal Design: The Case for Counting People Using Mobility Aids;  
<http://trafinz.org.nz/workspace/downloads/burdett-bridgett-542de70e8af59.pdf>

**Attachment: Accessibility Audit Evaluation**

## APPENDIX 1: PEDESTRIAN ROUTES

“The NZTA Pedestrian Planning Guide recommends a footpath crossfall of 2% to 4%. Crossfall is the sideways slope of the footpath. Some crossfall is required for drainage, but excessive crossfall requires people using wheelchairs and walking frames to use extra energy to resist the sideways forces and maintain a straight line of travel.

We suggest a best practice maximum crossfall of 1% for most pedestrian routes, particularly those which are heavily used. This would guarantee that most people can independently use them. Traditionally, crossfall is used to enable drainage, however, the primary role of pedestrian infrastructure is to enable people to get around their community. Drainage should be a secondary consideration to access. A crossfall of 1% will enable people to retain control of their walking frames with less effort and also users of manual wheelchairs with impaired arm and shoulder function to move around independently without risk of their mobility aid rolling over the gutter and into the roadway. If water can't be managed with a minimal crossfall on pedestrian routes it should be managed with channels and grates outside the accessible route. Steeper crossfalls, require manual wheelchair users to push their whole body weight with one arm and increase the risk of injury to users of wheeled mobility aids in rainy weather as handles and push rims become slippery and hand grip is easily lost for a second. This can be sufficient to permit the disabled person and their aid to fall over the gutter and into the road.

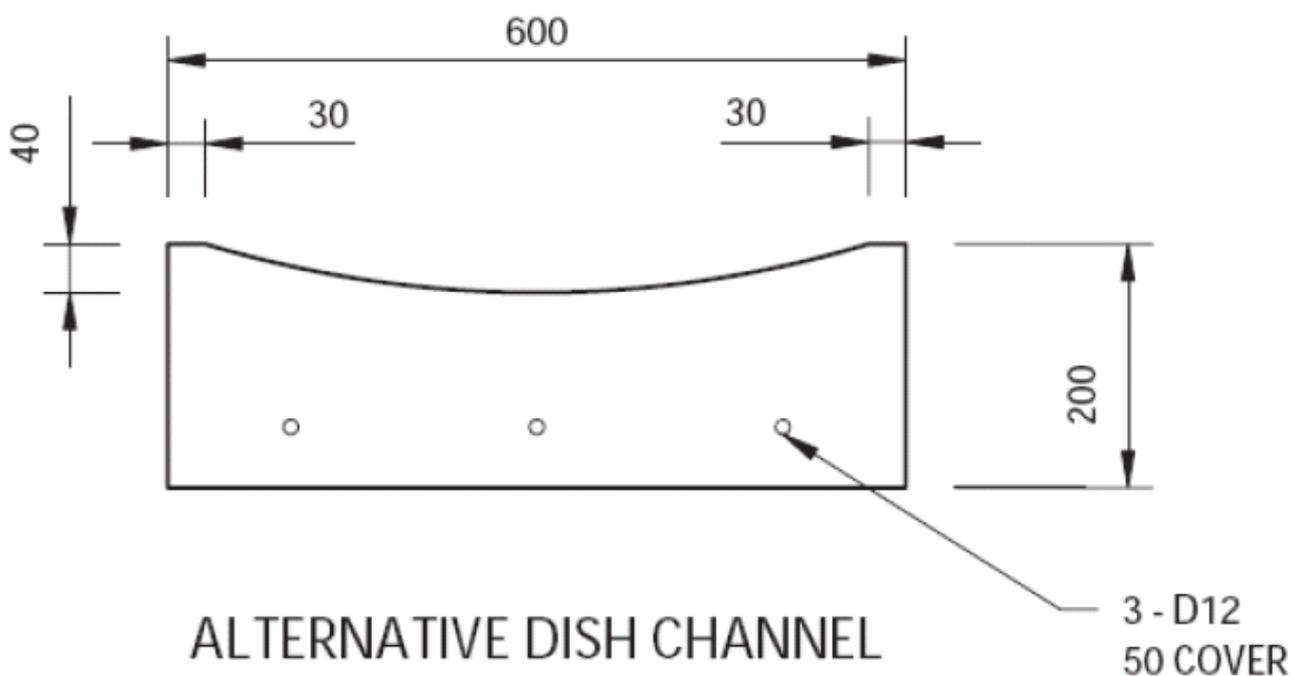
We recommend that pedestrian crossings are raised to be level with the footpath. A crossing designed in this way means that disabled pedestrians have a flat level journey to cross the road and can do so safely and quickly with no engineered hazards such as kerbs to negotiate. Raised pedestrian beds are safer for people with disabilities and 'wheeled pedestrians' and they have the added advantage of slowing vehicular traffic. Currently, many courtesy crossings are designed in this manner.

Clear sightlines into all traffic of at least 50m should be maintained for the seated 'wheeled pedestrian'

Appropriately positioned and well designed kerb ramps and dish channels are essential to enable people using wheeled mobility aids to safely cross streets and reach their intended destination. Kerb ramps and dish channels should be provided at all crossing opportunities that do not have raised pedestrian beds, such as street corners, mid block on long streets and on both sides of the road at safe crossing points near bus stops so that 'wheeled passengers' can safely cross streets without the need for lengthy detours. A flat area should be provided directly adjacent to the kerb ramp, and within reach of the push button at signalised crossing points if present, so that disabled people using wheeled mobility aids can wait safely, until a crossing opportunity arises.

Kerb ramps should have a best practice slope of 1:14 so that as many disabled people as possible are able to use them safely and independently. The general rule is, the steeper the slope, the fewer people that can independently and safely use it.

We suggest that a dish channel is used to provide the connection between the kerb ramp and the road when road crossing opportunities are not provided on raised pedestrian beds.



We do not recommend 'v' shaped kerb cuts as they require a three step manoeuvre for the 'wheeled pedestrian' to negotiate them. Crossing the road entails a careful, often slow, approach to the first 'v' kerb cut, resting rear wheels in the bottom of the 'v' with the wheelchair user's legs in the path of vehicular traffic, then a slow push up the slope created by the road camber, quickly crossing the crown of the road and then slowing while still in the path of vehicular traffic to tackle the 'v' shaped kerb cut on the opposite side of the road. Attempts to take the kerb at speed can end in disaster if the (typically small) front wheels of manual & power chairs hit the edge of a kerb and abruptly stop the wheelchair.

We suggest 'at grade' pedestrian refuges at all road crossing opportunities as this is one less set of engineered barriers to negotiate when crossing the road

Foliage on any plantings should be no more than 30 cm in height to provide maximum visibility for, and of, the wheeled pedestrian.

Road surfacing material should be milled at the connection between the dish channel and the road so that vertical faces, which could potentially tip wheelchairs and other wheeled mobility aids, are minimised if not totally removed. Vertical faces pose a serious risk to people with mobility needs, particularly wheeled pedestrians. They are a trip hazard to people walking and pose a serious risk of 'tipover' to the 'wheeled pedestrian' because if they aren't approached correctly they bring a 'wheeled pedestrian' to an extremely abrupt halt, especially when tackled at speed."

Consideration should be given to the possibility of including kerb cuts in short stay parking spaces ( ie 10 minute parking) so the footpath is safely accessible to everyone who wishes to use the parking space.

The rationale behind the bright BLUE paintwork on Mobility parking spaces is that the car park space itself stands out, as do users. Reductions in abuse by those not eligible to park in these areas has been significant and enforcement teams at the most recent National Parking Conference commented on this successful initiative and its immediate positive impacts.

We administer the Mobility Parking Scheme for well over 119, 000 current users nationally. We are now able to provide reports, on request, detailing the number of Mobility Permit holders in particular townships and cities. We envisage that that this will be useful to local authorities as it will provide an indicator of those with mobility impairment living in a local community.

TE HUNGA HAUA MAURI MO NGA TANGATA KATOA



# STREET ACCESSIBILITY AUDIT EVALUATION

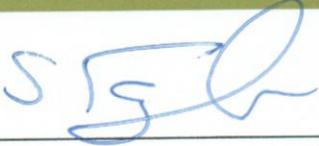
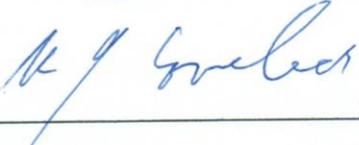


TE HUNGA HAUA MAURI MO NGA TANGATA KATOA

**Revision History**

Rev. No.	Prepared By	Description	Date
0.	Steve Taylor	Issued for CCS Disability Action review	30/03/2015
1	Steve Taylor	CCS Disability Action review comments incorporated	02/03/2015

**Document Acceptance**

Action	Name	Signed	Date
Prepared By	Steve Taylor		30/3/2015
Reviewed By	Roger Loveless		02/03/2015
Approved By	Gerri Pomeroy		02/03/2015
On behalf of	CCS Disability Action		

## EXECUTIVE SUMMARY

Accessibility Audits are a tool used to report on the condition of transport accessibility in urban centres. This audit process was developed by Roger Loveless and Gerri Pomeroy in the Waikato branch of CCS Disability Action. The purpose of an accessibility audit is to identify deficiencies in the built environment that affect peoples' independent participation, and to rank their relative priority for improvement that can be funded through routine maintenance and low-cost capital investment budgets by a Local Authority.

This evaluation reviews the three earliest accessibility audits. The purpose of this evaluation report is to review and reflect on the outcomes of each audit, incorporating feedback from the local authorities and communities that participated.

The audits studied in this report were performed in defined urban centres in Otorohanga, Waipa, and Thames-Coromandel Districts. In all locations, the audit consisted of inspections of:

- Mobility parking spaces;
- Kerb ramps;
- Footpaths;
- Street crossing opportunities;
- Street furniture; and
- Temporary traffic management.

The first Accessibility Audit was undertaken in Otorohanga between April and August 2011. Otorohanga District Council (ODC) had made some accessibility improvements before the audit was conducted, but commissioned the audit to provide evidence for prioritising future works. The audit report was based on a site investigation and it included recommendations for ODC to improve accessibility and safety within its CBD for all people.

The report has given the local Otorohanga District Roading Manager some interesting directions to consider further in order to improve planning for accessibility over time. It has helped to focus on effective improvements which could improve peoples' independent participation by making their transport choices easier and safer.

Following ODC's accessibility audit, Waipa District Council (WDC) approached CCS Disability Action to undertake a similar audit for various urban settlements in the Waipa District. A joint project was performed with Taylored Accessibility Solutions (TAS), a private consultant based in Hamilton.

Community consultation meetings were held and audits were carried out in the CBD areas of Cambridge, Kihikihi, Leamington, Pirongia, and Te Awamutu. Recommendations were arranged into General and Specific Recommendations, with the specific recommendations ordered into serious, significant, and minor concerns.

### ACCESSIBILITY AUDIT EVALUATION

## TE HUNGA HAUA MAURI MO NGA TANGATA KATOA

WDC were very impressed with the auditing process. They are able to now prioritise improvement works more effectively in an evidence-based way. Once the report was represented and accepted by Council, \$100,000 was diverted from other budgets to improvements in accessibility. A further \$400,000 is proposed in the WDC 2015-16 Annual Plan.

CCS Disability Action submitted to the Thames-Coromandel District Council (TCDC) Annual Plans. TCDC took the opportunity to trial an Accessibility Audit in Thames, with the option of extending the programme to other settlements on the Coromandel Peninsula. Following the initial consultation meeting, an audit was carried out in the CBD area of Thames.

The Accessibility Audit was designed to provide recommendations for construction priorities within their urban development strategy.

A good working relationship was developed between CCS Disability Action and TCDC. The report was well received by TCDC, with the roading department including the audit recommendations in their maintenance programme.

A number of improvements have been made by all three local authorities. Following the inspection of these improvements and interviews with community members, some learning outcomes have been identified. These include:

- More data would be useful for Authorities to understand the benefit of improvements. The Measuring Accessible Journeys project currently underway provides a tool to count people who use mobility aids, as a subset of all people present in an urban location. More use of this type of data over time would help Local Authorities justify the expense of the audit, and to demonstrate value of improvements to decision-makers.
- That contact details should be recorded for CCS Disability Action's reference, and that clear communication of improvement options can be achieved by using existing photos and overlaying recommendations text directly on these.
- Interviews with people living in affected communities can provide rich sources of information about the habits and experiences of local people living their daily lives.
- Councils and auditors will need to improve communication on local authority processes with local representatives of the disabled community

As well as the benefits to local authorities of the audit process, there are wider benefits to the transportation and disability sectors that are becoming apparent as the number of audits increases. The audits help to improve understanding generally of the nature of barriers in the built environment, and of the importance of social inclusion. Each individual audit helps to tell the wider story of changing approaches to accessibility over time.

It is recommended that the audits continue with continued refinement, and that the evaluation process is itself repeated as the number of completed audits increases. It is also recommended that audit findings be incorporated into broader research projects investigating the nature of accessibility, its measurement, and methods to improve peoples' independent participation.

### ACCESSIBILITY AUDIT EVALUATION

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# 1 INTRODUCTION

## 1.1 Street Accessibility Audits

Street Accessibility Audits are a tool used to report to Local Authorities on the condition of accessibility in their district. It is a process that has been developed by Roger Loveless and Gerri Pomeroy in the Waikato branch of CCS Disability Action. Since 2012, CCS Disability Action has performed Accessibility Audits for various local authorities in the Waikato region. A total of 16 towns and settlements have been audited as at March 2015.

## 1.2 Evaluation

This evaluation is looking at the three earliest street accessibility audits. The purpose is to review and reflect on the outcomes of each audit, and obtain feedback from the local authorities and communities that participated in the three audits.

## 1.3 Communities

The audits studied in this report were performed in Otorohanga, Waipa, and Thames-Coromandel Districts. The settlements that were audited include:

- Otorohanga;
- Cambridge, Kihikihi, Leamington, Pirongia, and Te Awamutu,
- Thames.

## 1.4 Audit Areas of Interest

In all locations, the audit consisted of inspections in an agreed area of the Central Business District (CBD). Topics investigated were:

- Mobility Parking Spaces;
- Kerb ramps;
- Footpaths;
- Street Crossing Opportunities;
- Street Furniture; and
- Temporary Traffic Management.

## 2 OTOROHANGA

### 2.1 Audit Process

The first Accessibility Audit was undertaken in the CBD of Otorohanga in April - August 2011. This was a free of charge process as this was a test run for future audits.

The parties involved in the Audit process included CCS Disability Action (Roger Loveless and Gerri Pomeroy) and Otorohanga District Council (Martin Gould, Roding Manager and Sue Blackler, Councilor for Wharepuhunga Ward).

### 2.2 Prior Accessibility Improvements

Otorohanga District Council (ODC) had previously made some accessibility improvements before the audit was conducted. Improvements noted at the time included:

- Installing galvanized steel chequer plate over the channels to provide level access from the roadways to the footpaths;
- Surface improvements to CBD/Maniapoto Street Footpaths;
- Pedestrian crossings on Maniapoto Street were upgraded with barriers and roadside refuges to ensure pedestrians slow down and check traffic before crossing;
- Grinding of raised joins on concrete footpaths;
- Refuge islands had been installed on SH.3 adjacent to Beattie Home.

### 2.3 Further Accessibility Improvements

On completion of the site investigation, a report was finalised with future recommendations on how ODC could improve the CBD of Otorohanga for access users.

Recommendations included repairing cobblestoned footpaths, removing old services, and installing mobility parking spaces.

### 2.4 Otorohanga District Council Feedback

The audit has proven very useful for ODC. CCS Disability Action provided a good list of prioritised works to work through.

Of benefit to ODC is the ongoing planning around accessibility. The report has given the Roding Manager some interesting directions to consider further. It has helped to focus on efficient improvements which could prove effective.

## 3 WAIPA

### 3.1 Audit Process

Following ODC's accessibility audit, Waipa District Council (WDC) approached CCS Disability Action to undertake a similar audit for various urban settlements in the Waipa District. As CCS Disability Action has limited resources, a joint project was performed with Taylored Accessibility Solutions (TAS), a private consultant based in Hamilton.

The parties involved in the Audit process included CCS Disability Action (Roger Loveless and Gerri Pomeroy) and TAS (Steve Taylor). Dawn Inglis was the Client Representative for WDC.

Two community consultation meetings were held in September 2012 (Te Awamutu and Cambridge), with a small group gathering that covered a good range of mobility issues – Visual, wheelchair, mobility scooter, and elderly. Representatives from the local Mobility Transport Service also attended.

Following the consultation meetings audits were carried out in the CBD areas of:

- Cambridge;
- Kihikihi;
- Leamington;
- Pirongia; and
- Te Awamutu.

### 3.2 Prior Accessibility Improvements

WDC had previously made some CBD improvements well before the audit was conducted. Improvements included:

- Installing cobblestoned footpaths in Cambridge and Te Awamutu; and
- Installing 'at grade' crossing opportunities in Te Awamutu.

WDC was conducting an investigation of the usage and location of the mobility parking spaces which resulted in the request for an accessibility audit.

At the time of the audit, WDC was also investigating the design of Kihikihi CBD and expressed an interest in using the audit to finalise the design.

### 3.4 Further Accessibility Improvements

On completion of the site investigation, a report was finalised with future recommendations on how WDC could improve the CBD of the areas listed in Section 3.1 for access users.

Recommendations were arranged into General and Specific Recommendations, with the specific recommendations ordered into serious, significant, and minor concerns.

Recommendations were made in the following categories:

- Crossing Opportunities;
- Footpaths;
- Kerb Ramps;
- Mobility spaces;
- Street Furniture;
- Tactile pavers for the vision impaired; and
- Temporary Traffic Management.

### 3.5 Waipa District Council Feedback

WDC were very impressed with the auditing process. They are able to now prioritise the works in a more efficient manner.

Once the report was represented and accepted by Council, \$100,000 was assigned to improvements in accessibility. A further \$400,000 is proposed in the 2015-16 Annual Plan.

WDC Roding Staff recognise the value of the audit, and are recommending a similar partnership with CCS Disability Action for other departments within WDC, including Parks and Reserves, Building Consents etc.

## **4 THAMES**

### **4.1 Audit Process**

In the CCS Disability Action submission to the Thames-Coromandel District Council (TCDC) Annual Plan in 2012, TCDC took the opportunity to trial an Accessibility Audit in Thames, with the option of extending the programme to other settlements on the Coromandel Peninsula.

The parties involved in the Audit process included CCS Disability Action (Roger Loveless and Gerri Pomeroy) and TAS (Steve Taylor). Christine Tye was the Client Representative for TCDC.

The group of people that attended covered a wide range of impairments. People with visual and intellectual impairments, as well as age and mobility issues were present. People using wheelchairs and mobility scooters also contributed to discussion on the day. Representatives from local disability support centres also attended.

Following the consultation meeting, an audit was carried out in the CBD area of Thames. Connection from the Tararu Retirement Village to Thames was also considered, as media attention focused on mobility scooters using the SH.25 carriageway instead of the footpath.

### **4.2 Prior Accessibility Improvements**

TCDC had previously made some CBD improvements well before the audit was conducted. Improvements included upgrading parts of Pollen Street and Mary Street to create a more pleasant shopping environment. TCDC was also implementing the Thames Urban Development Strategy and were wishing to incorporate the recommendations into this strategy.

### **4.3 Further Accessibility Improvements**

On completion of the site investigation, a report was finalised with future recommendations on how TCDC could improve the CBD of Thames.

Recommendations were arranged into General and Specific Recommendations, with the specific recommendations ordered into serious, significant, and minor concerns.

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Recommendations were made in the following categories:

- Crossing Opportunities;
- Footpaths;
- Hauraki Rail Trail;
- Kerb Ramps;
- Mobility spaces;
- Street Furniture;
- Tactile pavers for the vision impaired;
- Tararu Retirement Village; and
- Temporary Traffic Management.

### 4.4 Thames-Coromandel District Council Feedback

A good working relationship was developed between CCS Disability Action and TCDC. The report was well received by TCDC, with the roading department processing the audit recommendations into their maintenance programme.

TCDC was successful in gaining further funding from the Ministry of Social Development's Make a Difference Fund to perform more audits, in:

- Coromandel township;
- Pauanui;
- Tairua;
- Whangamata; and
- Whitianga.

## **5 RECOMMENDATIONS UNDERTAKEN**

### **5.1 Otorohanga**

Appendix A.1: Otorohanga Improvements identifies the locations of completed improvements that have been made.

Mitre 10 has relocated which has eliminated the Delivery Vehicle conflict on Turonga St.

### **5.2 Waipa**

WDC has made a number of improvements for accessibility. These are identified in Appendix A.2: Waipa Improvements.

### **5.3 Thames**

TCDC has started making improvements to accessibility in line with the recommendations provided in the Accessibility Report. These are identified in Appendix A.3: Thames Improvements

## 6 COMMUNITY FEEDBACK

As well as the benefits to local authorities of the audit process, there are wider benefits to the transportation and disability sectors that are becoming apparent as the number of audits increases. The audits help to improve understanding generally of the nature of barriers in the built environment, and of the importance of social inclusion. Each individual audit helps to tell the wider story of changing approaches to accessibility over time.

Interviews with people living in affected communities can provide rich sources of information about the habits and experiences of local people living their daily lives.

Susan Mellsopp, from CCS Disability Action, interviewed a selection of the community to assess if and how the community has noticed the improvements.

### 6.1 Street Accessibility Audit Evaluations – Interviews

Susan interviewed 6 people who had attended the initial community meetings held before the audits were undertaken. Three people from the Te Awamutu area were interviewed, two from Cambridge and one from Thames. Obtaining an interview was difficult at times, several of those rung declined as they had experienced ill health in the intervening years and felt unable to comment on accessibility improvements. Of the six only two reported positive changes.

### 6.2 Cambridge

Respondent 3, a guide dog handler, reported little change but had also been unwell and seldom ventures out alone. She stated she would be surprised if there had been any real accessibility changes in Cambridge.

She did mention a minor change to the pedestrian crossing between the Anglican Church on the corner of State Highway 1 and Victoria Street saying it had been levelled out and there were no longer dips in it. Respondent 3 had fallen several times at this crossing and was not sure if it was repaired before or after the audits.

She has requested a pedestrian crossing further along Victoria St going towards Hautapu as she has to walk a distance back to the church to cross and then walk all the way up the other side to visit an aunt who lives almost opposite her. When this respondent moved to Cambridge she asked if a crossing could be put in near the Post Office as she is restricted to just one side of the road in the shopping precinct. She reported that a group of blind people, either with canes or guide dogs, met with the council engineer approximately 6

## TE HUNGA HAUA MAURI MO NGA TANGATA KATOA

years ago to explain issues they were having with accessibility but nothing has been done about their suggestions.

Respondent 3 uses a mobility parking permit (for a friend's car) and has found this gives her more options in Cambridge, particularly now there is less illegal use of the parks.

Respondent 2, who uses a wheelchair, stated there had been no accessibility changes. He had attended the initial meeting to ask if footpath access to the high level bridge could be changed but said it had not been fixed. He stated the kerb was too steep and he risked falling out of his wheelchair.

While saying he is not particularly observant, this respondent has not noticed any changes in Cambridge and only travels routes and visits places he knows are accessible.

This respondent felt he was not welcome in some places due to his wheelchair and also wished the museum was accessible.

He had noticed there were less tables and chairs on the footpath which made his journey easier. He suggested that privately owned land made it difficult to enforce access issues.

Respondent 2 had reported trees lifting the footpath on Thornton Rd near his home to the council and this was repaired.

He also said there had been no changes to mobility parks and that the wrong people were using them. He felt it could be dangerous to approach these people and does not do so as he can usually find a mobility park.

### 6.3 Te Awamutu

Respondent 1 lived in Kihikihi and uses a wheelchair and a mobility scooter. She has been ill and has not been to Te Awamutu in her wheelchair so could not report any changes which may have occurred there.

She is extremely happy with changes made since the start of the street accessibility audit process. This respondent stated that the kerb cuts had been lowered in Kihikihi and were much safer to use. Previously she had been fearful of falling off her scooter but now she can now access all of Kihikihi. She also said they had reduced the gradient of the ramp at Kihikihi School used by students to get on the bus.

Respondent 1 was pleased there is now a mobility parking space in the main street of Kihikihi and reported that footpaths were not blocked now and therefore were easier to negotiate. Her daily life was now much easier as she could negotiate a trip to shops easily.

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Her call to the Waipa District Council regarding foliage overhanging the crossing at Golf Road received immediate attention.

When asked if there were further accessibility improvements she would like Respondent 1 said hydrant covers in Te Awamutu were counter sunk by 2-3 inches; she was not sure if this had been fixed. While she felt that Kihikihi had improved its access Respondent 1 did suggest that she would like the top of Walmsley St fixed as the path stops and then she has to traverse grass to get to the next footpath and fears falling.

Respondent 2, who has no disability, had attended the initial meeting on behalf of mobility scooter users and friends who were in a wheelchair. He stated firmly that despite visits from council staff to look at concerns there had been no improvements to accessibility in Te Awamutu. He said that scooter users were going faster and faster, even along the footpaths in the main street and try to go silly places. He referred to a recent accident where an elderly man ended up in the Mangapiko Stream at night.

This respondent was extremely concerned about people living in Freemans Court Rest Home who negotiate fast traffic trying to access the footpath on the opposite side of the road, despite there being a safe, if circuitous route, into town. He also reported a lack of respect for mobility parking spaces.

Respondent 6 cares for a wife with MS who uses a motorised wheelchair. He reported that there had been no accessibility improvements in Te Awamutu apart from more mobility parking spaces.

The majority of his comments were around the difficulties with gutters at either side of pedestrian crossings, which he said are not straight, in the main street. He said the roads had been resealed and this had made the gutters deeper. The footrests on his wife's wheelchair grind and catch on the gutter pit. He believes metal plates over the gutter would be helpful as he is sure that people with prams and pushchairs must have similar issues. He has seen scooters caught in the gutter and unable to move.

The respondent has a large people mover to accommodate his wife's wheelchair. They belong to several organisations and go to town frequently to do banking or just for a social outing. His wife's wheelchair holds up traffic as they negotiate deep kerb cuts. His wife has frequently suggested putting a Waipa District Councillor in her wheelchair to see if he can manage the crossings.

They have noticed more mobility parks which are wider, better marked and longer but also found they seem to attract more illegal users. They have an issue taking the wheelchair from the back of their vehicle and often having to go along the road among the traffic to find a place to access the footpath.

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### 6.4 Thames

Respondent 5 uses a mobility scooter and reported there had been several street accessibility improvements in Thames including the walkway beside Pak'n'Save and access from Pollen Street onto the walkway. People are no longer getting stuck accessing footpaths and can cross the roads more easily.

This respondent suggested the next improvement has to be outside the butchery on Pollen Street as the kerb is too steep and wheelchair and mobility scooter users have to go around the corner to cross the road. He said both he and others were reporting problems to the council, these included an overgrown hedge blocking a footpath.

The new footpath/cycleway is not the legal width and all 4km will need to be fixed.

He reported improved mobility parking spaces which were more visible and had clear access from the footpath to the road. They are used illegally "all the time but if we speak to people as they get out of the car the response is verbal with one guy threatening to punch our heads in".

### 6.5 Interview Observations

Many of the people who attended the community meetings before the street accessibility audits took place were there to acknowledge their personal access difficulties. This may have been a broken footpath on their street and when being interviewed admitted they had not given much thought to difficulties those with other impairments experienced. One respondent said when he heard how difficult it was for blind people to negotiate the streets of Cambridge he was astounded.

A lack of assertiveness among all the respondents when I interviewed them surprised me. Many seemed unable to verbalise access issues and felt they were possibly being a nuisance. None were inclined to expand on the questions asked and offer further information.

The list of people who attended the meeting reflected how many people rely on the non-disabled to speak on their behalf. This included rest home residents, the vision impaired, IDEA services and even a historical society. While this is common practice little improvement will occur until those impacted voice their own concerns.

## 7 LEARNING OUTCOMES

### 7.1 Improvements Already Made

Since the first audit in Otorohanga, adjustments to the audit process have been made to each audit report.

Improvements to the report process has included:

- Breakdown of recommendations into Serious, Significant, and minor concerns;
- Introduction of costings; and
- Relating the report to various New Zealand and international guidelines, such as RTS 14, World Health Organisation etc.

CCS Disability Action is also developing their Measuring Accessible Journeys concept in conjunction with Traffic Design Group. This concept involves assessing the presence, or otherwise, of persons using visible aids in the community as a proxy for measuring how accessible the community is to persons with disabilities. . This will help Local Authorities to apply evidence based asset management processes to manage the pedestrian in their region in a similar manner to the way they manage vehicle trips.

### 7.2 Further Improvements

Further improvements may be necessary for Local Authorities to achieve full results from the audit process.

- More data would be useful for Authorities to understand the benefit of improvements. The Measuring Accessible Journeys project currently underway provides a tool to count people who use mobility aids, as a subset of all people present in an urban location. More use of this type of data over time would help Local Authorities justify the expense of the audit, and to demonstrate value of improvements to decision-makers.
- That contact details should be recorded for CCS Disability Action's reference, and that clear communication of improvement options can be achieved by using existing photos and overlaying recommendations text directly on these.
- Councils and auditors will need to improve communication on local authority processes with local representatives of the disabled community
- Those involved with audits, including Councils and auditors, will need to consider how best to motivate representatives of the disabled community to bring forward their concerns.

### 7.3 Learning Outcome Recommendation

It is recommended that the audits continue with continued refinement, and that the evaluation process is itself repeated as the number of completed audits increases. It is also recommended that audit findings be incorporated into broader research projects investigating the nature of accessibility, its measurement, and methods to improve peoples' independent participation.

## APPENDIX A: RECOMMENDATIONS ALREADY IMPLEMENTED

### Appendix A.1: Otorohanga Implemented Recommendations

Otorohanga Location	Description of improvements
Otorohanga Club	Repair uneven and damaged cobblestones
Library	Repair uneven cobblestones at drainage grate
Maniapoto Street	Repair uneven cobblestones at water toby
Maniapoto Street	Maniapoto St crossings – re-grade to 7.1%
Maniapoto St/Pine St	Remove Natural Gas vent
Turonga Street	Delivery Vehicle Conflict at Mitre 10 & RD1
Kiwi House	Install accessibility parks

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**Appendix A.2: Waipa Implemented Recommendations**

Cambridge:

Cambridge Location		Description of improvements
Alpha/ Anzac	n/w crossing Anzac	Install kerb ramp
	n/e, n/w, and s/e crossing Alpha	Re-grade ramps to 1 in 14 (7.1%)
Alpha St		Lower footpath to reduce gradient to New World building
Alpha St – opp. Pastoral Realty	Mobility Space	Install full length kerb ramp
Alpha/ Victoria	n/w crossing Victoria	Remove lip in kerb
Alpha St	Dick to Victoria	Footpath needs repair near Dick (north) Clear debris from trees Re-lay cobbles at driveway east of Vosper Law
Alpha St – opp. Victoria Sq.		Install edgeline on carriageway
Alpha/Dick	n/w and s/e crossing Dick	Re-grade ramps to 1 in 14 (7.1%)
Anzac St	Duke to Alpha	Repair footpath outside Rural Health
Bryce/ Dallinger	East crossing Bryce	Install kerb ramps
	n/w and s/w crossing Dallinger	Re-grade ramps to 1 in 14 (7.1%)
Commerce/ Victoria	n/e and s/e crossing Commerce	Re-grade ramps to 1 in 14 (7.1%)
Commerce/ Duke	s/w crossing	Re-grade ramp to 1 in 14 (7.1%)
Dick St – Police Station	Mobility Space	Mark traffic lane edgeline
Dick/ Duke	n/e crossing Duke	Re-grade ramp to 1 in 14 (7.1%)
Dick	Queen to Alpha	Repair footpath from tree root outside dentist
Duke St – Flying Dragon Takeaways	Mobility Space	Relocate street furniture (rubbish bin) Install full length kerb ramp
Duke	Victoria to Fort	Trim foliage south/east of Anzac, including refuge island
Duke/ Hally's/ Wilson	n/w crossing Hally's	Re-grade ramps to 1 in 14 (7.1%)
	s/w crossing Wilson	
Duke	Victoria to Dick	Re-grade west of Lower Duke St to 1 in 14 (7.1%)
Fort/ Victoria	n/e and s/e crossing Fort	Re-grade ramps to 1 in 14 (7.1%)
Fort	Duke to Victoria	Raise Telecom Manhole and repair footpath from tree root o/s #2
		Re-grade east from Duke to 1 in 14 (7.1%)

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Cambridge Location		Description of improvements
Hally's	Duke to Alpha	Define pedestrian zone from toilets to Alpha
Hamilton	Bryce to Victoria	Replace footpath (south)
Hautapu/ Pedestrian Crossing	west and east crossing	Re-grade ramps & carriageway to 1 in 14 (7.1%)
James/ Wilson	n/w and s/w crossing James	Re-grade ramp to 1 in 14 (7.1%)
Lake/ Queen	n/w and s/e crossing Lake	Remove lips in kerb
Lake	Queen to Alpha	Re-grade north of AON and entrance to Briscoes to 1 in 14 (7.1%)
Milicich PI Carpark (2)	Mobility Space	Relocate one park to west side
Milicich		Re-grade carpark path to footpath to 1 in 14(7.1%)
Queen St – I-site (on street)	Mobility Space	Re-mark with Hatching
Queen St (SH.1)	Pedestrian crossing between Victoria & Lake	Re-grade ramps to 1 in 14 (7.1%)
	Pedestrian crossing between Lake & Empire	Remove lip in kerb Re-grade ramps to 1 in 14 (7.1%)
Queen St	Victoria to Dick	Re-grade east of petrol station to 1 in 14 (7.1%) Repair footpath between petrol station and crossing Repair join in footpath lengthwise (south)
Victoria	Hamilton to Queen	Replace kerb o/s café (east) Reduce al-fresco dining (west) Install footpath at carparks to Town Hall Repair footpath south of new footpath (west)
Victoria St – Town Hall	Mobility Space	Mark Hatching
Victoria	Pedestrian crossing point south of Hally's	Remove lip in kerb
Victoria St – Fran's Cafe	Mobility Space	Widen to 3.5m Mark Hatching
Victoria St – Florist	Mobility Space	Widen to 3.5m Mark Hatching
Victoria St – GPO Bar & Brasserie	Mobility Space	Widen to 3.5m Mark Hatching
Whitaker	Park to ped crossing	Align crossing point
Williams St – Cambridge East Primary School	Mobility Space	Install full length kerb ramp
Williamson St – Swimming Pool	Mobility Space	Mark Hatching

### ACCESSIBILITY AUDIT EVALUATION

## TE HUNGA HAUA MAURI MO NGA TANGATA KATOA

Kihikihi:

Kihikihi Location		Description of improvements
Lyon	Whitmore to Balance	Repair footpath opp. #68 (east)
Lyon/ Whitmore	east crossing Whitmore	Align crossing point
Lyon	Galloway to Whitmore	Repair footpath between café and clothing shop (west) and o/s reserve (east)
		Install Tactiles at fruit and vege shop (west)
Lyon/ Galloway	s/e crossing Galloway	Re-grade ramp to 1 in 14 (7.1%)
Lyon	Leslie to Galloway	Repair footpath and trim foliage (west)

Leamington:

Leamington Location		Description of improvements
Lamb St – Leamington Primary School	Mobility Space	Re-mark and install Hatching
Kingsley St – James Gray Kindergarten	Mobility Space	Lengthen to minimum 6m
Shakespeare/ Raleigh	north crossing Shakespeare	Install kerb ramps
Shakespeare/ Thompson	n/w crossing Shakespeare	Re-grade ramp to 1 in 14 (7.1%)
	s/w crossing Thompson	Align crossing point

Pirongia:

Pirongia Location		Description of improvements
Franklin/ Crozier	n/w crossing Franklin	Remove lip in kerb
Franklin		Install footpath between Persimmon Tree Café and Four Square
Franklin St – Heritage & Visitor Centre	Mobility Space	Install full length kerb ramp

## TE HUNGA HAUA MAURI MO NGA TANGATA KATOA

Te Awamutu:

Te Awamutu Location		Description of improvements
Albert Park	Arawata/ Cambridge/ Ohaupo	Extend/ install directional and warning tiles at all crossing points
		Align Tactiles to match direction of crossing
		Reduce shop clutter in Rogers Ln
	Sloane/ Vaile	Relocate LP s/e corner
	Arawata to Sloane	Trim foliage from Sports Club to George
	East crossing refuge island south of George	Re-grade ramp to 1 in 14 (7.1%)
Alexandra St – Strawbridge 100%	Mobility Space	Mark Hatching
Arawata	Scout to Mahoe/ George	Repair footpath from Scout to church (south)
	Mahoe/ George to Alexandra/ Sloane	Repair dripping gutter o/s Shoemenders
	Mahoe/ George to Alexandra/ Sloane	Remove redundant vehicle crossing outside Paper Plus
	Albert Park/ Cambridge/ Ohaupo to Scout	Re-grade n/w bridge to 1 in 14 (7.1%)
Bank/ Teasdale	North crossing Teasdale	Install kerb ramp
Bank Street	Opp. NZ Post	Remove lip in kerb
	Alexandra to Vaile	Trim tree opp. NZ Post
Bank St – opp. Waipa District Council		Mark hatching
Churchill St Carpark – alleyway	Mobility Space	Re-locate bins
		Mark hatching
Jacobs	n/w crossing at entrance to shopping centre	Align crossing point
Mahoe	Churchill to Mutu	Replace footpath (south)
Mahoe/ Selwyn	Crossing Selwyn	Relocate to intersection to align with footpath
Market	Alexandra to Mahoe	Remove carparking on footpath
Market St - ANZ	Mobility Space	Lengthen to minimum 6m
Mutu St – opp. War Memorial Gardens Entrance	Mobility Space	Widen to 3.5m
Palmer St – St John	Mobility Space	Lengthen to minimum 6m
Palmer/ Vaile	s/w crossing Vaile	Install kerb ramp
Rewi	Alexandra to Jacobs	Repair footpath behind Redoubt Cafe

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## TE HUNGA HAUA MAURI MO NGA TANGATA KATOA

Te Awamutu Location		Description of improvements
Roche St - Library	Mobility Space	Lengthen to minimum 6m
Roche St – Waipa District Council (2)	Mobility Space	Install full length kerb ramp
Selwyn Ln – Te Awamutu Events Centre (2)	Mobility Space	Mark Hatching
		Connect footpath at vehicle entrance to Events Centre
Sloane	Albert Park/ Vaile to Alexandra/Arawata	Remove redundant kerb ramp o/s WINZ
Teasdale	Jacobs to Vaile	Repair footpath at #220 and between Gracelands and Invictus

TE HUNGA HAUA MAURI MO NGA TANGATA KATOA

**Appendix A.3: Thames Implemented Recommendations**

Thames Location	Description of improvements
Pollen St	Install full length kerb ramp at #546
	Install full length kerb ramp at #618
	Install full length kerb ramp at Brian Boru
Jellicoe St (SH.25)	Widen footpath to 2.4m
Brown St	Re-align footpath crossing Pak'n'Save Loading Zone
Mary St/Court St	Re-align footpath crossing
Davy/Cochrane	Install kerb ramps