

# DISABILITY REFERENCE GROUP (DRG)

## MINUTES

5.30 PM  
Tuesday 9<sup>th</sup> September 2008

### Committee Room 1

#### **Members**

Kendall Akhurst (Co-Chair)  
Rosie Macleod (Co-Chair)  
Sandie Waddell  
Alan Royal  
Jules Taniwha  
Lissette Wesseling  
Thomas Bryan  
Councillor Pannett  
Phillipa McDonald  
Sara Pivac Alexandra

#### **1. Welcome**

The Chair welcomed the group.

#### **2. Apologies**

None

#### **3. Garth Stewart – NZ Bus and Kerry Waddel Director of Snapper**

Go Wellington has adopted the 'Snapper' ticketing system in their buses. Both representatives have been working in conjunction with Mana public transport and disability sectors to insure ease of use for all. The system has been running for the past two years however, has only recently gone live in July 2008. Snapper has partnered up with ANZ and Eftpos to allow patrons to load credit on to the snapper cards with ease. Ideally, the card could be used on all public transport and on all 'Go Wellington' buses. Garth hopes to see all buses in central Wellington fitted with the snapper system by the first quarter of 2009.

Currently there are 75 merchants around Wellington that sell snapper cards including; Star Metro, Caltex, Subway and Wellington hospital. Snapper is keen to see the card

used in the Greater Wellington Region and in the future snapper hopes to become national i.e. can be used anywhere in NZ.

Snapper has a voice system which prompts that you have 'tagged' on a circle shaped green visual light also lets you know, a cross shaped red light lets you know you're not 'tagged' on. The system does have a visual balance alert Snapper will look into a verbal balance alert (Alert for under \$12 only). If your bus happens to break down you don't need to tag off but you will need to tag on to the replacement bus.

Topping Up. Snapper allows the user to top up online, cash, eftpos, ANZ and National bank money machines (no need to be a customer of these banks). Money machines also allow a refund if required. Lists of venues to purchase credit are available online: <http://www.snapper.co.nz/how-do-i-buy.html> Snapper also allows the user to add any discount travel cards including; Gold Pass and Blind pass. Day Tripper passes can also be purchased with Snapper. It was suggested that the service centre at the W.C.C may also be a future retailer for Snapper, all swimming pools and libraries will become snapper outlets. Snapper will possibly integrate into all ticketing / transport systems through out the Greater Wellington Region by 2010 a trial of this will begin in the new year. Mana busses will look at integrating Snapper in April 2009 and the Hutt Flier in January.

Snapper F.A.Q can be found on their website: <http://www.snapper.co.nz/index.html> Thomas mentioned that the website is quite accessible however, snapper does plan on upgrading soon. The website does not offer any alternative languages. The card can be tracked if you register 'online', you can also receive info through email and txt (your personal info is not given out). You can also protect your card for 12 hours if you've lost it and have registered for the 'hot list'. Additionally you can download a record of your transaction history.

#### **4. General Business**

Allan Royal and Rosie Macleod went to the E-engagement conference. Allan presented a report from the D.R.G. around accessible I.T. Allan mentioned there was no real appreciation for accessible presentations on websites and that more people need to be made aware. Rosie mentioned her concern around organizations lack of knowledge around accessible websites for visually impaired. Websites in general seem to be focused on 'usability' rather than 'accessibility' a universal standard needs to be adopted to allow access to information for all.

The group raised issues around the presentations that are given to the D.R.G in that they should be talking only about access issues i.e. what they want to know! The 'How we do Business' document was briefly discussed, a sub-group has been developed consisting of, Sara Pivac Alexandra, Thomas Bryan and Lissette Wesseling, this group will work with Sinead Roe to finalize the document for presentations. The presenters need to be able to 'tick off' requirements for meeting and presentations to the group. They need to be clear about the content and clear about the presentation / topic. The group wishes to dictate the

time constraint of presentations. Information needs to be sent well in advance at least 5 days before the meeting. All presentation should be sent to Sinead Roe as she will 'set the standard'.

Alexia Pickering to come to next D.R.G. meeting next month in regards to footpath management.

Architect for the Newlands Community Centre is happy to meet with the D.R.G at a meeting or have a site visit.

Sub-groups need to get together and research their particular areas and report back.

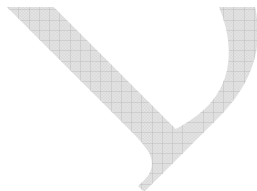
**Councillor Pannett** – Council colleague to set up meeting with P.W.T which hope to involve D.R.G. Councillor Pannett wants to start conversations with the appropriate business unit within council. Tenant representative when access issues are being discussed, 23 meetings have been set up. Key dates – identified properties for next five years starting with Newtown. Housing has said they would present to D.R.G. Housing sub-group need to visit website for updates. Councillors have started to have meetings for the LTCCP 10-year plan. Now is the time to request money as part of this plan. The D.R.G. can send ideas for this to Councillor Pannett.

**Sarah** – Mentioned that she would like to see more video with sign language on the web site.

**John** – Would like to have the H.R manager in Wellington City Council to talk with the D.R.G

**Kendal and Rosie** – made a submission for the Ngauranga to Airport transport route (ongoing)

**Lisette** – 1 October Braille introduced on taxis.



| <b>ITEM</b>                       | <b>ACTION REQUIRED</b>  | <b>RESPONSIBLE</b>     | <b>DUE</b> | <b>COMPLETED</b> |
|-----------------------------------|---|------------------------|------------|------------------|
| <b><u>Courtenay Place</u></b>     | Updates on Bus /Taxi and flexible street  | <b>Martin Henson</b>   | N/A        | Ongoing          |
| <b><u>Submissions</u></b>         | Sub Groups need to meet to discuss areas of focus   | <b>Sub Groups</b>      | N/A        | Ongoing          |
| <b><u>I.C.T</u></b>               | Report sent to John Parrot  | <b>Allan</b>           |            |                  |
| <b><u>E-engagement</u></b>        | Report back to the D.R.G  | <b>I.C.T Sub group</b> |            |                  |
| <b><u>Footpath management</u></b> | Contact Alexia Pickering  | <b>Rosie</b>           |            |                  |
| <b><u>Go – Bus</u></b>            | Wheelchair access for tagging on with snapper at back entrance of buses.  | <b>Garth</b>           |            | Ongoing          |
| <b><u>Disability Training</u></b> | Report back to Kendall  | <b>Garth</b>           |            | Ongoing          |
| <b><u>Iona</u></b>                | <p><b><u>Positive Wellington Tourism</u></b> - To be involved with the D.R.G</p> <p><b><u>Council &amp; Access</u></b> - Stance on access needs clarity and guidelines</p> <p><b><u>Contact Greg Orchard</u></b></p> <p><b><u>Social Housing</u></b> - Update on Housing</p> <p><b><u>W.C.C website</u></b> - Raise issues with Garry Poole</p> <p><b><u>W.C.C Housing</u></b> – Follow up for possible meeting Nov 08 or Jan 09</p> <p><b><u>W.C.C website</u></b> - Raise issues with Garry Poole</p> |                        | N/A        | Ongoing          |

Meeting closed at 7pm

Next meeting will be Tuesday, November 11<sup>th</sup> 2008, commencing 5.30pm.

| <b>ITEM</b>                                   | <b>ACTION REQUIRED</b>                       | <b>RESPONSIBLE</b> | <b>DUE</b> | <b>COMPLETED</b> |
|---|--|--------------------|------------|------------------|
| <b><u>D.R.G Focus</u></b>                     | To decide what the focus of the D.R.G is     | <b>Sinead Roe</b>  |            |                  |
| <b><u>Access</u></b>                          | Audit of all documents related to access     | <b>Iona</b>        |            |                  |
| <b><u>Footpath Issues around Hospital</u></b> | Raise issue with Roothing and Infrastructure | <b>Fabian</b>      | 09/09/08   | 20/08/08         |
| <b><u>Inclusive Strategy</u></b>              | To adopt national disability strategy        | <b>W.C.C</b>       |            | Ongoing          |
| <b><u>Social Portfolio</u></b>                | Raise awareness with Garry Poole             | <b>Iona</b>        |            |                  |
| <b><u>N.Z Urban Design</u></b>                | Document sent out for submissions            | <b>Kendall</b>     |            |                  |

Meeting closed at 7:20pm.

The next meeting will be Tuesday, October 14<sup>th</sup> 2008, commencing 5. 30pm.