

## Appendix 6: Transport-disadvantaged assessment

To lead successful and enjoyable lives, it is vital that people can easily, safely and sustainably reach the things that matter most to them, such as work, school, friends, recreation and healthcare.

For Auckland to be a truly accessible city we need to make sure that people of all ages and abilities, including people with reduced mobility, can go about their daily lives and get from one place to another easily, affordably and safely.

AT takes its responsibility to enable access to opportunity seriously and takes direction from the alignment of its core funding partners (the NZ Transport Agency and Auckland Council) for the need to better connect people, places, goods and services in Auckland, whatever their reason for or ability to travel.

This appendix outlines the steps taken to determine how the RPTP should respond to the needs of the transport-disadvantaged.

Section 5 of the Land Transport Management Act (LTMA) includes the following definition of ‘transport-disadvantaged’:

*“people whom [AT] has reasonable grounds to believe are the least able to travel to basic community activities and services (for example, work, education, health care, welfare, and shopping)”*

This appendix sets out the statutory obligations to consider the needs of the transport-disadvantaged. It then uses the statutory definition to identify people in the Auckland region who are likely to be transport-disadvantaged, their access needs, and how well the public transport system provides for those needs. This analysis was used to identify apparent gaps in current provision.

### Statutory obligations

The LTMA includes a number of specific obligations towards the transport-disadvantaged that AT must observe when preparing its RPTP. These include:

- “AT must, before adopting a RPTP, consider the needs of persons who are transport-disadvantaged.” (LTMA Section 124 (d))
- “The RPTP must describe how the network of public transport services, and any taxi services or shuttle services for which AT intends to provide financial assistance, will assist the transport-disadvantaged.” (LTMA Section 120 (1) (a) (viii)).

### Identifying the transport-disadvantaged

The LTMA definition focuses on access to opportunities rather than identifying particular groups of people, which each region can determine by taking into account its specific circumstances.

Using the basic community activities and services listed in the LTMA as a starting point, a range of factors that are likely to restrict accessibility due to physical ability, financial circumstances, or location were identified. These include:

- Age (young or old)
- Lack of income
- Inability to drive and/or no access to a vehicle
- Disability
- Residential location is remote from the activity or service.

Taking these factors into account, the following groups were identified as more likely to be transport-disadvantaged in the Auckland region:

- People with disabilities
- People without a driver’s licence

- Children
- Elderly people
- People with low incomes/beneficiaries
- New immigrants (especially those with poor English)
- Full-time students
- People in households without a vehicle
- People living in high deprivation neighbourhoods
- People living in isolated rural locations.

It is important to note that not all people in these groups will be transport-disadvantaged but they are more likely to be so when compared to the population as a whole. Also, some people will clearly belong to more than one group, increasing the likelihood that they are transport-disadvantaged.

The inclusion of some groups, notably the elderly, has been used as a proxy for other attributes that are likely to result in being transport-disadvantaged. For example, the elderly are more likely to have disabilities, less likely to drive, and tend to have lower disposable incomes.

### *Determining the needs of the transport-disadvantaged*

**Table A8-1** summarises the specific activities and services identified in the LTMA (work, education, healthcare, welfare, and shopping) that each transport-disadvantaged group is likely to need. It illustrates the importance of access to each of these facilities for each group and shows how this importance varies between groups.

**Table A8-1: Importance of access to activities and services for the transport-disadvantaged**

Group	Work	Education	Health	Welfare	Shopping
People with disabilities	X	X	XX	X	X
People without a driver's licence	X	X	X	X	X
Children		XX	XX		
Elderly			XX	X	X
People with low income/beneficiaries	X		X	X	X
New immigrants	X	X	X	X	X
Full-time students		XX			
Households without a vehicle	X	X	X	X	X
High deprivation neighbourhoods	X	X	X	X	X
People in isolated rural locations	X	X	X	X	X

(X = Important, XX = Very important)

For most groups, access to a wide range of facilities is important although access needs are more focused for some groups. Critical access needs include health services for people with disabilities and the elderly, and education for children and students.

In general, health, welfare, and shopping facilities can be accessed within town centres. This suggests that public transport services that focus on meeting access needs to these facilities should try to connect people with their nearest town centre.

The location of the workplace or education facility is specific to each individual. Public transport services should try to provide connections to the major workplace destinations for the transport-disadvantaged groups identified earlier; these destinations are likely to include areas with high concentrations of blue collar and service industry jobs. Connections to the nearest secondary schools and tertiary institutions are important for those in education.

The general assessment in **Table A8-1** should be accompanied by a more detailed assessment of the nature of the access needs for each group to each facility. This should cover the level of demand for access to each facility and the current difficulties with access that are experienced by each group, including the current availability of public transport services, physical accessibility issues (e.g. access

to vehicles and infrastructure), and cost issues (e.g. fare levels). This detailed assessment could be undertaken as part of the more detailed review of services described in **policy area 11.9**.

To assist with this detailed assessment, AT should identify organisations or groups in the region who represent the transport-disadvantaged, then engage with them at an early stage to better understand the access needs of their members or clients.

### **Public transport responses**

**Table A8-2** shows how the current public transport system addresses the key access needs of each transport-disadvantaged group while **Table A8-3** sets out some potential public transport responses that could be included in the future.

**Table A8-2** suggests that the current public transport response to children, the elderly and students is good, mainly because these groups receive concession fares and have a number of services available that connect them to their key destinations.

The current public transport response to people with disabilities is reasonable due to the availability of the *Total Mobility* scheme. Recently delivered infrastructure is accessible.

The PTOM contracting process for the New Bus Network services created an opportunity to improve the accessibility of the bus fleet. Almost all buses are wheelchair accessible and have designated areas for customers using a wheelchair at the front of the vehicle. A row of seats is also designated for customers who are in need. Service animals are also welcome on services.

The other groups listed have limited provision for their specific needs, based on the current supporting network of local and targeted services. No targeted concessions are provided, even though some of these groups may be more deserving of targeted fare concessions than those who receive them at present; however, it would be difficult to identify and verify recipients of fare concessions in these groups. **Table A8-2** also shows that the current level of provision for rural and isolated communities is poor. AT has a policy to work with isolated communities to develop viable services. On-demand / demand-responsive services may enable successful provision.

**Table A8-3** identifies a range of potential improvements. Many of these, such as ongoing, specialised information or personalised marketing, can assist the groups that have only limited service provision at present. In rural areas, community transport, ridesharing, and provision of Park-and-Ride facilities on the urban fringe may have potential benefits.

Importantly, implementing the New Bus Network services goes some way to meeting those needs by providing a more comprehensive network of public transport services with wider coverage that offers more destination options.

The supporting network of local and targeted services contributes to the access needs of most of the identified groups but its effectiveness in meeting their needs will vary across the region and there may be gaps. It is important, therefore, to determine how well the integrated transport network will meet the access needs of the transport-disadvantaged in spatial terms. To better understand this, it is necessary to develop a measure of public transport accessibility from areas that have high residential concentrations of the transport-disadvantaged to the important locations that they need to access, such as town centres.

**Table A8-2: Transport-disadvantaged groups: current public transport responses**

Group	Access need	Supporting network (local and targeted)	Concession fares	School bus services	Total Mobility	Accessible infrastructure	Accessible vehicles	Overall response level
People with disabilities	Centres and workplaces		some		X	some	most	good
People without a driving licence	Centres and workplaces	X						limited
Children	Schools		X	X				good
Elderly	Centres	X	X			some	some	good
People with low income/beneficiaries	Centres and workplaces	X						limited
New immigrants	Centres and workplaces	X						limited
Full-time students	Tertiary institutions	X	X					good
Households without a vehicle	Centres and workplaces	X						limited
High deprivation neighbourhoods	Centres and workplaces	X						limited
People in isolated rural locations	Centres							poor

**Table A8-3 : Transport-disadvantaged groups: further possible future responses**

Group	Specialised information	Demand responsive services	Community transport	Ride sharing schemes	Park-and-Ride	Accessible infra-structure	Personalised marketing
People with disabilities	X	X				X	
People without a driving licence				X			X
Children	X						
Elderly						X	
People with low income/beneficiaries							X
New immigrants	X						X
Full-time students	X			X	X		
Households without a vehicle				X			X
High deprivation neighbourhoods							X
People in isolated rural locations	X	X	X	X	X		X