I hereby give notice that an ordinary meeting of the Disability Advisory Panel will be held on:

Date: Monday, 17 June 2019  
Time: 10.00am  
Meeting Room: Council Chamber  
Venue: Auckland Town Hall  
Ground Floor  
301-305 Queen Street  
Auckland

Te Rōpū Kaitohutohu Take Hunga Hauā / Disability Advisory Panel

OPEN AGENDA

MEMBERSHIP

Chairperson
Mary Schnackenberg, CNZM

Deputy Chairperson
Dan Buckingham

Members
Jade Farrar
Kramer Hoeflich
Rachel Peterson
Gemma Stewart
Ursula Thynne

Liaison Councillor
Cr Josephine Bartley

Chief Liaison Councillor
Cr Dr Cathy Casey

(Quorum 5 members)

Michelle Judge
Governance Advisor

11 June 2019

Contact Telephone: (09) 977 6739  
Email: Michelle.Judge@aucklandcouncil.govt.nz  
Website: www.aucklandcouncil.govt.nz

Note: The reports contained within this agenda are for consideration and should not be construed as Council policy unless and until adopted. Should Members require further information relating to any reports, please contact the relevant manager, Chairperson or Deputy Chairperson.
The terms of reference set out the purpose, role and protocols of the Panel. Panel members abide by the Code of Conduct for members of Auckland Council advisory panels.

**Purpose**
As one of council’s engagement mechanisms with diverse communities, the demographic advisory panels provide advice to the governing body and council staff within the remit of the Auckland Plan on the following areas:
- Auckland Council's regional policies, plans and strategies
- Regional and strategic matters including those that Council-Controlled Organisations deal with any matter of particular interest or concern to diverse communities.

**Outcomes**
The panel's advice will contribute to improving the outcomes of diverse communities and social cohesion as set out in the Auckland Plan. The panel will advise through their agreed strategic agenda and detailed work programme.

**Strategic agenda and work programme**
The panel must develop a work programme and set a strategic agenda for the term. The agendas should be focused and integrated across the panels for collaborative input into shared agendas, particularly on the Auckland Plan, the Long-term Plan and annual plans. The panel should advise on council’s organisational strategies relevant to diverse communities.
The governing body and council staff should work with the panel for the development of their strategic agendas and work programme. An appropriate committee will approve the panel’s work programme and any subsequent major changes to it.

**Submissions**
The panel must not make formal submissions to Auckland Council on council strategies, policies and plans, for example, the annual plan.
In its advisory role to the council, the panel may have input to submissions made by the council to external organisations but do not make independent submissions, except as agreed with the council.
This does not prevent individual members being party to submissions outside their role as panel members.

**Review**
The form and functioning of the panels may be reviewed prior to or after, the end of the panel’s term in September 2019.
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1 Apologies

At the close of the agenda no apologies had been received.

2 Declaration of Interest

Members are reminded of the need to be vigilant to stand aside from decision making when a conflict arises between their role as a member and any private or other external interest they might have.

3 Confirmation of Minutes

That the Disability Advisory Panel:

a) confirm the ordinary minutes of its meeting, held on Monday, 18 March 2019, as a true and correct record.

4 Additional Items
Disability Advisory Panel community forums

File No.: CP2019/09490

Te take mō te pūrongo
Purpose of the report
1. To update the Disability Advisory Panel on the plans for future community forums.

Whakarāpopototanga matua
Executive summary
2. Members will discuss plans for future community forums in 2019.

Ngā tūtohunga
Recommendation/s
That the Disability Advisory Panel:
  a) note the discussion on future community forums.

Ngā tāpirihanga
Attachments
There are no attachments for this report.

Ngā kaihaina
Signatories

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<tr>
<th>Author</th>
<th>Michelle Judge - Governance Advisor</th>
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<tr>
<td>Authoriser</td>
<td>André Lubbe – Lead Officer</td>
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Disability Advisory Panel's end of term report

File No.: CP2019/09822

Te take mō te pūrongo
Purpose of the report
1. To provide guidance to the Disability Advisory Panel on their end of term reporting requirements.

Whakarāpopototanga matua
Executive summary

Background
2. Auckland Council’s demographic advisory panels are required to provide an end of term report to the Environment and Community Committee.
3. This report should provide a summary of the panels’ key achievements during the term in relation to its approved work programme and other activities such as working groups, community forums and participation in other activities such as co-hosting the Community Development and Safety Committee.

Format of the report
4. The Principal Advisor Panels will collate a committee report bringing together the achievements of all of the panels. Copies of the reports that were produced last term are attached for reference (Attachment A and Attachment B).
5. If the panels wish to, they can also include an appendix with photos and additional commentary. This could be similar to the Youth Advisory Panel’s 2018 report or something much shorter and simpler. Some support may be available through the Principal Advisor Panels to help with design and formatting.
6. For those who are willing to participate, short videos or vox pops may also be captured at the forthcoming Integrated Panel Meeting which can be used online and through social media to promote the work of the advisory panels.

Timeframe
7. All reports should be presented to the Environment and Committee on 13 August 2019. It would be helpful if the panel chair or deputy chair attends the meeting to answer any questions from the committee members.
8. To meet all of the reporting requirements, panels are asked to provide their key achievements to the Principal Advisor Panels by 17 July or earlier.

Ngā tūtohunga
Recommendation/s
That the Disability Advisory Panel:
a) note the guidance from the Principal Advisor Panels about the end of term report.
Ngā tāpirihanga
Attachments

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<tr>
<th>Author</th>
<th>Carol Hayward - Principal Advisor Panels</th>
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<td>Authoriser</td>
<td>André Lubbe – Lead Officer</td>
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File No.: CP2016/16558

Purpose

Executive summary
2. Auckland Council’s demographic advisory panels are one of the mechanisms through which the council engages with Auckland’s diverse communities. Following the completion of the panels’ first term in November 2013, the council re-established the Disability Advisory Panel, Ethnic Peoples Advisory Panel and Pacific Peoples Advisory Panel on 19 December 2013, for them to provide strategic and engagement advice to the council.

3. The Disability Advisory Panel has helped the council better understand the major challenges faced by people with disabilities, and offered advice on council plans, including the Disability Operation Action Plan.

4. The Ethnic Peoples Advisory Panel has helped the council find effective ways of engaging with ethnic communities. The panel’s guidance on council’s approach to ethnic communities has informed the development of Auckland Council’s engagement guidelines for ethnic communities.

5. The Pacific Peoples Advisory Panel has focused its advice on council priorities and major initiatives of the Auckland Plan. The Panel has also continued to provide strategic advice on council events and activities for Pacific communities, including the Pasifika Festival.

6. Staff will provide a report on the achievements of the Seniors Advisory Panel, Rainbow Communities Advisory Panel and Youth Advisory Panel to the Governing Body on 29 September 2016.

7. The chairs of the Disability Advisory Panel, Ethnic Peoples Advisory Panel and Pacific Peoples Advisory Panel will present to the meeting.

Recommendation/s
That the Governing Body:


Comments

Background

8. Auckland Council’s demographic advisory panels are one of the mechanisms that exist to help council engage with Auckland’s diverse communities. The panels enable the council to ensure that the views and needs of Auckland’s diverse communities inform its decision-making. The panels:

- review and comment on the content of council’s strategies, policies, plans, bylaws and projects
- advise the council on ways to communicate and engage effectively with diverse communities
Disability Advisory Panel’s end of term report

Disability Advisory Panel
17 June 2019

Governing Body
25 August 2016

• bring to the attention of the council any matters that the panels consider to be of particular importance for or concern to their communities.

9. Auckland Council established four demographic advisory panels in its first term. The Ethnic Peoples Advisory Panel and Pacific Peoples Advisory Panel were established by legislation. The Disability Strategic Advisory Group and Foundation Youth Advisory Panel were created on the initiative of the mayor. The panels’ first term ended in November 2013.

10. On 19 December 2013, the Governing Body resolved to continue the four advisory panels, and added a Seniors Advisory Panel (GB/2013/160). The Governing Body established a Rainbow Communities Advisory Panel in September 2015 (GB/2015/24). The Mayor appointed the advisory panel members based on their community networks, governance experience and understanding of their communities.

11. The Governing Body approved the panels’ terms of reference on 19 December 2013. These define the objectives and scope of the panels’ work, and are provided as Attachment A.

12. Over the past three years the demographic advisory panels have met every six weeks, and have developed their own work programmes with a particular focus on areas of importance to their respective communities. The advisory panels have provided advice on the council’s priorities and key agenda items, including the Long-term Plan and the Significance and Engagement Policy.

13. The term of the six demographic advisory panels ends on 8 September 2016.

Disability Advisory Panel achievements

14. Since the beginning of the 2013-2016 term of council, the Disability Advisory Panel membership has captured a wide range of disability perspectives. Clive Lansink has been the chair since February 2015, providing leadership and direction for the panel with support from Liaison Councillor Sharon Stewart. Two new members, Gerard Martin and Ursula Thynne, joined the panel in September 2015.

15. Current Disability Advisory Panel members are:
   • Clive Lansink (Chair)
   • John Herring (Deputy Chair)
   • Colleen Brown
   • Dan Buckingham
   • Jade Farrar
   • David Hughes
   • Nicola Keyworth
   • Don McKenzie
   • Susan Sherrard
   • Gerard Martin
   • Ursula Thynne.

16. The focus of the Disability Advisory Panel has been consistent with the advisory panels’ terms of reference. The panel’s work programme has primarily focused on the major challenges that Auckland Council should address in relation to disabled people. The panel’s achievements are outlined below.

Disability Operational Action Plan

17. The panel helped progress a comprehensive disability strategy for Auckland Council. Several discussions between council staff and the panel led to the development of a Disability Operational Action Plan in 2016. Auckland Council’s Community Empowerment Unit is implementing and monitoring the plan. The Disability Operational Action Plan is an important document that outlines the council’s commitment to helping people with disabilities, including:
18. Several council departments and Council-Controlled Organisations have been involved in developing the plan, and committed to a number of actions to ensure its implementation. The panel continues its advisory role on the implementation of the plan.

**Housing workshop**

19. Accessible housing is an important issue for people with disabilities, and the Disability Advisory Panel and the Seniors Advisory Panel jointly organised a workshop on the issue on 16 October 2015. The primary purpose of the workshop was to encourage Panuku Development Auckland to consider accessible housing for people with disabilities and older adults. One of the workshop outcomes included the commitment of Panuku Development Auckland to the Disability Operational Action Plan.

**Transport**

20. In the last two years the panel has advised the council on issues relating to accessible, user friendly and safe public transport. Auckland Transport has committed to several actions in the Disability Operational Action Plan, including reviewing and strengthening the Auckland Transport Disability Policy and its Code of Practice.

**Universal Design Manual**

21. The panel has supported the principles of the Universal Design Manual. The Auckland Design Office staff have regularly sought the panel’s views, which influenced many aspects of the Universal Design Manual.

**General advice**

22. In addition to panel’s work programme, the Disability Advisory Panel has given advice on many council initiatives, including:

- Empowered communities approach
- Community facilities network plan
- Public open space policy
- Sport and recreation strategic action plan
- Submission on the building code disability access review
- Inclusive engagement guidelines
- Family and sexual violence strategic action plan
- Civil defence and emergency management plans
- Sports facility network and golf investment plans
- Waitakatā Local Board accessibility plan
- World masters games.

**Ethnic Peoples Advisory Panel achievements**

23. Since the beginning of its second term in June 2014, the Ethnic Peoples Advisory Panel has advised on more than 30 council strategies and initiatives. In 2015 the panel elected Dave Tomu as chair and Anita Keestra as deputy chair following the departure of the inaugural chair.

24. Two new members, Mabel Msoporo and Pratima Nand, joined the panel in September 2015. The current members of the Ethnic Peoples Advisory Panel are:

- Dave Tomu, Chair
Work programme

25. The panel designed its work programme reflecting on the issues of importance to ethnic people and their communities, with guidance from Liaison Councillor Denise Krum. It discussed its priorities with the Mayor and held a strategic session to ensure the purpose and outcomes of their advice were clearly aligned with council objectives.

26. On 7 August 2014, the Regional Strategy and Policy Committee approved the work programme of the Ethnic Peoples Advisory Panel with the following focus areas:
   - engagement with diverse communities
   - community policies
   - community development
   - children and young people.

27. Since the approval of its work programme, the panel has advised on council initiatives and priorities as highlighted below.

Strategies, plans and policies

28. The Ethnic Peoples Advisory Panel advised on various council strategies and policies, including the Local Approved Product Policy, Community Grants Policy and the Long-term Plan 2015-2025. The panel was a sounding board for the council’s approach to diverse communities and guided policy-makers to develop relevant processes for engaging with ethnic communities.

29. The panel focused on the Significance and Engagement Policy and engagement guidelines for ethnic communities. The policy and guidelines now contain the underlying principles of the council’s bespoke engagement with ethnic people in Auckland. The panel also recommended to the Chief Executive that Auckland Council develop an ethnic engagement strategy.

30. The panel provided in-depth advice on the Long-term Plan and supported the consultation process with ethnic communities through the ‘Have your say’ events. Chair Dave Tomu presented the panel’s recommendations on the Long-term Plan at a Budget Committee workshop in April 2015.

Language support for newcomers

31. The panel focused on more accessible council services for newcomers. Auckland is considered one of the most diverse city in the world. Many public sector agencies in Auckland are facing increasing needs for multi-lingual support. The panel consistently recommended that the council offer more culturally-appropriate and language-friendly services.

2016 Local Government Elections

32. The panel advised on how to encourage ethnic people participation in the 2016 local government elections. Its advice included:
   - more effective use of technology to improve language-friendly information
• ensuring that information on elections and electoral processes for potential candidates be available earlier
• promoting civic learning for young migrants.

Help for refugees

33. The panel encouraged the council to develop a stock-take of initiatives for the refugee resettlement sector. Subsequently, staff generated a report identifying a range of council support for refugees. The report helped the council refine its approach to refugee issues and engage more effectively with refugee communities. The panel also supported council’s involvement in the development of the Auckland Refugee Resettlement Strategy and continued to attend annual World Refugee Day events in Auckland.

Community summit and public events

34. The panel participated in and presented at several community events. The panel chair presented at the 2015 Diversity Forum, which was attended by more than 400 people, and highlighted the panel’s support for harmonious race relations in Auckland.

35. On 30 April 2016, the panel co-hosted the Ethnic Engagement Forum in partnership with AUT University and the New Zealand Federation of Multicultural Councils. The forum focused on ethnic communities’ engagement with Māori and the way ethnic communities are represented in the media. More than 100 community participants shared their views and recommended more cross-cultural dialogues between ethnic peoples and Māori.

Profiling council initiatives

36. The panel guided the council’s long-term engagement with migrants, refugees and international students. The panel’s feedback and advice helped profile council programmes and initiatives through various ethnic communications channels.

Pacific Peoples Advisory Panel achievements

37. The Pacific Peoples Advisory Panel provided strategic advice on the needs of Pacific communities and strengthening Pacific voices in the council’s initiatives and activities. The panel had stable membership and was supported by Liaison Councillor Arthur Anae. The current Pacific Peoples Advisory Panel members are:

• Aiolutopeta Sina Aiolutopeta-Aiono (Chair)
• Sefta Ha‘ulu (Deputy Chair)
• Apulu Reece Autagavaia
• Tunumafono Ava Fa‘amoe
• Rev Tevita Finau
• Tevita Funaki
• Afa‘ese Manoa
• Ofenea Manuel-Barbarich
• Richard Pamataatu
• Samuelu Sefuiva
• Leilani Tamu.

Work programme

38. The panel designed its work programme based on Pacific peoples’ views and priorities addressed in the Auckland Plan. The panel’s work programme includes strategic advice and engagement guidance on:

• the Southern Initiative
• the Significance and Engagement Policy
39. Each panel member took a portfolio to offer ongoing support and feedback on specific council initiatives related to Pacific communities. The panel also formed sub-groups to directly engage with relevant staff for additional advice outside their six-weekly meetings. The panel’s major achievements are outlined below.

**Strategies, plans and policies**

40. The panel’s advice on council strategies and plans enabled council to better capture the voices of Pacific communities in the planning stage. Panel members’ expertise in the arts and culture sector informed the draft Arts and Culture Strategic Action Plan and enhanced council’s approach to Pacific peoples culture.

41. The panel offered advice on bylaws, including set net control in Shakespeare Regional Park and Omaha beaches. The panel supported the council’s focused engagement with residents and Pacific community stakeholders. The panel also shared their analysis of bylaw options and delivered recommendations.

**The Southern Initiative**

42. The Southern Initiative (TSI) is an Auckland Plan priority. The panel offered ongoing advice on TSI programmes. Panel member Tunumafono Ava Fa’amoe was invited to join the TSI Steering Group to provide ongoing advice on the direction and approach of the TSI to Pacific communities.

**Housing in Auckland**

43. Housing has been of significant interest to the panel as Pacific peoples are affected by unaffordable housing and under-supply of emergency housing. The panel highlighted the need for an in-depth analysis of Pacific peoples’ access to home ownership, and offered their views on action plans and timelines to improve housing for those most in need.

**Pacific Services Strategy**

44. The panel had significant input into the draft Auckland Council Libraries Pacific Services Strategy. Their advice included ways to attract more Pacific youth to access library services. The Libraries Department continues to seek panel’s advice to shape the final strategy.

**Empowered communities approach**

45. The panel constantly asked the council for a bespoke approach to Pacific communities, and advised on the importance of the council’s continued engagement and communication with Pacific communities through the empowered communities approach initiative. The panel also shared its views on the new structure and direction of Auckland Council’s community empowerment unit.

**Engagement with external stakeholders**

46. The panel engaged with external stakeholders to better understand government and community initiatives for Pacific people. These external stakeholders included:

- Matua Shane Jones, Ambassador for Pacific Economic Development
- Pasifik A Injury Prevention Aukilani
- Settlement Unit of Ministry of Business, Innovation and Employment
- Smokefree Pacific sector representatives.

**Supporting elected members**
47. The panel supported elected members in official meetings with foreign delegations and in Pacific events. These include:
   - council’s official meeting with the delegation of newly-elected Cook Island Members of Parliament
   - Pacific Heads of Mission visit to Auckland Council
   - Pasifika Festival.

Consideration

Local board views and implications
48. In the 2013-2016 term, members from eight local boards sought panels’ advice on effective engagement with various communities. Local board members also shared their approaches to diverse communities in their local board areas for feedback from the panels.

49. Local board members have asked for more clarity over the panels’ functions, and for structural engagement mechanisms between advisory panels and local boards. These aspects will be considered when the incoming Mayor and Governing Body decide on a future model of advisory panels for the next term.

Māori impact statement
50. Advisory panels’ work programmes are based on the Auckland Plan, which supports Māori aspirations through recognition of Te Tiriti O Waitangi.

51. The Ethnic Peoples Advisory Panel hosted the Ethnic Engagement Forum 2016 and invited people to discuss effective engagement between Māori and ethnic communities. The panel recommended that the council organise more engagement opportunities between Māori and ethnic people.

52. The Pacific Peoples Advisory Panel met with a member of the Independent Māori Statutory Board to learn about its initiatives and priorities. The panel discussed how to effectively strengthen ties between the Independent Māori Statutory Board and the panel in the future.

Implementation

54. The Demographic Advisory Panels’ term ends on 8 September 2016, one month prior to the 2016 local government elections. The incoming Mayor and Governing Body will consider a future form of council’s engagement with diverse communities for the 2016-2019 term of council.

Attachments

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<td>A</td>
<td>Attachment A, Terms of Reference for six Demographic Advisory Panels</td>
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Signatories

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<thead>
<tr>
<th>Authors</th>
<th>Austin Kim - Principal Advisor Panels</th>
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<tr>
<td>Authorisers</td>
<td>Marguerite Debet - Manager Democracy Services</td>
</tr>
<tr>
<td></td>
<td>Phil Wilson - Governance Director</td>
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<td>Stephen Town - Chief Executive</td>
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Achievements of the Seniors Advisory Panel, Rainbow Communities Advisory Panel and Youth Advisory Panel in the 2013-2016 term

File No.: CP2016/18105

Purpose
1. To note the achievements of the Seniors Advisory Panel, the Rainbow Communities Advisory Panel and the Youth Advisory Panel during the 2013-2016 term.

Executive summary
2. Auckland Council’s demographic advisory panels are one of the mechanisms through which the council engages with Auckland’s diverse communities. In this term, the council resolved to continue the existing Youth Advisory Panel, and established two new panels: the Seniors Advisory Panel (in December 2013) and the Rainbow Communities Advisory Panel (in April 2015).
3. The panels’ role is to provide:
   • Strategic advice to help the council to better understand the issues of diverse communities, and how the council can meet the needs of these communities.
   • Engagement advice about how to engage with diverse communities.
4. The three panels played a key role in the development of the council’s engagement plans and guidelines for diverse communities, and provided input into council plans and strategies, including the Long-term Plan 2015-2025.
5. The key focus areas for each panel during this term were:
   • Seniors Advisory Panel: work on the World Health Organisation age-friendly cities framework
   • Rainbow Communities Advisory Panel: the development of rainbow communities engagement guidelines
   • Youth Advisory Panel: the development of I am Auckland, the children and young people’s strategic action plan
7. The governing body will receive the presentations on the achievements of the panels from the chairs and co-chairs of the Seniors Advisory Panel, Rainbow Communities Advisory Panel and Youth Advisory Panel at the meeting.

Recommendation/s
That the Governing Body:
a) note the achievements of the Seniors Advisory Panel, Rainbow Communities Advisory Panel and Youth Advisory Panel during the 2013-2016 term and thank them for their contribution.
b) thank the chairs and co-chairs of the panels for their attendance and presentations.
Disability Advisory Panel

17 June 2019

Comments

Background

8. Auckland Council’s demographic advisory panels help the council engage with Auckland’s diverse communities and ensure that the views and needs of Auckland’s diverse communities inform its decision-making. The panels:
   - review and comment on the content of council strategies, policies, plans, bylaws and projects
   - advise the council on ways to communicate and engage effectively with diverse communities
   - bring to the council’s attention any matters that the panels consider to be of particular importance for or concern to their communities.

9. In April 2012, Auckland Council established the Youth Advisory Panel on the initiative of the mayor. Following the completion of the first term, the governing body resolved to continue the Youth Advisory Panel, and established a Seniors Advisory Panel in December 2013, and a Rainbow Communities Advisory Panel in April 2015.

10. The mayor appointed the members of the Seniors Advisory Panel and Rainbow Communities Advisory Panel for a three-year term based on their community networks, governance experience and understanding of their communities. The members of the Youth Advisory Panel were appointed by either local youth boards or local boards to represent each of the 21 local board areas for a two-year term.

11. The governing body approved the panels’ terms of reference in December 2013. These define the objectives and scope of the panels’ work, and are provided as Attachment A.

12. Over the past three years the demographic advisory panels have attended six weekly meetings and have developed their own work programmes with a particular focus on areas of importance to their respective communities. The panels have advised on council priorities and key agenda items, including the Long-term Plan 2015-2025 and the Significance and Engagement Policy.

13. The current term of the six demographic advisory panels ended on 8 September 2016.

Seniors Advisory Panel

14. Since its establishment at the beginning of the current term, the Seniors Advisory Panel has captured a wide range of senior citizens’ perspectives. Chairperson Margaret Devlin has provided leadership and direction for the panel with support from Liaison Councillor Dr Cathy Casey.

15. The current panel members are:
   - Margaret Devlin, chair
   - Russell Rigby, deputy chair
   - Dr Judy Blakey
   - Janet Clews CNZM, QSO, JP
   - Roger Fowler, QSM
   - Joan Lardner-Rivlin, QSM
   - Sonny Niha
   - Richard Northey, ONZM.

Work programme

16. The panel considered Auckland’s diversity and the need for actions to make Auckland more liveable for older people and the ageing population. The panel has also promoted intergenerational and cross-cultural thinking across the priority areas in its work programme.
Input into council projects
17. The panel has advised on more than 50 council items. Panel members formed sub-groups to meet with council staff for additional advice and input into council projects and plans. The panel’s input helped staff identify gaps in accessible design. The panel also offered advice on bespoke approaches to meet the needs of many senior citizens and increase the civic participation of marginalised elderly people from ethnic communities.

Age-friendly cities and communities framework
18. The panel has provided detailed advice to the council on the benefits of the World Health Organisation age-friendly cities and communities framework to ensure that Auckland becomes truly liveable for older people. The panel’s view was shared publicly in Our Auckland, external presentations and an Auckland Conversations panel discussion. In September 2016, the Regional Strategy and Policy Committee agreed to the intent of the WHO framework for Aucklanders aged 65 years and over.

Housing options for older people
19. The panel advised on housing affordability and choice for older Aucklanders, emphasising that these issues will become more serious as the current population ages. The panel has supported improving the quality of the pensioner housing stock, limiting rental increases, and promoting the need for more council-owned dwellings. The panel has consistently emphasised the importance of good design for housing, flexibility and community connectedness for seniors.

Visibility of older people
20. The panel advised the council of the need to be more inclusive of senior citizens and reflect the diversity in council internal and external communications, including images of older people. Panel members have volunteered for a number of council and other activities to raise the profile of older Aucklanders.

Community summits
21. The panel organised two events focusing on housing and diversity for senior citizens in the current term.

22. In October 2015, the Seniors Advisory Panel and Disability Advisory Panel jointly hosted a housing workshop with Panuku Development Auckland to discuss housing issues for senior citizens. The workshop was focused on accommodating fully accessible housing needs for disabled people and older people. The panel also offered advice and feedback on the Housing for Older People Network.

23. In July 2016, the panel designed and hosted a Seniors Forum for older people. 350 people participated in the forum which focused on the importance of the council’s engagement with ethnically diverse communities and socially isolated older people in Auckland. The event helped the panel develop a database of diverse senior groups for the council.

24. The panel’s achievements are further detailed in Attachment B.

Rainbow Communities Advisory Panel
25. The Rainbow Communities Advisory Panel is the first of its kind in the history of New Zealand local government. The development of a Rainbow Communities Advisory Panel was an initiative of Mayor Len Brown. The governing body resolved to establish the panel in April 2015.

26. Since its first meeting in September 2015, the panel has advised the council on more than 20 items for effective engagement with rainbow communities. The panel was led by Co-chairs Jordan Harris and Julie Radford-Poupard, with support from Liaison Councillor Dr. Cathy Casey.

27. The panel members are:
   - Jordan Harris, Co-chair
Item 6

Input into council projects

28. The panel has advised the council and council-controlled organisations on enhancing the council’s engagement with rainbow communities. The panel’s meeting agendas included ATEED events, the 2016 local government elections and a council pilot programme to introduce all-gender signage to the accessible toilets in staff buildings. The panel has also invited presentations from rainbow groups and organisations, which included the Parliamentary LGBTI cross-party working group, OUTLineNZ Inc., Proud to Play and Pride NZ.

Engagement guidelines

29. The panel has collaborated with council staff to develop guidelines for effective engagement with rainbow communities. The guidelines were incorporated into the council’s engagement guidelines in August 2016, which will help council staff deliver bespoke engagement approaches to rainbow communities.

Community summit

30. The panel has actively engaged with rainbow communities and participated in events such as the Big Gay Out 2016 to discuss the issues relevant to rainbow communities. The panel conducted a survey, which had 400 respondents, expressing their expectations that the council should prioritise inclusive engagement approaches, safety and wellbeing, events, arts and culture for rainbow communities.

30th Anniversary of Homosexual Law Reform

31. In July 2016, the council organised an event to mark the 30th anniversary of the passing of the Homosexual Law Reform legislation at the Auckland Town Hall. This event was the result of the panel’s continuing support for a civic event for rainbow communities. The panel helped the council design the event which attracted more than 150 attendees.

Rainbow Tick Certification

32. From the beginning of the panel’s term, the panel has advised on the adoption of the Rainbow Tick certification. The Rainbow Tick is a quality improvement certification designed to make an organisation a safe, welcoming and inclusive place for people of diverse gender identity and sexual orientation. The council started staff training based on the Rainbow Tick programme and several council departments have adopted processes necessary to obtain the Rainbow Tick.

33. The panel has provided a voice for rainbow communities and supported the council’s effective engagement with rainbow communities in Auckland during its 12 months term.

Youth Advisory Panel

34. In April 2012, the Youth Advisory Panel was established as a mayoral initiative. The panel’s role was to ensure youth are included in the council decision-making and the governance of
Auckland. In December 2013, the governing body decided the panel would continue in the 2013-2016 term.

35. The panel is unique in the demographic panel model in that the panel members are youth representatives from each of the 21 local board areas, aged between 12 and 24 years. The members were appointed to the panel either by their local youth boards or local boards. The members met every six weeks to offer advice on issues of importance to young people.

36. The panel was supported by Liaison Councillor Linda Cooper. Flora Apulu was the inaugural chair of the Youth Advisory Panel and continued to lead the panel until its current term ended in September 2016. Alexander Mark Johnston took over the deputy chair's role from Mosaiai Ata’ata M菲leio in 2015. The current Youth Advisory Panel members are:

- Flora Apulu, Chair
- Alexander Mark Johnston, Deputy Chair
- Rachel Janice Suilesa Auva’a
- Mosaiai Ata’ata M菲leio
- Lit Wei Chin
- Savannah Cox
- Loniana Fifita
- Matthew Greive
- Danielle Goh
- Georgina Halstead
- Jasmine (Ruiyeng) Li
- Ben-hanan Leavasa Moimoi
- Caroline Paepae
- Lesina Ponifasio
- Micah Stinatto
- Caryn Strang
- Antony Kapeli Su’a
- Mackenzie Valgre
- Sam Yoon
- Alleen Zhou.

I Am Auckland, the strategic action plan for children and young people

37. One of the Youth Advisory Panel’s key achievements was the development of I Am Auckland, the strategic action plan for children and young people which was launched in 2014. The panel and staff co-designed the plan through a series of engagement and consultation events with over 6,000 children and young people in Auckland. This is the only strategic plan for children and youth in the council and it is currently being reviewed with input from the Youth Advisory Panel. The seven goals of the current plan are:

- I have a voice, am valued and contribute
- I am important, belong, am cared about and feel safe
- I am happy, healthy and thriving
- I am given equal opportunities to succeed and to have a fair go
- I can get around and get connected
- Auckland is my playground
- Rangatahi tū rangatira (ALL rangatahi will thrive).

Work programme

38. The Youth Advisory Panel has aligned its work programme with I Am Auckland. The priorities of the work programme included youth voices in civic participation, health and wellbeing, Māori youth, transport, employment, and natural and built environments.

39. To support the work programme, the panel developed five working groups which volunteered their time to provide oversight and direction between scheduled panel meetings. These were:

<table>
<thead>
<tr>
<th>Working groups</th>
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<tr>
<td>Communications</td>
<td>Promote the Panel and communicate the council’s agendas to young people.</td>
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<tr>
<td>Youth awards</td>
<td>Deliver the I Am Auckland Awards.</td>
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**Input into council projects**

40. The panel provided comprehensive advice on the Proposed Auckland Unitary Plan, to ensure youth perspectives about the future planning approach for Tamaki Makarau were considered. The chair and deputy chair presented their support for retaining housing intensification the Proposed Auckland Unitary Plan at an extraordinary Governing Body meeting in February 2018.

41. The panel also supported and advised on mayoral initiatives to promote youth employment through JobFest events and involvement in the Youth Traction Plan.

42. The panel offered advice on the following strategic plans and policies:
   - Local Alcohol Policy
   - Psychoactive Substances Policy
   - Significance and Engagement Policy
   - Civil Defence and Emergency Management Group Plan.

**Community engagement**

43. The panel organised events to actively engage with young people of Auckland. The 2016 Youth Summit, ‘We Will Be Heard’, brought together the members of youth voice groups from 21 local board areas to share their views on youth civic participation. The summit provided an opportunity to discuss effective voices of young people in community empowerment and elections.

44. In 2015, the panel supported the council’s engagement with youth for the consultation process of the Long-term Plan 2015-2025. The panel hosted a “Have Your Say” event at the University of Auckland in collaboration with Generation Zero. More than 120 young participants had robust discussions and offered quality input into the Long-term Plan with a particular focus on public transport.

45. The panel designed and delivered the *I Am Auckland* Awards events in 2014 and 2015. The events recognised the work of young leaders, and have profiled youth organisations and youth workers who are putting into practice the goals of *I Am Auckland*. The 2014 awards marked the launch of the *I Am Auckland* Plan.

46. The panel also worked with staff for the Youth Speak Sports Summit in 2016. The summit was an opportunity for young people to have a voice for the future of sport and recreation in Auckland.

**Empowered communities approach**

47. The panel has offered youth perspectives on the development of the council’s new Community Empowerment Unit, and advised on future youth voice models of the council. The panel formed a working group to ensure that the council reflected youth voices in its empowered communities approach.
Collaboration with other panels
48. The panel collaborated with the Seniors Advisory Panel for a joint presentation on housing intensification at the Community Development and Safety Committee meeting on 1 June 2016. The panel also hosted a workshop inviting the members of Rainbow Communities Advisory Panel on 4 July 2016. Both panels discussed areas of shared interests which included youth and homelessness.

Youth Advisory Panel self-review
49. The panel conducted a self-review with support from Auckland Council Community Empowerment Unit at their final meeting in August 2016. The review covers the panel’s achievements, challenges and learnings in the current term, and is provided as Attachment C. It identified that the panel has meaningfully supported the council in the following areas:
- effective youth engagement and youth development
- provision of diverse youth perspectives
- increased awareness of local government functions for young people
- youth leadership and input into the council’s decision-making.

Consideration
Local board views and implications
50. In the 2013-2016 term, members from five local boards have attended panel meetings or sought panels’ advice on effective engagement with respective communities. Local board members have also sought panel’s feedback on approaches to diverse communities in their local board areas for panel’s feedback.

51. The Youth Advisory Panel is closely related to local boards as the panel members are youth representatives from each of the 21 local board areas. The members have presented and discussed local youth issues at regular panel meetings to identify shared issues and interests.

52. Local board members asked for clarity about the panels’ functions and the engagement mechanisms between panels and local boards to be addressed when the incoming council considers a future model for engaging with diverse communities.

Māori impact statement
53. All advisory panels have developed their work programmes based on the Auckland Plan and the Auckland Council Māori Responsiveness Framework.

54. The Seniors Advisory Panel has regularly sought advice from Te Waka Angamua on Māori views. The panel has also advised staff of the importance of the council’s effective engagement with many kaumātua. The Seniors Forum in July 2016 invited elderly groups from different iwi and hapū to understand their views and current issues facing elderly Māori.

55. The Rainbow Communities Advisory Panel has placed a strong emphasis on supporting Takatāpui. The panel’s work programme included advice to the council on enhancing supporting mechanisms for civic participation, noting special concerns of Takatāpui and diverse rainbow communities. The panel’s advice has been based on this underlying principle of its work programme.

56. The Youth Advisory Panel discussed Māori youth representation in panel meetings, and recommended that the council should consider a mechanism to enhance young Māori voices in the 2016-2019 term. The panel has also invited Te Ohu Mana Rangatahi, a Māori youth group, to understand current issues of rangatahi, and to contribute to the development of the council’s best engagement practice with rangatahi in Auckland.
57. The demographic advisory panels' term ended on 8 September 2016, one month prior to the 2016 local government elections. The incoming mayor and governing body will consider mechanisms to promote engagement with diverse communities early in the 2016-2019 term.

### Attachments

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<td>A</td>
<td>Attachment A: Terms of reference for demographic advisory panels</td>
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<td>B</td>
<td>Attachment B: Reflections from the 2013-2016 Auckland Council Seniors Advisory Panel</td>
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<td>C</td>
<td>Attachment C: Self-review of the Youth Advisory Panel</td>
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### Signatories

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<tr>
<td>Austin Kim - Principal Advisor Panels</td>
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<td>Mara Bebich - Stakeholder Liaison Manager</td>
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<tr>
<td>Marguerite Delbet - Manager Democracy Services</td>
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<tr>
<td>Phil Wilson - Governance Director</td>
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<td>Stephen Town - Chief Executive</td>
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Accessibility at Regional Facilities Auckland venues

File No.: CP2019/10322

Te take mō te pūrongo
Purpose of the report

1. To update the Disability Advisory Panel about Regional Facilities Auckland (RFA) developments for accessibility for people with disabilities, in particular Auckland Live venues, and to receive feedback and questions from the panel.

Whakarāpopototanga matua
Executive summary

Background

2. The business units of RFA are Auckland Live, Auckland Zoo, Auckland Art Gallery and Auckland Stadiums. All units value the ongoing advice of the Disability Advisory Panel as they continue to improve facilities for people with disabilities.

3. Over the past year, RFA has taken part in the development of the Auckland Council Disability Operational Action Plan (DOAP), which has been discussed with the panel previously.

4. Today’s discussion is not intended to replicate the work of the DOAP. It is an opportunity to continue RFA's relationship with the panel, to clarify communication channels, to consider questions and advice, and to act within the guidelines of the DOAP.

Next Steps

5. Feedback and questions from panel members will be followed up with the relevant RFA business unit and responses returned to the panel in a timely fashion.

6. RFA will continue involvement with the development of the DOAP.

Ngā tūtohunga
Recommendation/s

That the Disability Advisory Panel:

a) receive the update from Regional Facilities Auckland regarding accessibility for people with disabilities.

Ngā tāpirihanga
Attachments

There are no attachments for this report.

Ngā kaihaina
Signatories

<table>
<thead>
<tr>
<th>Author</th>
<th>Judy Lawley - Manager, Local Board Engagement, Regional Facilities Auckland</th>
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<tr>
<td>Authoriser</td>
<td>André Lubbe – Lead Officer</td>
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Update on e-scooters in Auckland

File No.: CP2019/10146

Te take mō te pūrongo
Purpose of the report
1. To inform the Disability Advisory Panel about Auckland Council's involvement with e-scooters in Auckland.

Whakarāpopototanga matua
Executive summary

Background
2. In October 2018, Auckland Transport (AT) and Auckland Council (the council) agreed to a trial of rental e-scooters for a three-month period through a license issued under the Auckland Council and Auckland Transport Trading and Events in Public Places Bylaws 2015 (the bylaw).

3. In transport, as in most parts of society, technology is changing the way we do things. Two of the biggest transport trends of recent years has been the increase in “shared” services, facilitated by advances in IT and mobile phone technology, and the growing popularity of micro mobility devices often powered by lightweight electric motors.

4. These trends combined in the first e-scooter rental scheme in San Francisco in late 2017 before spreading to urban areas across North America and around the globe. Auckland Transport was approached in 2018 by several e-scooter rental companies seeking permission to operate in Auckland.

5. Permission is required, depending on location, under the bylaw which regulates the use of public places for commercial activities and events. While the operating model, technology and impacts of rental e-scooters were still relatively new in both local and international contexts, it was clear there was the potential for them to contribute to the strategic outcomes described in the Auckland Plan.

Key milestones to date
In October 2018, the council issued a Mobile Trading Licence for Lime to operate 1,000 scooters for three months on a trial basis. Licences were also issued to Onzo and Wave.

6. The council and AT started a new shared e-scooter trial on Monday, 1 April 2019. The new trial builds on the trial that ended on 31 March 2019, with new licence conditions for operators. Licences were issued to three operators: Lime, Wave and Flamingo. The trial will finish on 31 October 2019. This trial includes set requirements for improved incident and maintenance reporting by operators, as well as new fees. Auckland is following other cities, such as Portland, Oregon, USA, by holding a second trial with more stringent conditions.

7. Further information about the e-scooter trial is available in this article: https://ourauckland.aucklandcouncil.govt.nz/articles/news/2019/05/e-scooter-trial-20-new-operators-announced

8. In New Zealand <300 watt e-scooters are classed as ‘wheeled recreational devices’. They are not considered to be motor vehicles, and like e-bikes, they are not required to go through entry certification or be licensed or registered for use.
Legislation

9. Responsibility for the regulation and control of rental e-scooters sits across a range of central government agencies, local government and private companies.

10. The requirements for the safety of e-scooters as products are covered under the Fair Trading Act and the Consumer Guarantees Act, where a device must be fit for purpose, which is administered by the Ministry of Business, Innovation and Employment (MBIE). Specific requirements for the safety of the batteries and battery chargers are covered by the Electricity (Safety) Regulations, administered by Worksafe.

11. The requirements for safe use of e-scooters on roads, shared paths and footpaths is covered by the Road User Rule, administered by the NZ Transport Agency (NZTA) and enforced by Police.

12. To trade in a public space, e-scooter rental companies must obtain a licence under the separate Auckland Transport (for roads and footpaths) and Auckland Council (for parks and civic spaces) Trading and Events bylaws. The extent of control the council and AT have over e-scooter rental schemes is limited to the issuance of licenses and the imposition of conditions under these bylaws. Separate speed limits for footpaths compared to the general road carriageway and mandatory wearing of helmets are not able to be set or required under this bylaw.

13. To use a rental e-scooter, riders must comply with road user rules, separate AT and Auckland Council Public Safety and Nuisance bylaws, and the rental company’s terms of use. Other legislation considered includes the New Zealand Bill of Rights.

Agencies and council departments that have been involved in licencing e-scooters


15. Other agencies: Auckland Transport, NZTA, Ministry of Transport (MOT), Accident Compensation Corporation, Blind Foundation, other councils, and Auckland District Health Board.

Findings, actions and recommendations to date

16. Information highlighted from the first trial was that there was a need for an increased focus on safety from operators, this was communicated through a revised code of practice (Attachment A).

17. In their applications, operators applying for licences included ways of incentivising good rider behaviour, considerate parking, the use of slow speed zones and ways to manage ambassadors across the three current operators. An ambassador is person employed by the operators to monitor riders, give advice and report misuse.

18. Fees have been reviewed, and a fee structure confirmed for new licences.

19. A working group has been formed, and part of its function will be to look a framework for sharing of information and recommendations with MOT and NZTA. They will also commission a survey on e-scooters, looking at international studies and trials, and the process for accepting and allocating future licences.
Ngā tūtohunga
Recommendation/s
That the Disability Advisory Panel:

a) receive the report on e-scooters.

Ngā tāpirihanga
Attachments

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Ngā kaihaina
Signatories

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<th>Author</th>
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<tr>
<td>Author</td>
<td>Peter Knight – Manager, Alcohol Licensing</td>
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<tr>
<td>Authorisers</td>
<td>Craig Hobbs - General Manager Licensing and Regulatory Compliance</td>
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<tr>
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<td>André Lubbe – Lead Officer</td>
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Update on e-scooters in Auckland
E-scooter Shared Services Code of Practice

April 2019
1. Introduction

This Code of Practice outlines the requirements that dockless e-scooter share operators (operators) applying for a licence to operate must adhere to. It outlines the requirements and recommendations that operators are expected to follow as part of delivering safe and effective e-scooter share schemes in Auckland.

If there is non-compliance by the operator which is not remedied to a satisfactory degree, Auckland Council will revoke the licence.

This Code of Practice will be reviewed and updated as required in the future so that it continues to reflect best practice and the interests of the Auckland community. The conditions will be subject to change throughout this transition.

It is important to note that Auckland Council needs to remain agile in its approach to issuing approvals due to big shifts in consumer behaviour as well as e-scooter share usage, and how each of these varies with seasonal weather for example. Auckland Council therefore reserves the right to issue approvals to operators using a phased approach to avoid saturating the streets with too many shared services devices, such as bikes or e-scooters.

For the purpose of this Code of Practice, Auckland Council refers to Auckland Council and its Council controlled organisations including Auckland Transport, and any person or organisation delegated by Auckland Council to act on its behalf.
2. Aim and scope

Auckland Council recognises the importance of providing genuine travel choices for Aucklanders to help reduce the need to travel by private motor vehicle. The potential to get more people using active modes is substantial. Dockless bikes and e-scooters can make active and micro-modes more accessible and complement Auckland’s cycle network and existing public transport network.

Safety remains our primary objective and it is our duty to protect the rights of the public to use and enjoy Auckland’s roads and walkways. Dockless e-scooter share schemes must work for everyone without impacting or causing a danger or nuisance to other road users.

This Code of Practice applies to all operators and sets out the operational and safety standards that operators must adhere to in order to be issued with and maintain an approval to operate in Auckland under the Trading and Events in Public Places Bylaw 2015.
3. Engagement with Auckland Council

Prior to launching a scheme, operators must contact Auckland Council with a plan demonstrating how a proposed scheme will adhere to this Code of Practice.

Operators must also confirm the existence of documented systems to operate safely and in accordance with their obligations under the Health and Safety at Work Act. Operators will be required to confirm, and where appropriate, provide the following, prior to being granted a licence.

1. Safety and Risk Management Plan – documented identification, assessment and control of risk to employees and others impacted by the business, including visitors, customers and the public, including those sharing the road reserve with e-scooter users. This should include risk assessments, risk register, risk review, risk mitigation plan. AC/AT require an annual evaluation of this via an external safety audit by a qualified health and safety professional.

2. Incident reporting and investigation – arrangements to ensure incidents are identified, reported and investigated in a timely manner and appropriate corrective actions are put in place and are monitored and evaluated.


4. Reporting of product issues and safety performance data as necessary, to regulators including NZTA, Ministry of Transport and MBIE, to ensure regulatory requirements are met.

5. Operators must provide a detailed plan on how scooter maintenance checks of both hardware (including for metal fatigue) and software/firmware are undertaken and logged.

6. Provide comprehensive defects reporting and rectification and preventative maintenance program reporting to ensure equipment is fit-for-purpose and safe for employees, customers and the public.

7. Operating data showing a strong safety record across current operations in other jurisdictions.

8. Existence of documented systems to operate safely and in accordance with their obligations under the Health and Safety at Work Act, including fully documented risk management, incident reporting and investigation, incident response, defect reporting and maintenance procedures.

9. The number of scooters operators wish to deploy and in which areas.

10. The exact locations the scooters will be dropped off each morning.

11. A detailed plan on how e-scooters will be re-balanced around the city to avoid bunching, being left out of zone or in low use or nuisance areas.

12. A detailed plan on how e-scooters will be charged and redistributed around the city (including an outline of any key drop-off locations).

13. A detailed plan on how its operation will be terminated (including the collection of all its e-scooters and e-scooter chargers) if it no longer chooses to operate or if it no longer meets
the code and has its licence to operate revoked or suspended. This could include placing a bond with a third party to pay for the collection of e-scooters or chargers.

Operators must provide Auckland Council with the contact details of references that can provide information regarding the operator’s previous performance.

As part of the engagement process, operators will work together with Auckland Council to determine an appropriate scheme size that is fit for purpose for Auckland.

Operators must seek Auckland Council approval of any promotion/media mentioning Auckland Council and its Council controlled organisations and Council activities.

Operators must provide Auckland Council with a detailed social media and communication plan.

Operators must provide details of their customer service / customer engagement systems and process.

Provide detail on technology capability, hardware and software that will ensure a greater degree of safety for users and pedestrian traffic.

The council reserves the right to enforce a minimum and a maximum number of scooters per operator and also per geographic area of operation (Tiers).

The safety of scooter users, pedestrians and other users of the transport network are of paramount importance. Auckland Council expects that operators will provide a thorough risk assessment of the mixing of e-scooters with pedestrians & other road users, and how they will mitigate those risks.

The council reserves the right to adjust/amend these conditions as it deems appropriate after consultation with licensed operators.
4. Conditions of operation

4.1 Safety

Operators must comply with relevant New Zealand health and safety regulations and hold public liability insurance of at least NZ$1,000,000. The operators must be able to show ongoing proof of their public liability insurance.

E-scooter equipment must be of sufficiently high quality to withstand constant public use and exposure to the Auckland elements, while meeting rider safety and comfort standards. The e-scooters should include smart technology with active global positioning system (GPS) and wireless connectivity to enable maintenance and proactive re-balancing.

Operators must have a system in place to ensure e-scooter equipment complies with legal standards and requirements. At a minimum, e-scooters should be given a full service every week. All mechanical services and repairs must be logged and reported as described in the reporting section.

Operators must have integrated location technology and on-board wireless diagnostics, to identify mechanical failure, and proactively intervene through preventive maintenance.

4.2 Operations

The operator shall be aware of and comply with all Acts, Regulations, Bylaws, Policies and Ordinances applicable to the operation. This includes all transport related Acts and Regulations that determine the requirements and use of e-scooters in New Zealand.

The operator must ensure that their users understand where they are allowed to operate the e-scooter according to above. Users must ride safely and carefully and be considerate of all other road users and not ride at speeds that put themselves, or other users at risk.

The operation of dockless e-scooter share schemes in Auckland must not cause disruption or nuisance. Operators must ensure e-scooter share schemes do not compromise the maintenance of orderly streets or have a negative impact on other street users, including vision-impaired people or those with disabilities. Scooters must not be parked or allowed to remain on or in inappropriate locations such as:

- on footpaths that are narrow;
- where they could pose a safety hazard; or
- where they could interfere with pedestrian access generally or access to amenities.
- No more than 6 scooters from each licensee may be deployed each morning in any one location and when re-balancing.

Operators must come to an agreement with Auckland Council on where e-scooters can and cannot be parked. This information must be conveyed clearly to the customer.

Damaged e-scooters, e-scooters parked in a non-compliant manner or place need to be removed by the operators within three hours of being advised by Auckland Council and Auckland Transport. If not, operators will pay any removal costs incurred by Council. The cost to get the e-scooter back from the Council after removal is $371 per item at time of writing. This cost may alter over time.
Any scooter that is parked outside a licensed area, for 48 hours, must be moved by the operator to a licenced location or it may be removed by Auckland Council at the expense of the operator.

Operators must have systems in place that incentivise good riding and parking behaviour and penalise non-compliance by users. This may include incentivising riders to park in parking areas provided for shared scooters and bikes by Auckland Council.

Any specific infrastructure improvements required for successful operations would need to be considered and approved by Auckland Council and Auckland Transport.

Operators must include in their plan how they have capability to manage the redistribution of scooters due to bunching, in advance of major events or at the request of Auckland Council.

Operators must provide Auckland Council with up to date and relevant contact details for the operational point of contact who will resolve any issues that arise.

Auckland Council encourage operators to introduce slow-speed zones via geofencing. This would automatically reduce the scooters’ speed in high pedestrian areas, during wet weather or during times after dark. This is to improve the safety of users and pedestrians.

Auckland Council supports the development of a code of conduct by e-scooter licensees, to which e-scooter operators will adhere.

4.3 Customer Experience and Education

Operators must provide 24-hour communication channels for users, including a clearly advertised telephone number provided on their website, apps and scooters, and must also have a complaint handling process. Operators must have a clear plan in place to be able to respond to queries and complaints to minimise escalation to Auckland Council.

Operators will run ambassador programmes to provide their users with information that includes but is not limited to, good user behaviour, safety advice and incident reporting education, and to inform them when they are not adhering to terms and conditions of use. They will also have a process for managing non-compliance of their terms and conditions by users.

Terms and conditions of use must be agreed by users when they use the e-scooter equipment and these terms must promote safe and legal riding or scooting, and good parking behaviour. The operator must provide the user with New Zealand regulations but can also advise their own additional safety recommendations.
5. Reporting

Operators shall provide Auckland Council with real-time information on the entire fleet through a documented application program interface (API) from day one. The data required is detailed in the following section. The council will use this data to check compliance such as the number of scooters deployed.

Operators will also be required to submit the following reports:

- weekly reporting of incidents, investigations and corrective actions in Auckland.
- weekly consolidated reporting of incidents, investigations and corrective actions in other NZ markets where the licensee operates.
- immediate reporting of actual or potential systemic hardware and software issues in other jurisdictions where the operator is present.
- monthly reporting of safety initiatives undertaken in all NZ markets where the licensee operates; including system and process changes, user education and engagement activities, communication and messaging including in-app messaging.
- complaints and response times logs.
- monthly reporting of maintenance program and any issues arising, including the number of e-scooters which have not been subject to a full maintenance inspection during the period.
- monthly update of a comprehensive safety risk registers and any new issues or change in status of existing issues.
- Operators must provide quarterly reports of their analysis of reported incidents and safety performance data and identification of how this is informing improved safety performance.
6. Investigations

Immediate reporting of any incident affecting the safety of employees, customers and the public. An investigation should be commenced immediately, an initial report provided to council within 48 hours, unless impracticable to do so in the time frame, and within seven days the results of that investigation should be reported to the Council.

If the incident is notified by a third party, including but not exclusive to the media; the investigation should be commenced immediately the operator becomes aware, and an initial report provided to council within 48 hours, unless impracticable to do so in the time frame, and within seven days the results of that investigation should be reported to the Council.

Should council require with just cause an in-depth investigation of safety related systemic hardware or software faults or incidents related to the operator’s operations, related costs will be the responsibility of the operator. If council considers an independent review is required and commissions such a review, all associated costs will be recovered from the operator.
7. Compliance with this code of practice

If there is non-compliance by the operator with this code of practice which Auckland Council determines is not remedied to a satisfactory degree, Auckland Council may revoke or suspend the licence.

Council will redistribute the number of e-scooters allowed per operator based on the performance of the operator against the conditions under this code.
8. Data sharing requirements

All personal information must be collected, processed and stored in accordance with the requirements of the New Zealand Privacy Act 1993.

It is a requirement that anonymised data collected by the operator is shared with Auckland Council to assist with transport planning and reporting, including ongoing network planning, management of the dockless e-scooter share scheme and cycle facility improvements. The clauses below set out what data is required.

The following table outlines the usage to be shared with Auckland Council for each trip record, unless agreed otherwise in writing with Auckland Council. The usage data is to be provided in an agreed format, preferably in Mobility Data Specification (MDS) format. This is to be sent to or available for Auckland Council to access whenever requested or to an agreed reporting schedule.

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<tr>
<td>provider_id</td>
<td>A UUID for the Provider, unique within MDS</td>
</tr>
<tr>
<td>provider_name</td>
<td>The public-facing name of the Provider</td>
</tr>
<tr>
<td>device_id</td>
<td>A unique device ID in UUID format</td>
</tr>
<tr>
<td>vehicle_id</td>
<td>The Vehicle Identification Number visible on the vehicle itself</td>
</tr>
<tr>
<td>vehicle_type</td>
<td></td>
</tr>
<tr>
<td>propulsion_type</td>
<td></td>
</tr>
<tr>
<td>trip_id</td>
<td>A unique ID for each trip</td>
</tr>
<tr>
<td>trip_duration</td>
<td>Time, in Seconds</td>
</tr>
<tr>
<td>trip_distance</td>
<td>Trip Distance, in Meters</td>
</tr>
</tbody>
</table>
Operators shall provide Auckland Council with real-time information on the entire fleet through a documented application program interface (API) from day one. The data to be published to the Auckland Council API will include the following information in real time for every parked scooter:

- Scooter identification number
- GPS Co-ordinate
- Availability start date
- Availability start time
- Date of last service
- Time to next service
- Service status

Auckland Council reserves the right to display information about e-scooter share operators on their websites.

For further information on MDS please refer to: https://github.com/CityOfLosAngeles/mobility-data-specification.
Te take mō te pūrongo
Purpose of the report
1. To inform the Disability Advisory Panel about Pathways to Preparedness: A Planning Framework for Recovery and seek their comments.

Whakarāpopototanga matua
Executive summary

Background
2. Following the Christchurch and Kaikoura earthquakes, the Civil Defence Emergency Management Act 2002 was amended, and new guidelines were issued requiring better preparation for, and implementation of, recovery from a disaster.

3. Auckland Emergency Management began development of the Resilient Recovery Strategy to meet these requirements and ensure Auckland was better prepared. This included:
   - workshops on recovery with advisory panels between February and June 2018 (the Disability Advisory Panel workshop was on 4 May 2018).
   - reporting back on engagement with the advisory panels in September 2018.
   - updating panels on the development of the Resilient Recovery Strategy in November 2018 and advising that a draft would go the Civil Defence Emergency Management Group Committee in February 2019.

4. At the beginning of this year the Resilient Recovery Strategy was renamed ‘Pathways to Preparedness: A Planning Framework to Recovery’ as it better described the document’s intent and contents. The Civil Defence Emergency Management Group Committee approved the draft Pathways document for targeted engagement in February 2019.

Consideration
5. The Pathways to Preparedness: A Planning Framework for Recovery strategy (refer Attachment 1) will be introduced to the panel, and comments sought.

6. Comment is particularly sought from the Disability Advisory Panel on:
   - community values
   - community priorities
   - way we will work in recovery
   - work to be done to be better prepared for recovery
   - consideration of disabilities in recovery.

Ngā tūtohunga
Recommendation/s

That the Disability Advisory Panel:
a) receive the draft Pathways to Preparedness: A Planning Framework for Recovery document.
Ngā tāpirihanga
Attachments

<table>
<thead>
<tr>
<th>No.</th>
<th>Title</th>
<th>Page</th>
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<tbody>
<tr>
<td>A1</td>
<td>Pathways to Preparedness: A Planning Framework for Recovery</td>
<td>47</td>
</tr>
</tbody>
</table>

Ngā kaihaina
Signatories

<table>
<thead>
<tr>
<th>Author</th>
<th>Wayne Brown - Principal Recovery Advisor</th>
</tr>
</thead>
<tbody>
<tr>
<td>Authorisers</td>
<td>Jennifer Rose - Head of Response and Recovery</td>
</tr>
<tr>
<td></td>
<td>Sarah Sinclair - Acting General Manager, Auckland Emergency</td>
</tr>
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<td></td>
<td>Management</td>
</tr>
<tr>
<td></td>
<td>André Lubbe - Lead Officer</td>
</tr>
</tbody>
</table>
Draft

Pathways to Preparedness:
A Planning Framework for Recovery

February 2019
Pathways to Preparedness: A Planning Framework for Recovery

**Introduction**

How Auckland might recover from a disaster\(^1\) is important. Pathways to Preparedness: A Planning Framework for Recovery (the Framework) sets the scene for recovery, provides direction based on community values and principles, outlines our approach to recovery and identifies actions to build momentum on improving our preparedness to recover from a disaster.

A detailed recovery work programme will be developed to deliver on these actions across Auckland Council group and with our partners.

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**The process we followed**

In the wake of lessons learned from Christchurch’s unanticipated, catastrophic earthquakes the Civil Defence Emergency Management Act 2002 was amended to make greater provision for recovery. Among other things, the amendments require strategic planning to be undertaken to prepare for recovery before disaster strikes. The Ministry of Civil Defence and Emergency Management issued guidelines stepping out how this can best be done.

We followed this process to:

- identify an initial set of community values and priorities to inform our planning.
- set our recovery vision
- anticipate the consequences and opportunities of Auckland’s hazards and risks
- focus on building capacity and capability, and addressing barriers to recovery
- identify actions to build momentum.

\(^1\) 'Disaster' in the Recovery Framework is defined as an emergency (under section 4 of the Civil Defence Emergency Management Act 2002) event that requires a recovery.
Figure 1. Pathways to Preparedness
Community Values and Priorities

The Framework takes a community centric approach, recognising the significant challenges confronting all recovery efforts (from relatively localised events to large-scale disasters).

Community wellbeing is the focus of recovery. In the aftermath of a significant event, individuals and communities will want to get things moving back to normality as quickly as possible. They will also want to see how we keep community at the heart of any recovery effort.

Understanding community values and priorities provides guidance on what will be important to communities, as a basis for pre-event planning and preparations for recovery. They indicate preferences for community involvement and the things communities hold dear. For example, decision-making underestimated the value, the people of Christchurch attached to their built heritage, meaning the pace, manner and extent of demolition caused great upset. Through understanding community values and priorities, we are better able to ensure appropriate decision-making and priority setting processes, and opportunities for participation.

Identifying community values and priorities

Auckland Emergency Management has worked with Auckland Council’s local boards and Auckland Council’s demographic Advisory Panels (Seniors, Ethnic Peoples, Pacific Peoples, Disability, Youth and Rainbow Communities). Our discussions have highlighted some key values and priorities that will be consulted on across Auckland communities.

Strong themes centred on retention of heritage in the natural built and cultural context. The need for local knowledge, leadership, partnerships and voice. Communication and connection was a common theme in the discussions. It was felt that multiple avenues for communicating was a high priority and suggestions for connecting across diversity, hard to reach communities and leveraging traditional and digital media would need to be sought.

The importance of getting key infrastructure such as hospitals, lifelines utilities and social and community infrastructure up and running fast was also identified. Personal safety was also highlighted.

<table>
<thead>
<tr>
<th>Community Values</th>
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<tbody>
<tr>
<td>Identity, Diversity and Tolerance</td>
</tr>
<tr>
<td>Independence, Resilience and Self Reliance</td>
</tr>
<tr>
<td>Community, Connection and Culture, Heritage, Amenity</td>
</tr>
<tr>
<td>Local Knowledge, Leadership, Partnership and Voice</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Community Priorities</th>
</tr>
</thead>
<tbody>
<tr>
<td>Physical and Social Connections, Communication</td>
</tr>
<tr>
<td>Enabling Local Input, Lifelines and Key Infrastructure, Economic Recovery</td>
</tr>
<tr>
<td>Safety, Health and Personal Wellbeing (including our pets)</td>
</tr>
<tr>
<td>Security and Personal Property</td>
</tr>
</tbody>
</table>
Pathways to Preparedness: A Planning Framework for Recovery

Our Recovery Vision

Auckland's people, communities, businesses and infrastructure are well-placed to recovery from a disaster.

Recovery

Recovery means "the coordinated efforts and processes used to bring to about the immediate, medium-term, and long-term holistic regeneration and enhancement of a community following an emergency." Correspondingly, recovery activities deal with the consequences of an emergency. An emergency is when something happens which causes or may cause loss of life or injury, or endangers public safety or property that:

- cannot be dealt with emergency services or
- requires a significant and coordinated response.

The definition of an emergency refers to the likes of earthquakes, tsunami, tornado, plague and floods as well as the leakage or spillage of dangerous substances or failure of or disruption to an emergency service or lifeline utility. For convenience and brevity, we use 'disaster' to mean and emergency event that requires a recovery.

The essential issue of recovery is that: what has been built up over many decades through private and publicly funded development, individual, family and civic effort can be destroyed or damaged all at once, needing to be regenerated within a comparatively short period of time. Resulting disruption to businesses, housing, infrastructure networks, facilities and amenities impact on daily life and living standards, potentially for some time.

Recovery is complex and takes time. Recovery initially faces high levels of uncertainty, as the situation evolves. Time required for recovery to be completed can challenge people's expectations and aspirations. They may feel like their life is on hold.

Preparations for recovery under this Framework aim to respond to and be fit for purpose for any scale of event. For example, depending on its scale, Auckland Council may have to reprioritise its activities to support a recovery.

What does Well-placed mean?

An underlying theme of recovery and its essential problem is complexity. Well-placed means being well prepared.

Lessons have been learnt from recent large events such as the Christchurch earthquakes and Kaikoura earthquakes. Intentionally preparing for recovery rather than leaving matters to chance or orchestrating recovery on the fly, greatly increases the prospects of more effective recovery — that is:

- the early commencement of organised recovery activities

2 Adapted from definitions in the Civil Defence Emergency Management Act 2002.
Pathways to Preparedness: A Planning Framework for Recovery

- with a clear sense of purpose
- supported by participants and affected communities.

Achieving a successful start to a recovery requires a shared understanding of what a recovery is; what needs to be done (at least initially), and access to funding and resources. This in turn requires clear roles and responsibilities supporting cooperation and collaboration across many organisations and people, across many work streams. At a more detailed level it requires:

- clear, well understood processes for the transition to recovery
- assessing people’s needs and the damage to buildings and infrastructure
- procuring, allocating and managing resources
- managing the delivery of services and implementation of activities and projects.

Reinstatement, regeneration or enhancement?

Ultimately questions arise as to how ambitious or achievable recovery should be.

‘Build Back Better’ is a term arising out of the fourth priority for action (of 4) – “Enhancing disaster preparedness for effective response and to build back better in recovery, rehabilitation and reconstruction”, of the Sendai Framework for Disaster Risk Reduction endorsed by the United Nations

*Over the years there has been an appreciation that reconstruction is an opportunity to build back better. Today recovery is defined as the restoration and improvement of facilities, livelihoods and living conditions of disaster-affected communities, including efforts to reduce disaster risk factors,”* and is reflected in the definitions for recovery and recovery in the Civil Defence Emergency Act 2002.

What this means in practice can be very difficult. What was lost may not be able to be replaced exactly, the values of assets written down, insurance may only cover what previously existed in its then condition and regulations may impose their own requirements.

Responsible and cost-effective rehabilitation of a community does not guarantee a community will be restored to its original state. However, there may be opportunities to enable communities to improve on previous conditions. Through taking a broad, flexible or innovative view, enhancements may include new behaviours increased personal or community resilience, application or urban design and or universal design principles rather or improved structures or upsized infrastructure.

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* UN World Conference on Disaster Risk Reduction, 14-18 March 2015, Sendai, Japan.
Pathways to Preparedness: A Planning Framework for Recovery

**Understanding consequences and opportunities**

New Zealand and international experience demonstrates the advantages of pre-event planning and preparation over leaving it to chance or having to orchestrate a recovery on the fly.

Pre-event planning and preparation for recovery is supported by analysis of the likely impacts and consequences of emergency events. The potential hazard and its impacts interact with the circumstances existing at the time and in the area the emergency event takes place. Further community values and priorities form part of and inform these circumstances. Understanding the impacts and circumstances, and their interaction in time and place is integral to planning for recovery. Scenario planning and running scenario-based exercises can assist greatly in this area.

This approach helps identify critical factors to an effective recovery, opportunities to improve community resilience and where possible, mitigate existing and identified hazards and risks. Through working with communities, we can prioritise areas of vulnerability while leveraging and supporting continued resilience within recovery.

![Diagram of Hazards and Impacts](image)

Figure 2. Anticipating what recovery may have to address.

The Auckland CDEM Group’s Plan ‘Resilient Auckland’ identifies several hazards and risks to the Auckland region, including natural events (such as volcanic eruption, severe weather events, tsunami, and coastal inundation) and infrastructure and lifeline utility failures (such as disruption to electricity, water, and transport networks).

When planning for impacts of hazards and risks, consideration needs to be given to the four recovery environments – social, built, economic and natural.

Auckland faces unique challenges - super diversity, rural and urban contexts, housing supply, homelessness, aging infrastructure and high rates of growth and development, which are key considerations for a potential disaster and ongoing recovery effort.

Emergencies and their consequences can be localised, affecting an area within a single local board’s boundaries or of wider impact, affecting an area that is part of multiple local boards, or the entire region.

Some emergencies may involve a series of cascading events, each of which may require different, but complimentary recovery activities. For example, a volcanic eruption in the north
of the Auckland Volcanic Field may cause evacuations and damage on the North Shore, but ashfall may progressively damage wastewater treatment networks that eventually leads to region-wide lifeline utility failures. The context of a recovery can be extremely dynamic.

It should be noted however, there are limitations to the extent to which impacts of hazards and circumstances can be fully anticipated. Work to better understand Auckland’s hazards and risks and their impacts is part of Auckland Emergency Management’s ongoing work programme.
Building capacity and capability, and addressing barriers

Auckland Emergency Management and the Auckland CDEM Group are particularly focused on building capacity and capability for recovery and to addressing barriers that may inhibit or obstruct effective recovery.

The Framework takes a broad view to shaping the way we will work in recovery and enabling the work we will do recovery, informed by the community values and priorities.

The way we work – a partnership approach

Auckland Emergency Management and the CDEM Group takes a partnership approach, seeking the best of organic forms, supportive of community action and emerging solutions, and highly structured, institutional / governmental forms to provide coordination and operate at scale. This will enable Auckland Emergency Management, Auckland Council and our partners to deliver a more effective and coordinated recovery informed by community values and priorities.

The partnership approach recognises and respects diversity to ensure recovery is inclusive and provides opportunities for community participation. It is implemented through:

- prioritising the wellbeing of individuals, families and communities and their recovery
- restoring and/or improving the function of infrastructure, structures, physical networks and urban fabric that support communities
- enabling the restoration and/or regeneration of natural environments and their habitats and ecosystems
- supporting the interactions between businesses, business people, employees, resources and assets, and the commerce and trade generated in the economic environment.

The partnership approach identifies scalable, flexible and adaptable coordinating structures, aligned to key roles and responsibilities. It is a mechanism to link local and central government, the private sector and non-government (NGO) and community organisations that play a vital role in recovery. For example – the larger the scale of a recovery the more likely it will orient towards government structures and processes. This raises potential for flexibility, innovation and empowering the recovery of individuals to be unintentionally inhibited.

This approach builds on the work of Auckland’s CDEM Group / Auckland Emergency Management across the 5 R’s – reduction, readiness, response, recovery and resilience, our focus on communities and strengthening resilience and the strengths of the Auckland Council group and its partners. It provides opportunities for communities of practice to be activated, and guides and champions in the community to play a role informing and supporting the recovery effort assisting their communities.

Building upon existing partnerships the approach will also work across wider groups to embrace new formal and informal partnerships.
Pathways to Preparedness: A Planning Framework for Recovery

The way we work – collaborating across formal and informal partnerships

Auckland Emergency Management provides the specialist roles serving Auckland Council’s civil defence function under the Civil Defence Emergency Management Act 2002 and would lead the initial stages of recovery.


Auckland Council’s governing body has delegated responsibility to the Civil Defence Emergency Management Committee as the decision maker for the Group.

Auckland Emergency Management and the CDEM Group works closely and collaboratively with many stakeholders. For example, the Auckland Welfare Coordination Group is made up of 26-member agencies active in response. Many of these emergency services, social and health service and non-governmental organisations will also support recovery.

Auckland Emergency Management engages Auckland Council’s local boards across the pre-event recovery work programme and will work closely with local boards when undertaking a recovery in their area or areas.

Auckland Emergency Management will further develop its relationships across the emergency management sector and its communities through the implementation of this Framework. Developing and building relationships with Auckland’s iwi and matawaaka is a particular focus and a priority.

The work we do – addressing barriers to recovery

Recovery gives rise to a range of inherent challenges and issues, as multiple activities are delivered simultaneously across workstreams addressing recovery in the natural, social, built and economic environments.

Through the development of this Framework, engagement with the Ministry of Civil Defence Emergency Management, recovery literature and our engagement with our partners we have identified five focus areas to assist in preparing for recovery. They direct activity towards what is crucial to recovery or address barriers to recovery in Auckland. Focusing on effective recovery the five areas seek to ensure:

- capacity and capability is available
- collaboration is supported
- recovery is communicated
- recovery is understood
- monitoring and evaluation.
It is recognised that effective recovery requires supporting work programmes in addition to implementation of the Framework, such as:

- refining Standard Operating Procedures for recovery
- implementing the readiness work programme of the Incident Management Team
- incorporating and learning from international and New Zealand recovery efforts
- supporting the development of emergency management recovery networks, like the Northern Recovery Managers Group.

Figure 3 – Five Focus Areas
Pathways to Preparedness: A Planning Framework for Recovery

**Actions to build momentum**

The following section outlines high-level, short to medium-term actions. They respond to the set of initial community values and priorities outlined earlier and are directed towards the five focus areas.

They will drive the recovery work programme across the breadth of preparation, relationship building and communication. Delivering on the identified actions will progress us towards achieving the longer-term vision, and that progress will be monitored and evaluated.

Auckland Emergency Management will develop a prioritised work programme to deliver on the identified actions. Our Civil Defence Emergency Management partners will be involved along the way to ensure inter-agency operability is maintained, operational needs are assured and to affirm our shared understanding.

Initially focused within Auckland Emergency Management, a whole-of-council approach to implementing the work programme will involve Auckland Council group first, and then our partners, before expanding outwards engaging additional partners and reaching out into the community.
| Attachment A | Item 9 |

### Recovery is understood

<table>
<thead>
<tr>
<th>Opportunities</th>
<th>Actions</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Auckland’s diversity</strong></td>
<td>Cultivate improved cultural awareness to be able to understand specific concerns, to enable them to be addressed.</td>
</tr>
<tr>
<td>Auckland hosts a rich and diverse population by age, gender, religion, sexuality, nationality and culture. This is a strength of Auckland while also meaning specific needs might present themselves in a recovery.</td>
<td>Access and tap into resources across the Auckland Council group and externally to better communicate and engage.</td>
</tr>
<tr>
<td>Achieving effective recovery will require the flexibility to ensure recovery works for all Aucklanders and their communities.</td>
<td>Leverage the potential of Auckland Council’s demographic Advisory Panels – Seniors, Ethnic Peoples, Pacific Peoples, Disability, Youth and Rainbow Communities.</td>
</tr>
</tbody>
</table>

### Building a better understanding of Recovery

<table>
<thead>
<tr>
<th>Opportunities</th>
<th>Actions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Understandably, recovery is not well understood.</td>
<td>Develop a ‘Recovery story’ supported by key messages and education materials (translated in different languages).</td>
</tr>
<tr>
<td>It has a limited profile beyond the CDEM sector and people with personal knowledge.</td>
<td>Leverage opportunities to raise the profile and discuss recovery with new audiences through the CDEM Group, Auckland Council group, partners and communities.</td>
</tr>
<tr>
<td>The current level of understanding is a barrier to people’s ability to anticipate and prepare in advance of an emergency event.</td>
<td>Support Auckland Emergency Management’s education and outreach programme across the five R’s.</td>
</tr>
<tr>
<td>Auckland hosts a rich and diverse population by age, gender, religion, sexuality, nationality and culture. This is a strength of Auckland while also meaning specific needs might present themselves in a recovery.</td>
<td>Cultivate improved cultural awareness to be able to understand specific concerns, to enable them to be addressed.</td>
</tr>
<tr>
<td>Achieving effective recovery will require the flexibility to ensure recovery works for all Aucklanders and their communities.</td>
<td>Access and tap into resources across the Auckland Council group and externally to better communicate and engage.</td>
</tr>
<tr>
<td>Communication, understanding recovery, and being able to engage and participate may be challenging for some communities.</td>
<td>Leverage the potential of Auckland Council’s demographic Advisory Panels – Seniors, Ethnic Peoples, Pacific Peoples, Disability, Youth and Rainbow Communities.</td>
</tr>
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</table>
### Managing Expectations

<table>
<thead>
<tr>
<th></th>
<th>Opportunities</th>
<th>Actions</th>
</tr>
</thead>
<tbody>
<tr>
<td>The disruption to daily life and routines can be sudden and significant. Previously routine tasks become complicated and can subject to repeated change.</td>
<td>Clear and consistent communication is critical to maintaining trust in the community</td>
<td></td>
</tr>
<tr>
<td>The level of upset can be exacerbated by ongoing change due to recovery activities or weather changes. Previous plans go on hold.</td>
<td>Strike a balance between ambition and achievability in planning and preparations for recovery / in a recovery.</td>
<td></td>
</tr>
<tr>
<td>Change of this magnitude can be disempowering and a source of frustration and distress for many. Everyone is eager to return to something that resembles what was normal before the event, as soon as possible.</td>
<td>Leverage creativity, community spirit and participation in a recovery to promote solutions and assist in the recovery effort.</td>
<td></td>
</tr>
<tr>
<td>The nature of the event, its impacts and the scale of the recovery effort required inform the type and extent of recovery efforts required.</td>
<td></td>
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</tr>
<tr>
<td>Capacity and capability is available</td>
<td>Opportunities</td>
<td>Actions</td>
</tr>
<tr>
<td>------------------------------------</td>
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</tr>
<tr>
<td><strong>Economy / Local Economy</strong></td>
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<tr>
<td>Disruption can bring business, trade and commerce to a standstill. Orders and commitments may not be met, and employees may have not work. Everybody suffers hardships without cash flow or access to money to access necessities. Disrupted supply lines may need to be restored. Distinctions between rural and urban local economies are also important. For example, seasonal activities may have needs or requirements with potential consequences for production over an extended period.</td>
<td>Investigate opportunities and mechanisms for local sourcing/procurement of goods and services during a recovery.</td>
<td>Work with Business Associations to encourage uptake of Business Continuity Planning and practices amongst their member businesses. Leverage a better understanding of the Auckland’s and local economies through engagement with potential Task Group members for the economic environment. Leverage opportunities for youth employment. Understand the implications of seasonal cycles and underlying activities to identify factors which are critical to Auckland’s rural economy.</td>
</tr>
<tr>
<td><strong>Funding and resources</strong></td>
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</tr>
<tr>
<td>Replacing capital and social investment, restoring natural ecosystems and regenerating the environments that support social and economic well-being requires significant funding. The commitment of financial and human resources to prioritise recovery activities is also significant. Accessing needed skills and expertise can be additional challenges. Sustaining a recovery, prudent financial management, appropriate project management, while maintaining a focus delivering on the desired outcomes is complex in a pressured environment. Recovery from smaller events can seem disproportionately large, while major and significant events present hurdles that are magnitudes greater. The longer recovery continues the greater the pressure on resources as demand to deliver disrupted projects and work programmes builds. This can pose particular challenges where the event and recovery are limited to a part of the region.</td>
<td>Building shared organisational understanding of what recovery may involve across Auckland Council group, CDEM group, Task Groups, and progressively, with Auckland’s communities. Sharing of Standard Operating Procedures, plans and recovery documentation as appropriate, and subsequent updates. Generate a deeper shared understanding of arrangements regarding the servicing of recovery in respect of financial, information and project management, specialists and expert advice and general administration. Understanding the way business units across Auckland Council group deliver their services. Raising the profile of recovery arrangements and the understanding of what might be required of service delivery business units and their contractors. Identifying key skills, expertise and services contributing to recovery across Auckland Council group and partner organisations.</td>
<td></td>
</tr>
<tr>
<td><strong>Māori communities</strong></td>
<td></td>
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</tr>
<tr>
<td>Recent experience of response and recovery from disasters has benefited from the participation, support and leadership of mana whenua and local whi at all levels – from delivering services to decision making.</td>
<td>Develop a shared understanding of recovery within Auckland Emergency Management’s wider engagement with mana whenua and mataawaka. Build on the opportunities for collaboration to cultivate leadership, participation and outcomes for Māori.</td>
<td></td>
</tr>
</tbody>
</table>
## Capacity and capability is available

### Opportunities

**Pre-existing issues**

Any existing issues at the time of an event will be magnified in their effect and consequence.

Housing is under pressure in Auckland, with elevated house prices and rental costs, homelessness and high demand for social housing and refuge. Emergency accommodation will be a challenge in those circumstances.

Peoples’ health conditions, disabilities, or personal circumstances may make them especially vulnerable to sudden change and disruption to their environment.

Transport bottlenecks or previously known weakness in a network may have a pronounced effect in a particular event.

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**Psychosocial recovery**

International and more recent experiences in New Zealand has raised awareness of the way that emergency events can have very different impacts on people.

Some may be unscathed, and others impacted to varying degrees. Impacts may only become apparent after the passage of time.

A person’s individual circumstances can make it more difficult to cope with ongoing disruption and change, to make decisions and to support others.

Equally, individual recovery from such impacts takes time and is non-linear or continuous, with many ‘ups’ and ‘downs’ possible.

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**Actions**

Environmental scanning to maintain general awareness of issues and challenges facing Auckland across the four recovery environments.

Maintain engagement with partners and stakeholders and leverage opportunities to gather information and intelligence

• in recovery planning and preparations
• through the duration of recovery.

Access expertise, knowledge available, information and advice through the membership of the task groups established to support recovery after an event (see below).

---

Ensuring people involved in recovery maintain an awareness of the complexities of psychosocial recovery that individuals may be going through.

Sharing best practice amongst experienced practitioners with and amongst front-line staff.

Apply case management and debriefing principles.

Psychosocial first aid training or other for all people in contact roles.

Awareness raising of the psychosocial impacts on responding agencies and staff and the putting in place of support mechanisms.
## Task Groups

Task Groups are established to provide advice and assistance for each of the natural, social, built and economic environments.

Each Task Group has a Terms of Reference, setting out its functions, roles and responsibilities. Task Groups may also comprise sub-task groups.

Potential members are practitioners, experts or leaders in their field whose knowledge would benefit a recovery. They are generally busy people, which can be a barrier to maintaining Task Groups, keeping informed and abreast of best practice in recovery.

Further, the membership of Task Groups needs to reflect the nature and scale of the task for each event.

<table>
<thead>
<tr>
<th>Opportunities</th>
<th>Actions</th>
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<tbody>
<tr>
<td>Establishing a ‘pool’ of potential Task Group members to ensure readiness and the ability to scale a recovery proportionate to the nature of the disaster.</td>
<td></td>
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<tr>
<td>The pool for each recovery environment may be comprised of both:</td>
<td></td>
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<tr>
<td>- a core membership comprised of people within the wider Auckland Council group / emergency sector</td>
<td></td>
</tr>
<tr>
<td>- a wider membership of people who might only be called upon if the event demands it.</td>
<td></td>
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<tr>
<td>Core members would be more involved with up to 4 meetings/exercises a year.</td>
<td></td>
</tr>
<tr>
<td>Wider group members would be less involved, though steps taken to ensure relationships and awareness is maintained.</td>
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</tr>
<tr>
<td>The intensity and pressure of a response is very demanding. People in lead roles in response can be expected to be exhausted. Although the same agencies may have lead roles/key roles, they will need to identify specific staffing to support the recovery effort.</td>
<td></td>
</tr>
<tr>
<td>Explore the current capacity and capability for recovery within participating agencies.</td>
<td></td>
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<tr>
<td>Explore potential arrangements they may operate in a recovery and their staffing.</td>
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<tr>
<td>Ensure key staff in the recovery are different from key staff in response.</td>
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<tr>
<td>Train staff for recovery as required. (potentially based on common arrangements).</td>
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<tr>
<td>Collaboration</td>
<td>Opportunities</td>
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<tr>
<td>Effective recovery requires high levels of coordination and collaboration, with everyone actively participating. Achieving this level of collaboration is supported by:</td>
<td>Develop guidelines setting out the process, considerations, information/intelligence required and potential sources to assist in considering whether a recovery process needs to be activated - incorporate key elements into Standard Operating Procedures, with thresholds.</td>
</tr>
<tr>
<td>• strong institutional and personal relationships</td>
<td>Share Standard Operating Procedures, plans and recovery documentation (and subsequent updates) with partners as appropriate.</td>
</tr>
<tr>
<td>• clear roles and responsibilities</td>
<td>Build and maintain institutional and personal relationships amongst key agencies.</td>
</tr>
<tr>
<td>• a shared understanding of what is to be achieved in a recovery</td>
<td>Clarifying agreed roles and responsibilities amongst leading partners and key agencies.</td>
</tr>
<tr>
<td>• effective support systems and communication.</td>
<td>Formalise arrangements, roles, responsibilities in key areas through developing protocols, memorandum of understanding or similar. (Key areas = support delivery of a critical service or critical resources or arrangements important in every recovery)</td>
</tr>
</tbody>
</table>
## Our progress is monitored and evaluated

<table>
<thead>
<tr>
<th>Opportunities</th>
<th>Actions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monitoring and evaluation</td>
<td>Development of a monitoring and evaluation framework for recovery able to be applied to:</td>
</tr>
<tr>
<td>The response to, and recovery from an event are frequently reviewed to identify what went well/not so well and improvements to future practice. Monitoring and evaluation are integral to programme management and the development of best practice. Levels of disruption or distance from previous norms are readily identifiable from common high-level metrics, such as regional GDP or the unemployment rate. Comparisons of these types of metrics (when available) lend themselves to debates on the progress or success of recovery from a significant event. These types of metrics are important and produced methodically by agencies external to a recovery. More particularly, indicators need to be identified to be able to track progress towards fulfilling the vision and objectives for recovery. Similarly, indicators are required to provide information on the extent to which the principles are being applied. Indicators are also required to track progress on the tasks/actions identified in Recovery Action Plans, formulated after an event.</td>
<td></td>
</tr>
<tr>
<td>• provide insight into the relevance of high-level independent metrics • track the extent of progress towards achievement of the Framework's vision for recovery • progress towards completing items on the recovery work programme (generated from the Framework's actions) • provide insight into the overall efficacy of pre-event planning and preparations for recovery • track progress towards the completion of actions and tasks under a Recovery Action Plan formulated for the recovery from an emergency event • provide insight into the overall efficacy of actions and tasks under a Recovery Action Plan formulated to address the consequences in a disaster.</td>
<td></td>
</tr>
</tbody>
</table>
Access to public elevators in Aotea Square

File No.: CP2019/10125

Te take mō te pūrongo
Purpose of the report
1. To discuss access to public elevators in the vicinity of Aotea Square.

Whakarāpopototanga matua
Executive summary
2. The panel will hold a discussion about access to public elevators in the vicinity of Aotea Square.

Ngā tūtohunga
Recommendation/s
That the Disability Advisory Panel:

a) note the discussion about access to public elevators in the vicinity of Aotea Square.

Ngā tāpirihanga
Attachments
There are no attachments for this report.

Ngā kaihaina
Signatories

<table>
<thead>
<tr>
<th>Author</th>
<th>Michelle Judge - Governance Advisor</th>
</tr>
</thead>
<tbody>
<tr>
<td>Authoriser</td>
<td>André Lubbe - Lead Officer</td>
</tr>
</tbody>
</table>
Planning for Ministerial meeting

File No.: CP2019/09496

Te take mō te pūrongo
Purpose of the report
1. To discuss a forthcoming meeting between the Disability Advisory Panel and the Minister for Disability Issues, Hon Carmel Sepuloni.

Whakarāpopototanga matua
Executive summary
2. Disability Advisory Panel members will meet with Hon Carmel Sepuloni, Minister for Disability Issues. Panel members will decide on key issues for discussion at this forthcoming meeting.

Ngā tūtohunga
Recommendation/s
That the Disability Advisory Panel:
a) note the discussion about the Ministerial meeting.

Ngā tāpirihanga
Attachments
There are no attachments for this report.

Ngā kaihaina
Signatories

<table>
<thead>
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</table>
Te take mō te pūrongo
Purpose of the report
1. To receive an update on Auckland Council’s Disability Operational Action Plan.

Whakarāpopototanga matua
Executive summary
2. Staff will present an update on the refresh of the council’s Disability Operational Action Plan (DOAP).

Discussion questions:
   a) How can the DOAP reporting format be made more useful for the Disability Advisory Panel?
   b) What type of data could be included in the report to make it more robust? For example, should we categorise the different accessibility or disability that the actions respond to?
   c) Are there other ways that the panel would like to receive reports? For example:
      • Could council teams provide in-person updates at panel meetings?
      • Could council teams report more frequently? This would mean the refreshed DOAP is effectively a ‘live’ action tracker as opposed to a twice-yearly report.

Ngā tūtohunga
Recommendation/s
That the Disability Advisory Panel:
   a) receive the update on the Disability Operational Action Plan.

Ngā tāpirihanga
Attachments
There are no attachments for this report.

Ngā kaihaina
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