

**Metlink Public Transport Accessibility Charter 2021**

To hakahaka mo e liu onoono fakamakutu ki ai he tau tau oti ke he tolu e tau i mua (2021 – 2024).

Ko e Charter nai kua fakatoka ai ke muitua atu ke he tau fakatokatokaaga he matakau Metlink ke malikiti hake ki luga e fakaaogaaga ke he tau puhala utafano tagata ma ha lautolu ne nakai katoatoa e tau alaga mo e tau momoui tino, kamata mai he tau 2021 ke he tau 2031. Ko e kautaha Metlink putoia ai e tau pasi, tau tuleni, tau ferry, tau lagomataiaga ke lata mo e utafano ai e tau tagata pihia ai foki mo e tau amaamanakiaga a anoiha ke fai fakatokatokaaga ke lata kaeke kua kitia e lahi he manako ke fakaaoga e tau puhala Metlink.

Ko e talahauaga nai kua tālaga mo e muitua atu ke he tau mata fakatufono mo e tau fakatokatokaaga pehē he motu nai mo e lalolagi katoa:

* United Nations Convention on the Rights of Persons with Disabilities 2006 (ratified by New Zealand Government in 2008)
* New Zealand Human Rights Act 1993
* New Zealand Disability Strategy 2016-2026

**Fakavēaga**

To hagahaga mitaki mo e mukamuka ke fakaaoga he tau tagata oti e tau puhala utafano tagata ha Metlink.

**Tau Fakatokatokaaga**

Kua amanaki a Metlink ke:

**Ko e Fakatokatokaaga Gahua**

* Fakatū e mena ne pehē ko e mukamuka e fano fenoga
* Fakatūtala mo e kumikumi atu kia lautolu mai he falu a matakau ma e tau tagata ne nakai katoatoa e tau alaga mo e tau momoui tino, ke tālaga ai falu a tau puhala uta fano tagata ne kua hagahaga mitaki mo e mukamuka ma ha lautolu ia. Mahuiga foki ke taute e tau fakatutalaaga mo lautolu he tau matakau ne lagomatai a lautolu ne nakai katoatoa e tau alaga tino, ke moua e tau maamaaga ke fakahagahaga mitaki e tau fakatokatoka gahua ma ha lautolu ia.
* Tālaga e tau Fakatokatokaaga Gahua ma e tolu e tau ki mua, mo e hakahaka tumau he tau tau takitaha. Ko e Accesibility Action Plan nai to muitua ki ai e matakau Metlink ke fakatupe e tau fakatokatokaaga mo e tau fakaholoaga ke lata ia mo e tau puhala uta fano tagata ha Ueligitoni katoa mo e tau fakatokatokaaga gahua he Regional Land Transport Plan.

**Tālaga he tau fakatokatokaaga**

* Kumikumi e tau matakavi ka lahi e lagomatai atu kia lautolu ne nakai katoatoa e tau alaga mo e tau momoui tino.
* Fakatumau ke tālaga e tau fakaholoaga ne higoa ko e Total Mobility ke eke ia mo e taha mena mahuiga he fakaholoaga nai

**Mukamuka ke fakaaoga e tau faahi kehekehe**

* Ke he tau matakavi kua putoia ke he levekiaga ha Metlink, ko e tau fifiliaga ha mautolu to lali fakamakamaka ke fakamukamuka atu ma e tau tagata oti ka fakaaoga e tau puhala uta fano tagata.
* Ke he tau matakavi ne nakai putoia ke he levekiaga ha Metlink, to gahua mo e kau fakalataha a mautolu mo e tau matakau kehekehe ia ke fakakite age e tau manako ke ua nimo e tau tagata mo e atāaga ke fakaaoga e tau puhala uta fano tagata ke he ha lautolu a tau fifiliaga.
* Gahua fakalataha mo e tau matakau kehekehe he magaaho ka liu hakahaka po ke fakafoou falu a fakaholoaga ke fakatumau e holo mitaki he tau fenoga. Putoia ai foki e tau faahi gahua kehekehe mo e tau puhala laka hui ke kitia ai po ke fai mena nakai kua hagahaga kelea.
* Ke mailoga kua mitaki e tau puhala uta fano tagata mo e muitua atu ke he tau pēehiaga ha Waka Kotahi hagaao ia kia lautolu ne nakai katoatoa e tau alaga mo e tau momoui tino ke muitua ke he tau fakatokaaga he tau Urban Buses mo e Rail Safety Licence ne kua tohia ai ki loto he Regional Transport Plan.

**Tau fakailoaaga**

* Manamanatu fakalahi atu kia lautolu ne nakai katoatoa e tau alaga mo e tau momoui tino ka fai fakailoaaga hagaao ia ke he tau hikihikiaga foou ka fakagahuahua po ke kua amanaki ke fai gahua foou ka tauteute ai.
* Kua lata ke fakaaoga e tau puhala uta tala kehekehe ma e tau fakailoaaga ke moua ai he tau tagata oti.
* Kua lata a Metlink ke fakaaoga e tau puhala ne mukamuka he tau tagata ne nakai katoatoa e tau alaga mo e tau momoui tino ke moua e tau pepa nai ke matūtaki atu ke he tau fakatutalaaga nai.

**Tau faahi fakaako mo e tau fakaakoaga**

* To gahua fakalataha ai mo e tau matakau ke taute e tau fakaakoaga ma e tau tagata gahua oti ke he tau faahi kehekehe, putoia ai foki e tau lagomatai kia lautolu ne nakai katoatoa e tau alaga mo e tau momoui tino, mo e fakatumau ke taute e tau fakaakoaga nai.
* Kua lata e tau tagata fakaholo oti ke he fakaholoaga Total Mobility ke moua e tau fakaakoaga ke maeke ia lautolu ke lagomatai atu ke he tau tagata ne nakai katoatoa e tau alaga mo e tau momoui tino.
* Foaki age e tau lotomatala mo e tau maamaaga ke he tau tagata hagaao ia ke he ataaga mo e mukamuka ia lautolu ne nakai katoatoa e tau alaga mo e tau momoui tino ke fakaaoga e tau puhala uta fano tagata.