

A series of white silhouettes on a black background, arranged along a diagonal path that recedes into the distance. From left to right, the silhouettes represent: an elderly person with a cane, a young child, a man and a woman walking together, a person in a wheelchair, and another elderly person with a cane.

# *Inclusive Streetscapes*

## **Perspectives of older residents and people living with disability**

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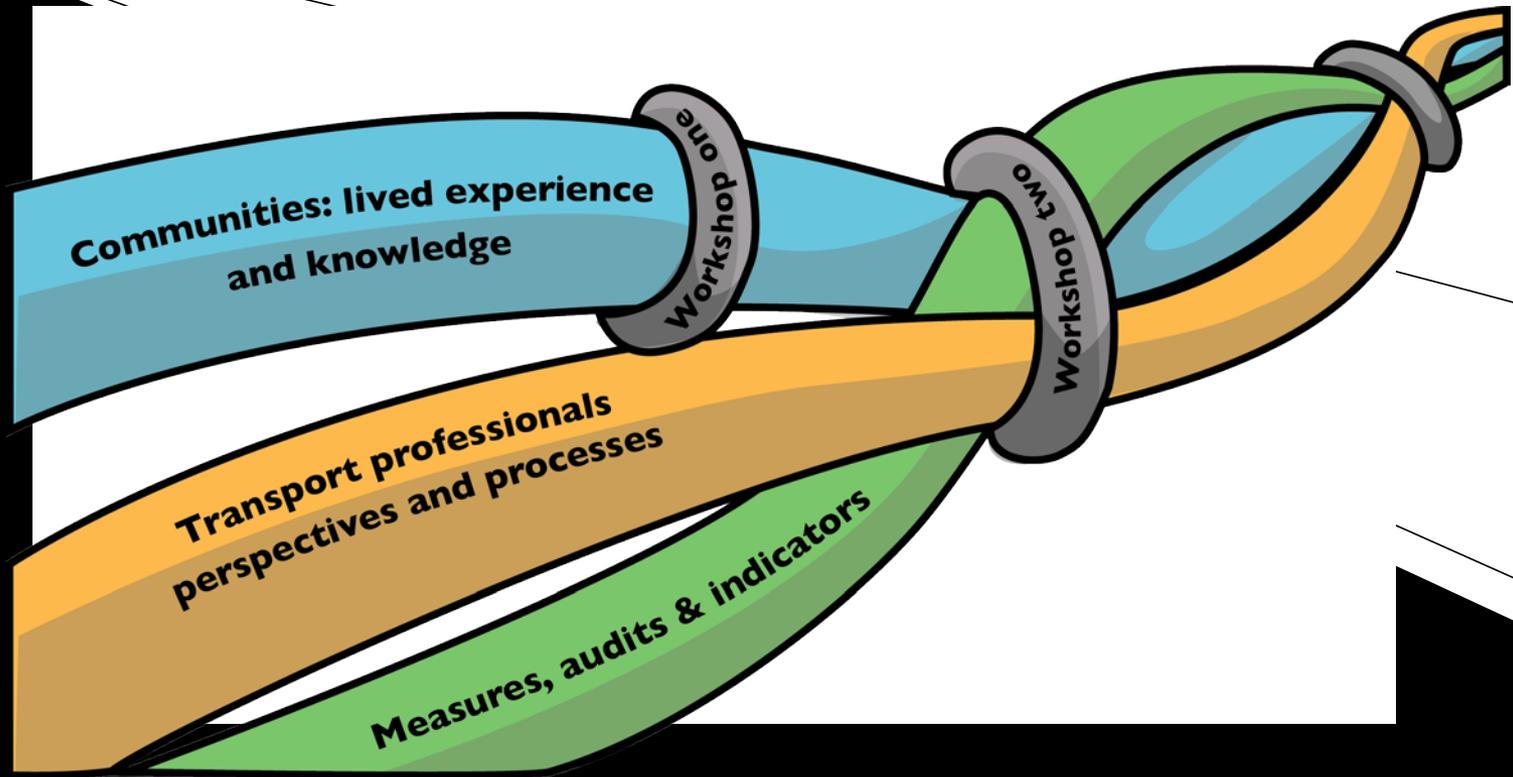
**MEDICAL AND  
HEALTH SCIENCES**

# A study involving people differently challenged by built environments.

- How can transport systems support mobility, participation, and wellbeing of diverse groups?
- How can we make environments more inclusive and less hazardous?
- How can these groups be better engaged in transport design processes?
- How can transport monitoring processes better reflect the lived experiences of diverse groups?



# Project design



# Strand one sites



West



Glen Innes

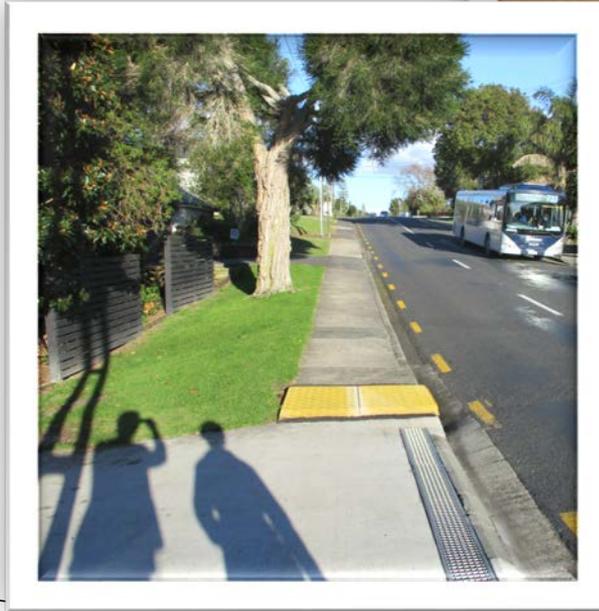


Māngere



Howick

- Go-along interviews
- Photovoice
- Workshops



**What did we do for Strand One?**





# What did we learn?

*Strand one preliminary findings*

- The effect of power and affluence on mobility and health.
- This group was both the oldest and the healthiest of the four sites.
- High levels of education, computer literacy, and systems knowledge...
- ...Translates to confidence in navigating the systems, and advocating for themselves



*Howick*



**Privilege matters.**

“I wanted to get off there and the driver wasn’t stopping there and he went another, you know, for 10 more metres up the road. And I said, “the bus stop’s back there.”

As I got off the bus he said, “fussy old lady.”

I said, “I heard that.” Came, came storming home, and sent off a complaint. Got a reply back the next day which is most unusual for Auckland Transport. Saying we will talk to- interview the driver and if necessary he will be sent off for more customer service training!”



*Howick*



- For those with less social power, family becomes an important source of support with transport needs.
- Challenges with the cost of transport: petrol or bus fares.
- Challenges with accessing information on routes and timetables.



*West*



**Family matters.**

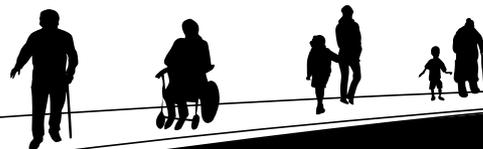
“I’m usually mad when I’m saw that the footpath is still not yet fixed. One week goes by going on two weeks, and still no concrete. So I stayed home that whole week, that whole two weeks until I hear the news that it’s been fixed and then finally, I get to go.”



*West*

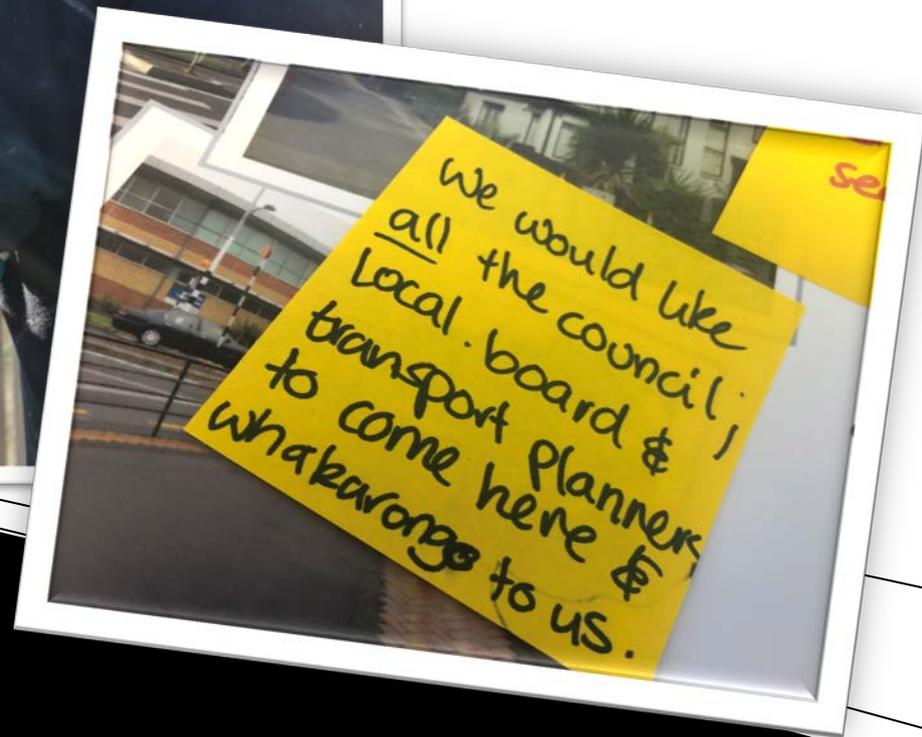


- How do transport professionals think about accessibility?
- How do transport professionals make decisions about accessible options?
- How do transport professionals engage with communities to understand accessibility needs?
- What prevents or enables transport professionals to make more accessible streets?



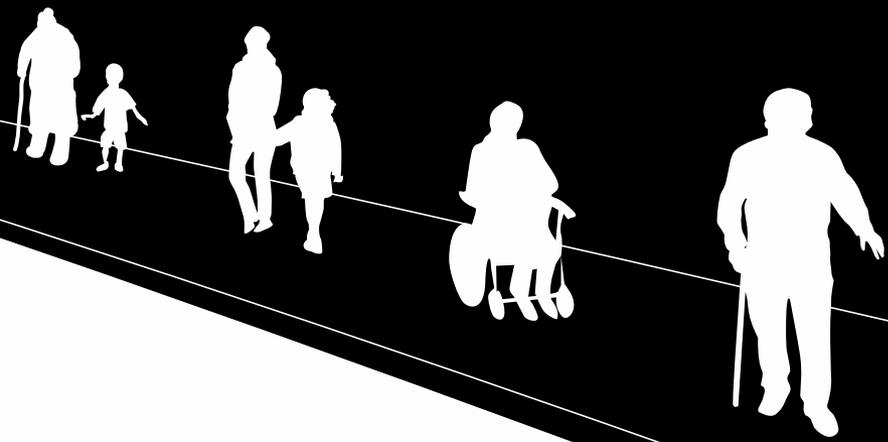
What do we hope  
to understand from Strand 2?

Let's  
ask...



Who are we  
consulting with?





# Acknowledging...

All participants  
The Glen Innes, Howick, Māngere and West communities  
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**MEDICAL AND  
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