



MANLY CBD ACCESS MAP CASE STUDY

Overview

Manly is one of the busiest suburbs in Sydney with an estimated 2.1 million tourists visiting each year¹.

This project was an initiative aimed at assisting people with restricted or impaired mobility who live, work in or visit Manly, to find their way around the Manly Central Business District (CBD) or to better plan their visit.

Other potential users of the map are older people, people using walking aids, wheelchair and motorised scooter users, parents with prams and strollers, people pushing shopping trolleys, travellers with luggage on wheels, and delivery people using trolleys.

The aim of the project was to provide a detailed accessibility map of the Manly CBD illustrating accessible routes and aspects of the built environment. A 'Key to Facilities' table is included on the back of the printed version showing the mapped facilities' addresses, phones with corresponding grid references.

The first access map was developed in-house by the former Manly Council in consultation with the Manly Access Committee.

The project originated as an idea of an occupational therapy student placement and later driven by staff in Social Planning and Community Development.

Inclusive and accessible features

The map depicts features, such as: accessible walkways and pedestrian malls, kerb ramps, traffic lights intersections, pedestrian crossings, car parking stations, on-street accessible parking, bus stops, ferry terminal, taxi ranks, accessible toilets, the visitor information point, accessible public buildings, ATMs, supermarkets, accessible health and medical practices, pharmacies, schools, a childcare centre, and accessible churches. At every update, new features have been incorporated in the map.

Key learnings

Resources

The preparation of the map required a dedicated person with a good local knowledge of the area and expertise in accessible design for developing, drafting, auditing and mapping of the accessibility features.

Further assistance was required from council's GIS staff to produce mapped area templates and from the graphic design and communications team for map artwork and media promotion.

Ongoing funding is required for printing of the map as a colour brochure in double sided, A3 format, folded to pocket size. The printed map was distributed through council's venues, library, Customer Service desk, and the Aged and Disability Services networks and community information stalls.



Out and about town . . .

New map improves access in Manly's CBD

The **Manly Access Committee** has had major input to a new mobility map for the use of people with disabilities, and pram, scooter and wheelchair users.

The new **Manly CBD Access Map** illustrates in detail accessibility features of the Manly CBD, including the location of kerb ramps, pedestrian crossings, public amenities, bus stops, taxi rank, ATMs, and so on.

The new map includes a legend with symbol keys and colour-coded

descriptions of accessible buildings, pedestrian malls, car parks, parks and beaches.

A key to facilities with a grid reference is provided for readers' convenience.

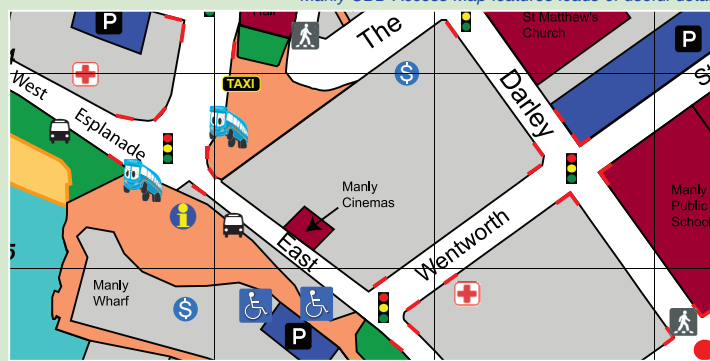
The new access map was produced entirely by Manly Council and contains information available as at August 2007.

Features on the map have been identified generally in accordance with the Australian Standard AS 1428.1-2001 (Design for Access and Mobility).

Copies of the **Manly CBD Access Map** area available free from Manly Council. Telephone 02 9976 1510. ☐

Manly Access Committee Members Bourke Gibbons OAM and Councillor Barbara Aird.

Manly CBD Access Map features loads of useful detail



Regular updates of the map are required at least every two years or so. As the printed version could outdate quickly, the preferred option is maintaining the web version of the map pdf.

Consultation

Engagement with people with disabilities is essential in any such project. In this case, council received ongoing feedback and input through members of the council's Access and Mobility Committee and Manly Social Plan Implementation Committee.

Outcomes

Since 2007, the Manly CBD Access map has been available as an online resource from the council's website.

The map has featured on other accessibility websites, for example at hellomanly.com.au.

The map promotes the independence of people with restricted mobility and their carers to visit, work, or participate in activities in Manly CBD. It allows them to plan ahead their route, where to park, etc.

The map development and regular updates serve to identify access problems and make recommendations for council to address.

The map also helps raise awareness within the community of accessibility issues and it contributes to better road safety in Manly CBD.

Over the years, positive feedback has been received from local residents, customers, visitors, through Hello Manly Booking and Information Centre and other councils.



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References

International Visitors Survey (YE June 2012 to YE June 2014) and National Visitors Survey (YE June 2012 to YE June 2014), Tourism Research Australia