2010
Universal Accessibility Status Report
March 2010
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IDC Consultants
Will everyone be able to celebrate in 2010?
What are the areas of universal access that need to be addressed?

- Access to information
- Access to bookings
- International transport
- Domestic transport
- Accommodation
- Local transport
- Stadia precinct approaches
- Stadia precinct and facilities
- Fan parks
- Associated tourism attractions
Who are the spectators that should benefit from a UA approach to 2010?

- Children
- Senior citizens and the elderly
- Persons with mobility limitations *
- Persons with sight limitations *
- Persons with cognitive limitations *
- Persons who are linguistically challenged
- People with temporary functional limitations
- Pregnant women
- Persons who have become obese
- Those requiring stroller and pram access
- Those requiring luggage access
- Service personnel
What informs the design/development of stadia?

Original 2006 LOC Guidelines
South African National Building Regulations
FIFA 4th Edition Technical recommendations and requirements
What provision for universal access is there in the LOC Guide lines?

“A norm that is sometimes used Internationally is 1.0 to 0.5 percent of the number of spectators. The number of Disabled positions must include an equal number of assistants.”
What provision for universal access is there in the South African National Building Regulations?

“(iii) three wheelchairs or a number of wheelchairs equal to 0,5% of the number of fixed seats for which the auditorium or hall is designed, whichever is the greater, where such number of fixed seats is more than 400.assistants.”
What provision for universal access is there in the FIFA technical recommendations / requirements?
<table>
<thead>
<tr>
<th>Orientation and parking</th>
<th>3.1 Signposting and directions on tickets</th>
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</thead>
<tbody>
<tr>
<td></td>
<td>3.2 Public access and egress</td>
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<td>3.3 Parking for spectators</td>
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<td></td>
<td>3.4 Hospitality parking</td>
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<td>3.5 Parking for teams, match officials and stadium staff</td>
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<td></td>
<td>3.6 Access and parking for the media</td>
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<td>3.7 The emergency services and disabled spectators</td>
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<td>3.8 Helipad</td>
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</table>
3.7 → The emergency services and disabled spectators

Parking facilities immediately adjacent to, or inside, the stadium must be provided for police vehicles, fire engines, ambulances and other vehicles of the emergency services and for the vehicles of disabled spectators. These parking places must be situated in such a fashion that they provide a direct, unrestricted route to and from the stadium which is separate from the public-access routes.
| Spectators | 6.1 General standards of comfort |
|           | 6.2 Spectator areas            |
|           | 6.3 Communication with the public |
|           | 6.4 Spectators with disabilities |
|           | 6.5 Merchandise concession stands |
|           | 6.6 Ticketing and electronic access control |
Spectators with disabilities

Proper provision should be made at all stadiums to accommodate spectators with disabilities in safety and comfort. This should include the provision of good, unobstructed viewing facilities and ramps for wheelchairs, toilet facilities and support services.

The quality of seating positions and ticket options should be varied to allow disabled people the same opportunities as non-disabled spectators. It should be possible for wheelchair-users to gain entry to the stadium at all the entrances – including the VIP, VVIP, media, broadcasting and player facilities – and to their viewing positions, without undue inconvenience either to themselves or to other spectators.

Disabled spectators should have their own dedicated entrance gate from which they may have direct wheelchair access to their viewing area. Disabled spectators should not be accommodated in any position within the stadium where their inability to move quickly would present a hazard to themselves or to other spectators in the event of an emergency.

Disabled people should be protected from the elements. The traditional custom of providing space in the open, close to the pitch, is not acceptable.

The viewing platform for spectators who use wheelchairs should not be in a position where the occupants’ view of the playing field could be obstructed by other spectators jumping to their feet or by flags or banners hanging in front of them. Similarly, the position of disabled spectators should not hinder the view of spectators seated behind them.
Diagram 6e: Dimensions of viewing area for wheelchair users

\[a = 0.90\text{m min.}\]
\[b = 1.40\text{m min.}\]
\[c = 0.90\text{m min.}\]
\[d = 0.60\text{m min.}\]

Diagram 6f: Dimensions of viewing area for wheelchair users

\[a = 0.90\text{m min.}\]
\[b = 1.40\text{m min.}\]
\[c = 0.90\text{m min.}\]
The basis companion seating as required in all stadia

On these platforms there should be a seat at the side of each wheelchair position for a helper and electrical power available for assistance equipment. Toilets for disabled people should be close by and easily accessible, as should refreshment facilities.

A specialist accessibility consultant should be consulted to determine the designs of the stadium to ensure that they comply with internationally accepted standards.
What are internationally acceptable standards?
What are the South African Government commitments?

- Employment Equity Act 1998
- UN Convention on the Rights of Persons with Disabilities 2006
  - Article 9: Accessibility
  - Article 20: Personal Mobility
  - Article 27: Work and Employment
  - Article 30: Participation in Cultural Life, Recreation, Leisure and Sport
What do we know about UA provision for the 2010 Stadia?

The last inspections were undertaken in October and November 2009. With the exception of Nelson Mandela Bay, none of the stadia were complete. Loftus Versveld, Ellis Park and the Royal Bafokeng Stadium have not been assessed.

The following information is still outstanding:

UA consultants reports
Transport plans
Evacuation procedures
Final wheelchair accessible space provision

MATCH has assumed the current status quo
Seating Provision

A deficit of over 60% based on MATCH inventory

<table>
<thead>
<tr>
<th>Stadium</th>
<th>City</th>
<th>Total seating</th>
<th>Required wheelchair spaces (0.05%)</th>
<th>Total wheelchair spaces indicated on DWG* (Revised in 2009, Supplied by Match event services)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Soccer City</td>
<td>Johannesburg</td>
<td>87 000</td>
<td>435</td>
<td>118</td>
</tr>
<tr>
<td>Cape Town</td>
<td>Cape Town</td>
<td>68 000</td>
<td>340</td>
<td>110</td>
</tr>
<tr>
<td>Moses Mabhida</td>
<td>Durban</td>
<td>56 000</td>
<td>280</td>
<td>80</td>
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<tr>
<td>Ellis Park</td>
<td>Johannesburg</td>
<td>70 000</td>
<td>350</td>
<td>122</td>
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<tr>
<td>Free State Stadium</td>
<td>Bloemfontein</td>
<td>48 000</td>
<td>240</td>
<td>82</td>
</tr>
<tr>
<td>Mbombela</td>
<td>Nelspruit</td>
<td>48 000</td>
<td>240</td>
<td>199</td>
</tr>
<tr>
<td>Nelson Mandela Bay</td>
<td>Port Elizabeth</td>
<td>47 000</td>
<td>235</td>
<td>90</td>
</tr>
<tr>
<td>Loftus Versfeld</td>
<td>Pretoria</td>
<td>50 000</td>
<td>250</td>
<td>12</td>
</tr>
<tr>
<td>Royal Bafokeng</td>
<td>Rustenburg</td>
<td>42 000</td>
<td>210</td>
<td>79</td>
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<tr>
<td>Peter Mokaba</td>
<td>Polokwane</td>
<td>45 000</td>
<td>225</td>
<td>176</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td></td>
<td><strong>2805</strong></td>
<td></td>
<td><strong>1068</strong></td>
</tr>
</tbody>
</table>
Dear Phillip,

We apologise about the inconvenience, however, the wheelchair seats have been fully booked by people believing them to be category 4 tickets because of their pricing, we are still in the process of retrieving these tickets from those customers, as they also wish to cancel. Once these tickets are again available for us to offer them to the public, we will put them back on the website so that they show as available.

Again, please keep checking the website regularly as this will be updated if tickets do become available.

Regards,

Ipuseng Molefe on behalf of
FIFA World Cup™ Ticketing Centre
What are the issues in the Stadia?

Seating
What are the issues in the Stadia?

Seating
What are the issues in the Stadia?

Signage
What are the issues in the Stadia?

Signage
What are the issues in the Stadia?

Safety
What are the issues in the Stadia?

Safety
What are the issues in the Stadia?

Safety
What are the issues in the Stadia?

Safety
What are the issues in the Stadia?

Facilities
What are the issues in the Stadia?

Facilities
What are the issues in the Stadia?

Facilities
What do we know about UA provision for 2010?

- **Domestic transport**
  - Domestic airlines are still providing varying levels of service no clear upskilling
  - Charter aircraft cannot access services
  - Smaller airports have no support and services
  - No long distance bus services that offer UA
  - No long distance rail services
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What do we know about UA provision for 2010?

- **Accommodation**
  - No current reliable UA Grading System available at present
  - Amount of UA in accommodation establishments very limited
  - New infrastructure that does not comply with current legislation, incorrect specifications
  - Very unreliable information carried on the MATCH website
FIFA World Cup™ Accommodation

Your Search: All Accommodation

Afton Grove Country Retreat

Hotel Facilities Available

Recreational Facilities

Dining & Entertainment

In-Room Facilities

Cape Town

This superbly located owner managed 4 star lodge offers self catered and catered accommodation in the most beautiful setting. Each of the 11 en-suite cottages boasts a private patio or balcony that overlooks a charming bird filled garden. Rooms are tastefully appointed with attention paid to detail. Wheelchair friendly facilities are available. Tasty country breakfasts are
FIFA World Cup™ Accommodation

Your Search: All Accommodation

4 Wild Rose Country Lodge

Hotel Facilities Available

Recreational Facilities

Dining & Entertainment

In-Room Facilities

Cape Town

Wild Rose Country Lodge lies between the spectacular mountain scenery and the shores of the Atlantic Ocean, 30 minutes from Cape Town. The thatched lodge has ethnic colonial touches, with stylishly decorated en-suite bedrooms, each with sea or mountain views. A super spacious sitting room with open log fireplace, and charming breakfast add to the ambience. Enjoy sea views from the pool and deck. Horse ride along the magnificent Noordhoek beach, deep sea fishing, diving and golf close by. Secure parking. Well behaved children welcome. Small personalised conferences catered to.

Distances:
- 27km to Cape Town International Airport
- 370km to George Airport
- 25km to Green Point Stadium (Cape Town)
- 665km to Nelson Mandela Stadium (Port Elizabeth)

Booking Enquiry
FIFA World Cup™ Accommodation

Be My Guest Lodge

Hotel Facilities Available

Recreational Facilities

Dining & Entertainment

In-Room Facilities

Cape Town

Be My Guest is situated in the very popular Bloubergstrand, the seaside village across the channel from Robben Island with a spectacular view of Table Mountain. This lovely guesthouse is only 15 minutes' drive from most of the major tourist attractions in and around Cape Town, such as the Waterfront, Table Mountain and many other exciting places to visit on the Peninsula. With Cape Town International Airport 20 km away guests also have easy access to the West Coasr, the famous Boland Wine Routes, Worcester and the Ceres Mountain Range with its snow covered peaks during winter. Elegantly furnished and decorated, Be My Guest offers a comfortable and relaxed atmosphere where guests can, at leisure, prepare for the next day's many exciting events. The lodge is owner managed and offers assistance with shuttle services and car rentals in and around the Cape Peninsula. Other facilities: Swimming Pool, Laundry Service, Off-street parking, credit card facilities available 24-hour Internet access. Safe environment. Small conference facilities. Car Rentals.

Distances:

- 25km to Cape Town International Airport
- 360km to George Airport
- 15km to Green Point Stadium (Cape Town)
- 660km to Nelson Mandela Stadium (Port Elizabeth)

Cards Accepted Include:

- VISA
- American Express
- Diners Card
- Master Card

Facilities:

Booking Enquiry
What do we know about UA provision for 2010?

- **Local transport**
  - Accessible commuter rail very limited accessibility
  - Light rail unlikely to be operational serves offsite localities
  - Bus services with very limited accessibility serves offsite localities
  - BRT links to one of the eight stadia
  - Dial and Ride transit systems that have no capacity to service 2010
  - Very limited transfer operators
What do we know about UA provision for 2010?

- **Stadia precint approaches**
  - Very limited information
  - Feedback from host cities awaited

- **Precint facilities**
  - Dependant on host city budgets
  - Smaller stadia limited precint development

- **Fan parks**
  - No reliable information at present
  - Beaches are include in proposed fan parks
What do we know about UA provision for 2010?

- Associated tourism attractions
  - Wide range of variance
  - Sites such as the some SANPARKS sites, waterfront, developments etc reasonably UA compliant.
  - Nelson Mandela Gateway and Robben Island, not accessible
  - Regional nature conservation, local government facilities very limited UA
How to we make the most of what we have?
Thank You

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