



For a **European Accessibility** for Public Transport for people with Disabilities

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6<sup>th</sup> framework programme  
“Integrating and strengthening the European research Area”  
Scientific Support to Policies SSP - 5A

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## **Best Practices/Innovation and Related Cost Benefit Analysis: Evaluation Methods for Transferability**

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## Work package number 3 Best Practices/Innovation and Related Cost Benefit Analysis

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## Preface

This report is the deliverable from work package 3- Best practices/innovation and related cost benefit analysis – Evaluation Methods for Transferability within the project For a European Accessibility of Public Transport for People with Disabilities (Euro Access), a project under the Sixth Framework Programme of the European Commission, Scientific Support to Policies.

The objective of the Euro Access project is to contribute to the development of an EU policy on accessibility of public transport systems in the Member States, in order to promote social integration and active participation in society of people with disabilities. The Euro Access approach is to propose a framework for the transferability of good practice between EU countries, based on knowledge of current policies and legal frameworks in the countries, the needs and expectations of people with disabilities, and best practices in the field of accessible public transport systems.

The purpose of Work Package 3 and in particular of Task 3.2 is to identify methods to be used by decision makers for the assessment of the transferability of the best practices identified in the previous task, for contexts other than those in which they have been originally implemented. It is intended to provide a grounded support to transferability requirements, including adequate packaging with complementary measures and initiatives for subsequent use in the EUROACCESS recommendations in WP4.

This deliverable D3.2 is divided into five main parts providing a global perspective on the transferability issue in connection with accessibility measures in EURO-ACCESS.

Part 2, includes a State of the Art on Transferability, based on previous research projects such as TRANSPLUS and LEDA, which have already allocated great efforts in developing an in depth approach to the transferability issue.

Part 3, presents a methodology that was developed by the first accompanying measure of the CIVITAS initiative, which has been tested and implemented which ensures applicability in the context of EURO-ACCESS. This chapter also presents a detailed approach to identify Barriers based on previous European projects.

Part 4, deals with the support to the WP4 recommendations on Transferability in EUROACCESS, e.g focusing on the principles for the application of transferability in the context of improved accessibility through replication of best practices.

Part 5, presents conclusions concerning the process of transferability within the EURO-ACCESS project, focusing on the main steps to enhance the process of transferring a measure, major drawbacks and possible solutions to be adopted in WP4 .

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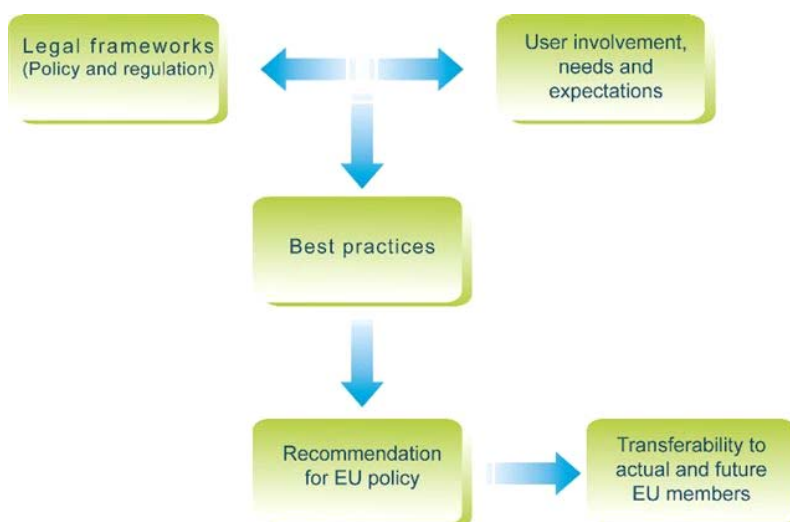
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# 1. Introduction

## 1.1. Scope and Objectives

The objective of the EUROACCESS<sup>1</sup> project is to contribute to the development of EU policy on the accessibility of public transport systems in Member states, in order to promote social integration and active participation in society by disabled people. The Euro Access approach is to propose a framework for the transferability of good practice between EU Member states, based on knowledge of current policies and legal frameworks in the countries, the needs and expectations of disabled people and best practices in the field of accessible public transport systems.

Figure 1 - The Euro Access approach.



The purpose of task 3.2 of work package 3, reflected in this report hereunder designated as Deliverable 3.2, “Best Practices/Innovation and Related Cost Benefit Analysis: Evaluation Methods for Transferability” is to present the Evaluation Methods for Transferability to be adopted by decision makers in the assessment of the transferability of the best practices identified in the previous task (D3.1) concerning improved accessibility for elderly and disabled people. Regarding the task Cost Benefit Analysis, this was not possible to cover due to the fact that the identified Best Practices are no cost evaluated in individual terms, because there are not designed or implemented indicators that enable this analysis. Therefore measures were only selected taken into account the public acceptability, authorities’ opinion and disabled groups opinion.

As such, Deliverable 3.2 aims to provide a grounded support for transferability requirements, including adequate packaging with complementary measures and initiatives regarding the replication of best practices in contexts other than those in which they were originally implemented.

<sup>1</sup> EUROACCESS - “For a European Accessibility of Public Transport for People with Disabilities” - EC 6th Framework Programme (Scientific Support to Policies).

## 2. State of the Art on Transferability of Mobility Measures

In the scope of EURO-ACCESS, transfer of experiences should involve all stakeholders involved in delivering appropriate physical and policy conditions to improve accessibility and especially the target groups concerned and identified in the project

The next sections present a general strategy that has been followed in past research projects in order to establish some guidance when thinking about transferability of accessibility measures.

### 2.1. Previous EC Projects

#### 2.1.1. EC Project TRANSPLUS

The project Transport Planning, Land Use and Sustainability (TRANSPLUS), has identified best practice in the organisation of land use and transport measures in order to reduce car dependency in European cities and regions and promote economic, social and environmental improvement. TRANSPLUS was an EC supported project under the 'City of Tomorrow and Cultural Heritage' key action, which is one of the four key actions under the European Commission's Energy, Environment and Sustainable Development research programme. This key action was aimed at addressing challenges of urban air quality, noise, traffic congestion, waste, economic competitiveness, employment, security, infra-structure and the built environment.

The conceptual framework in TRANSPLUS integrated the concepts of policy systems, barriers and transferability. The methodology can be applied, in particular, to analyse the comparability and compatibility of policies and contexts. It can also help to categorise and explain different kinds of barriers to transferability in order to allow generalizations and patterns to be recognised across cases. The system of diagrams and tabular presentations can be made structurally explicit to suit the needs of particular analyses, and allow clarification, simplification and comparison of institutional contexts. These could also be applied to a variety of situations, beyond the scope of transport and land use planning.

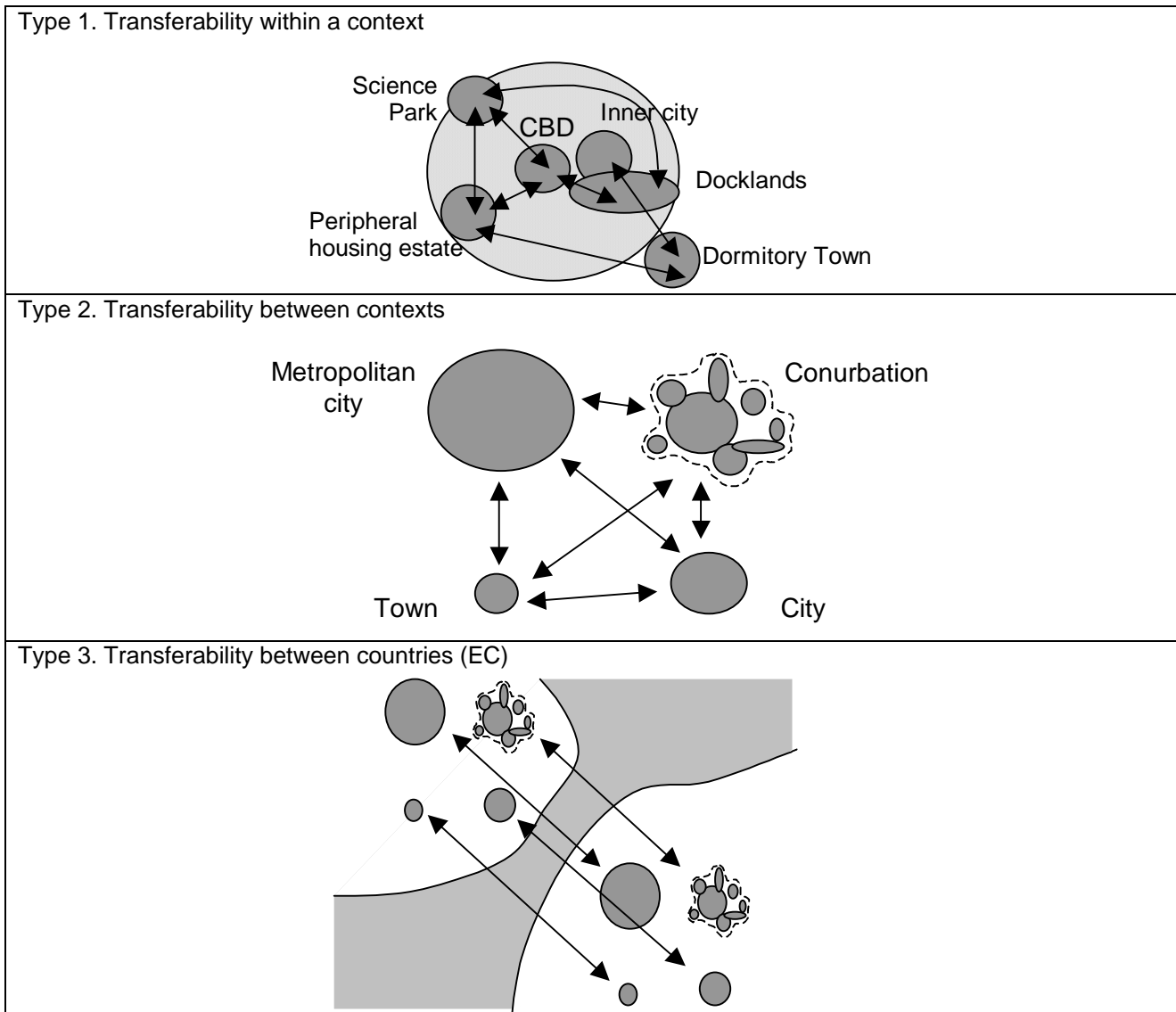
This section presents the conceptual framework and methodologies adopted in TRANSPLUS to the set of case studies. This allowed the assessment of comparability of measures, and hence the potential compatibility between policies and institutional contexts. Among other things, it demonstrated the possible classification of context areas according to their institutional structure, and different types are recognisable, such as the 'stand-alone context', the 'context with metropolitan area articulated', and the 'metropolitan context'.

TRANSPLUS sets out an integrated approach to transferability that combines the theoretical aspects relating to the overall conceptual framework and compatibility analysis with considerations of phases in the transferability process, and goes on to demonstrate empirical findings and recommendations arising from it. Overall, this approach provides a guide for aspects to be considered in future applications or transfer of best practices in the scope of improved accessibility to the extent that several such initiatives have commonalities with the adoption of both policy and physical measures to improve the conditions for disabled and older users. These aspects will be explored in further sections of this report.

## Territorial Translations

The EC research project TRANSPLUS identified three types of territorial transferability:

Figure 2 - Types of Territorial Transferability



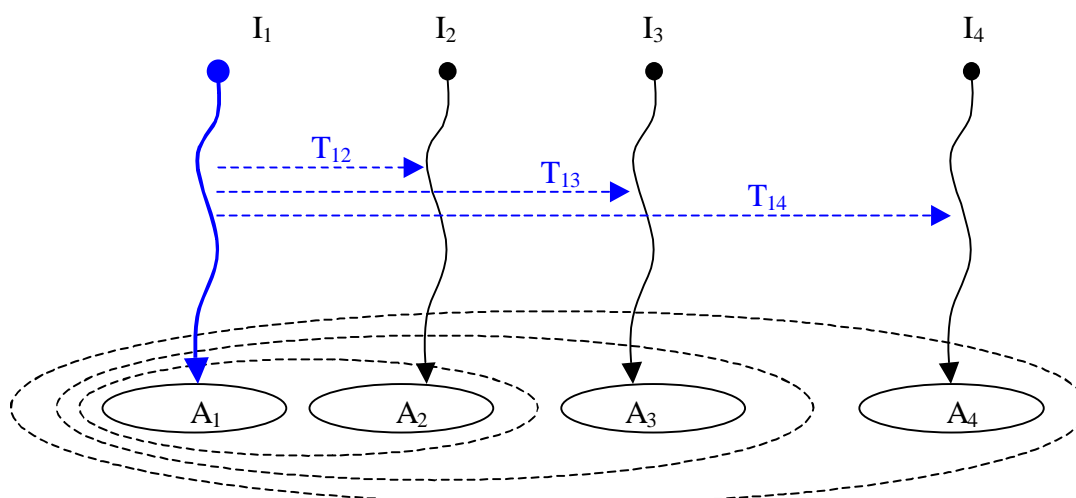
Source: TRANSPLUS

These are expressed graphically above and can be interpreted as 'horizontal' transfers, which can be referred to as a particular kind of transferability: the translation of an instrument at the same scale of generation and application across territorial boundaries (potentially passing from one institutional competency to another as well as from one area to another).

Horizontal transfers are translations from one institution/area to another institution/area (at the same scale). In terms of Figure 3 below:

- Translation T12 could be from one city to another in the same metropolitan area (eg, Bristol to Bath, Liverpool to Birkenhead) or from one sub-national division to another in the same country (eg, Catalonia to Basque Country), etc.
- Translation T13 could be from city to another in the same region (eg, Cologne and Bonn; Liverpool and Manchester), etc.
- T14 could be from one city to another in the same sub-national division (eg, Cologne and Munster), etc.

Figure 3 - Different degrees of translation or 'horizontal' transfer



Source: TRANSPLUS

### Scales of translation and application

In addition to the degree of translation, we can also consider the scale of policy application. The table below shows a way of describing transferability, elaborating the territorial aspect into two separate dimensions: scale of policy application and scale of degree of transfer. This focuses on a selection of four significant levels, and on a notation which attaches subscripts to each resultant type of transferability. Here, level 1 refers to local, level 2 to municipal (city or possibly metropolitan level), level 3 to national and level 4 to supra-national.

**Table1: Territorial Transferability – Translations**

Scale of territorial transfer (translation)	SCALE OF POLICY APPLICATION		
	Locally applied policy e.g. Woonerf; Transit-oriented development; Congestion charging zone	City-wide policy e.g. ABC policy City cycling strategy	Nationwide policy e.g. National cycling strategy; National law on allowing woonerven or car-free agreements
<b>TYPE 1</b> Transferability within a city	T <sub>11</sub> – the transfer of a local policy within a city	-	-
<b>TYPE 2</b> Transferability between cities (in the same country)	T <sub>12</sub> – the transfer of a local policy between cities	T <sub>22</sub> – the transfer of a city-wide policy between cities	-
<b>TYPE 3</b> Transferability between EC countries	T <sub>13</sub> - the transfer of a local policy between countries	T <sub>23</sub> – the transfer of a city-wide policy between countries	T <sub>33</sub> – the transfer of a nationwide policy between countries

Source: TRANSPLUS

The cells left blank in this table suggest that these combinations are not applicable for the translation of measures from one context to another at the same scale (e.g. from city to city).

However, it is also possible for measures to be scaled up or down. This implies simultaneously a 'vertical' transfer (between institutions at different levels) and zooming in or out of the area of application. For example, a national policy could be scaled up and adopted as an EU (supra-national) policy. This would be different in character from the replication, by multiple translation, of a national strategy to every other country in the EU – i.e. multiple 'horizontal' translation). Conversely, a policy could be 'scaled down'; for example, a nationwide policy could be scaled down to become a locally applied policy, in which case theoretical types such as T32 could exist.

### **Key results and conclusions**

Transferability will depend to some extent on compatibility of institutional context. As mentioned above, transferability does not only imply attention to the individual measures concerned, but how they may fit with the background of the receptor context. Identification of comparable contexts should therefore assist the assessment of the potential for transferability. For instance, there may be a need to replicate a certain technical solution with its institutional context, i.e., transferring also the relationships that need to be replicated in order to make a certain solution effective.

Different kinds of transferability may be recognised in terms of transfer of policy instruments between territories. Different components of transferability have been identified:

- Scale of application of a policy (e.g. local measure or nationwide measure)
- Scale of degree of transfer (e.g. within a city, between cities, between countries, etc.)
- Horizontal translation of a policy, where a policy is transferred from one institution/territory to another, without changing the scale of application.
- 'Vertical' transfer, or 'scaling up' or 'scaling down' a policy (e.g. from local application to a nationwide policy, or vice versa).

Also different phases or stages in the transfer process have been identified. These are:

- **Demonstration Phase** – best practice identified in origin context
- **Test Phase** – includes factors of success (drivers) and risk analysis (barrier analysis)
- **Implementation** – application to the receptor context; transfer concluded.

Transferability of measures which are perceived to support personal mobility is more likely to be straightforward than transferability of measures which are perceived to be restrictive.

Finally, a number of factors were identified that may help improve the transfer of best practices from more developed to less developed countries, namely:

- improvement of co-operation between Research & Development and practice;
- utilisation of networking of the R&D institutions and municipalities;
- improvement in access to information in the world languages;
- creation of compatible external economic conditions;
- transfer of competencies and decision-making power to regional and local levels;
- faster implementation based on previous reported experiences.

### **2.1.2. EC Project LEDA**

In this EC Project, designated "Legal and Regulatory Measures for Sustainable Transport In Cities" (LEDA), 2000, each new urban context was asked to consider five out of twenty measures put forward in the project to enable the local practitioners to address in detail the issue of transferability of measures. Detailed reports relating to each of these measures were passed to local practitioners to provide them with necessary information on key aspects of the measure. Meetings were arranged so that study partners could conduct structured interviews concerning transferability with the various local practitioners.

For some measures, there is no factual analysis providing statistical significance in the results. However, these individual results could be included in the collective results of the study. The arrangements have meant

that there are 78 separate assessments of the transferability of a less well known but effective measure to a City where the measure has been hitherto unknown. This has provided the LEDA project both with practical information about the transferability of the different measures (even if they are not equipped with indicators) or statistical analysis (for example, the likely public acceptance of the Measure or expressed opinions by the interest groups or authorities) and measures that are supported by a strong database enabling the calculation of indicators and therefore a statistical analysis.

In fact similar situation is verified in EUROACCESS project, once that all the identified measures that enables a better accessibility of public transport for disabled groups do not have a statistical support nor background indicators. Therefore within EUROACCESS transferability can still be performed (taking for example the LEDA project) based on opinions and experiences expressed by interest groups and authorities.

### Key results and conclusions

Each Target Context / Measure combination that has been tested and included within LEDA was set versus five factors represented a barrier to implementing the measure:

- the receptor context objectives,
- the legal framework,
- the political framework,
- public acceptability,
- enforcement issues.

Each of those factors was assessed and coded on a three point Lickert scale. The answers have been converted so that 'a fundamental barrier' is represented by -1 and 'no barrier' by +1. In crude terms therefore, the closer to 1 the result, the more transferable is the measure.

Considering the specific measures, all but 'Access pricing' result in an assessed positive transferability value i.e. somewhere between neutrality (reflecting a current barrier but that could in principle be overcome) and 'No barrier' to their introduction.

In this respect, three groups came forward in the LEDA study:

- **low scorers:** those measures that require some form of restriction or perceived risk to be imposed above and beyond what is 'typical'. Consequently these measures are assessed as creating a problem from either the public acceptability or the political standpoint. These include, access pricing, shared bus / bike lane and limited access to city centre on Saturdays;
- **medium scorers:** those measures that can typically be done under existing powers, but are not perceived as providing significant benefits either publicly or politically, or in respect of the City's objectives. These measures included getting business in the right place, traffic calming measures, quality bus corridors;
- **high scorers:** those measures that can be implemented using existing powers, and which are relatively easily enforceable, and which are perceived to provide benefits for the receptor context or to the public. These measures include: licensing of accessible taxis, environmental zones, air quality, legislation, parking policy, bus priority.

Within the results for individual measures, some of the most interesting variations are apparent between the assessments of political and public aspects, which might have been expected to be broadly in line with one another.

### 2.1.3. EC Project CIVITAS / METEOR

The EC Project METEOR - Monitoring & Evaluation of Transport & Energy Oriented Radical Strategies for Clean Urban Transport (EC 5th Research Framework Programme), was the accompanying measure of the EC CIVITAS I Initiative on demonstration project (2002-2006). This project has involved a detailed

discussion of how to assess conditions of transferability of mobility measures between CIVITAS cities. This was accomplished on past research projects undertaken on the subject and then also on the ex-post evaluation of the CIVITAS results.

A fundamental assumption of the research developed in the scope of the accompanying measure of METEOR, as mentioned above in relation to LEDA and TRANSPLUS Research, was that the rationale that transferability of a measure from a particular context (origin) to another particular context (target city) is only predictable if there is a detailed understanding of its enabling context. Indeed, any macro guiding indicator such as size city, population density, urban sprawl, or even combinations of these will inevitably fail to reflect the complexity involved in the process.

We have seen in METEOR project that the results produced by the CIVITAS cities at the end of 2005 have provided a large amount of information from the practical experience acquired during the application of measures throughout a set of different contexts. The heart of the “transferability” issue was to understand that the replication of measures can only succeed if the needs, enablers and barriers of the target context are correctly understood.

Most of the related measures in CIVITAS could easily be considered as obvious things to do in order to promote mobility. They tend to gather a large measure of consensus by themselves creating their own momentum. But even in such cases, it might be possible that their full potential is not achieved, unless combinations of enhancing measures are considered, otherwise affecting their whole effectiveness. This is the basic notion of packaging explored in connection to transferability.

Indeed, the packaging of measures that complement and enhance the effectiveness of each other (often beyond what any superficial analysis would indicate), turned out to be a highly relevant issue in the transferability discussion, forming what can be called as a “package” of acting together towards a certain objective. The need for packaging stems therefore from the notion that there are interactions and feedback relationships between measures, both across and within policy fields / clusters. Only a handful of measures have been implemented in cities which are not in any way grouped or packaged.

So, although it is common-sense to say that measures taken individually may miss the opportunity to promote the changes they envisage, to know which are the most relevant combinations in a systematized manner had seldom been achieved before. It was right from the early stages of CIVITAS that cities realised the need to adopt combined measures, assuming that not only measures considered alone but their coherent bundling with other measures (packaging), would ultimately determine the overall degree of its success, both within and across policy fields and clusters of measures.

This methodology will be implemented in EUROACCESS when developing the D4 - Recommendations to improve the accessibility of public transports in Europe for people with disabilities, hence, most of the measures have been developed coherently within each group (as presented in 4.2 - Clustering of Accessibility Measures), and in most cases the need for simultaneous implementation of the measures that are inside the group is rather straightforward and can be identified from the exercise of mapping the relationships within each group.

## **Key results and conclusions**

A clear conclusion from the work undertaken in CIVITAS is that, rather than trying to find a universal solution for transferability based on a quantitative analysis, it seems more feasible and relevant to concentrate efforts on the comprehension of the settled packages, this enables to improve and strengthen the consistency of the information available today, to undertake ex-ante assessments on the issue of transferability. Although we acknowledge that Transferability conclusions cannot be generalised as it is mostly a “measure specific” matter requiring a stepwise methodology based on coherent guidelines, there were still some interesting general conclusions regarding e.g. the apparent transferability risk, assessed taking into consideration the findings on the implementation requirements of specific measures. Hence, considering the clusters of measures presented, three main types were identified associated with Transferability across territories or cities:

- **High Risk:** those that absolutely require some form of support or have a perceived risk above and beyond what can be considered 'normal'. Consequently these measures are assessed as requiring a carefully checking of the preconditions of implementation as well as an adequate supportive packaging, which means that the risk associated with its transferability increases as a result of its necessary reliance of multiple interdependencies. This group includes measures where Politicians and Operators have to develop a work together developing specialist schemes such as door-to-door.
- **Moderate Risk:** those measures that can typically be implemented under normal circumstances in most European cities, but still need careful attention to ensure that local conditions are appropriate for implementation. These measures still require particular attention to supportive packaging. These measures include practices that involve technology.
- **Low Risk:** those measures that can be implemented using existing powers and which are relatively easily enforceable if needed, while perceived to provide clear benefits for the City or to the public. These measures include, practices that are connected with training, information and communication.

The results further suggest that the identification and development of a set of objective transferability guidelines to assist in the screening of measures (i.e. choosing which ones to implement) and the subsequent implementation of the chosen measures in new contexts is possible, but requires careful analysis of each particular case. This means that the view that key transport practitioners at city level are in a better position to screen measures on the basis of their local knowledge of the local setting, will always prevail.

## 2.2. Analysis of Barriers

The end-to-end exercise of transferability is also about checking for enablers (success drivers) and the conditioning barriers affecting adoption of measures that, in principle, should fit a certain target context.

Policy innovation and technological breakthroughs often challenge vested interests and ways of doing things, resulting in barriers, and can ultimately generate conflict. Therefore, it is necessary to systematise what barriers to policy implementation exist and when are they likely to occur in each target city. Hence, the adoption of any change in the accessibility conditions in place, be it major or minor, is constrained by the "enabling environment". Specifically, the analysis of barriers should focus on the following core dimensions:

- Physical
- Organisational
- Functional
- Political

### 2.2.1. Analysis and Classification of Barriers

Previous research within the European Community's RTD programs has already made some contributions to the analysis of barriers. The analysis is organized in three steps.

- Step 1 Review of the forces, factors and barriers, will provide an overview of the forces that determine the implementation of European, regional and local strategies
- Step 2 Based on the previously defined factors/barriers, an assessment of barriers is required.
- Step 3 Provides an integration of the results. The objective of this activity is to serve as an input to the final set of recommendations on the transferability process, showing ways of systematically identifying the obstacles to its implementation and how these can be overcome

In order to analyze possible barriers to the transferability, it is important to have a clear definition of what is meant by the term "barrier". In general, it can be said that a "barrier" is whatever may cause a delay in the development and/or deployment process of a certain initiative. The following list of types of barriers

summarize the issues that matter the most in relation to planning and deployment of accessibility related measures:

- Information barriers/informal politics, i.e. the lack of knowledge or use of incorrect information about what measures are possible and what the effects will be if the measures are implemented.
- Financial barriers i.e. lack of financial resources to implement. This may also mean a lack of power to introduce the necessary financial tools
- Institutional / governance barriers i.e. lack of coherence between government/field of responsibility on the one hand and the means that reduce the possible field of action on the other hand. Different levels of government may have totally or partly differing interests. They may also have different means in their power.

## 2.2.2. Identification of Barriers

Developing an evaluation framework for such assessment raises a number of problems related to the diversity of the underlying legal and regulatory frameworks, as well as with the political priorities that can be at stake in the contexts where accessibility schemes/measures are to be implemented.

The experiences reported in the literature (TRANSPLUS), suggest the need to consider three different levels of assessment of barriers to mobility related measures:

1. **Aggregate Policy level** – addressing the economic and social effects concerning: economic efficiency in consumption and production, cost coverage of public expenditure, distributional effects (as seen from the “top”) and ecological sustainability;
2. **Stakeholders’ level** – Addressing the social acceptability effects, in particular the positive and/or negative impact perceived by the groups directly or indirectly affected by the system;
3. **Practical feasibility level** – Addressing the issues related with the implementation stage, such as: legal, regulatory, technical/physical, financial and managerial issues.

The first level of assessment, the aggregate policy level, deals with aggregate economic and social effects of the measures and suggests the use of a social cost-benefit analysis.

For the second level of assessment, dealing with stakeholders’ reactions, we should consider that the measures that relate to e.g. the financing of renewed urban mobility technologies concern not only the agents who directly or indirectly pay for the provision of the services, but also those who are affected by them.

Finally, the third level is dedicated to the practical feasibility of implementation of the measures. This covers several steps, considering the local environment where the scheme is to be implemented:

- Legal, technical, managerial feasibility;
- Necessary accompanying measures (e.g. fiscal, regulatory adjustments, enforcement...);
- Costs of change versus the benefits of implementation of the new scheme;
- Brief assessment of the main risk factors in delivering a successful implementation.
- Global assessment of practical feasibility based on the conclusions from the previous steps.

The research undertaken in TRANSPLUS, on the barrier effects, suggests that there is often an overlapping of positive and negative effects. These may be caused due to effects of different (conflicting) policies or of conflicting elements of a single policy. Barriers may also be caused because the policy as implemented due to several facts, those facts were identified and divided into seven main groups taking into account the specific features of measures:

1. **Unworkable: The policy mechanism is intrinsically ineffective** - The measure is successfully implemented, but some part of the operation does not work. For example, metal tactical surfaces in the subway could be implemented successfully, but the impaired visual people may slip when walking on them. In this case, the policy intention is not realised.
2. **Unpopular: Unattractive or unacceptable by the public:** The policy is successfully implemented, but there is no public uptake. The public considers the facility unattractive or unacceptable. This could apply in the case of the kneeling busses, which would work in principle facilitating the access to the bus, but very few users actually use it due to the ramp slope or the high of side walks.
3. **Undermined: Counteracted by adverse non-complementary policies** - The policy is satisfactory in itself, but it is outweighed or undermined by other policies which have effects in the opposite direction. For example, a internal regulation determines the number of car-parking spaces that could be undermined by a regional/national requirement for providing a minimum number of private parking spaces in new developments for some target groups e.g.: disabled, pregnant or elderly people.
4. **Unsupported: Lacking supportive complementary policies:** The policy is insufficient on its own to create a positive effect, and requires supporting complementary policies (or policy components). Unsupported situations may arise where, for example, a policy provides tax incentives to build new developments in stations, in order to enhance accessibility of disabled. But if unsupported by the existence of devices that enables people with mobility impairments in using the stations such as elevators, conveyors, etc or a good public transport service frequency, etc., the result may simply be the absence of users.
5. **Unbalanced: Lacking essential counterbalancing policies:** the policy on its own has an adverse effect. It requires counterbalancing policies to make a net positive contribution. A simple example would be the construction of a new bypass in order to improve the local inner urban environment (e.g. to promote walking). But without accompanying car restricting measures, the construction of the new infrastructure is likely to be prone to even more car travelling.
6. **Undone: Positive first order effects undone by negative second order effects:** The policy's own success generates second order effects in a negative direction. An example could be the implementation of a new bus line with especial vehicles conceived to give response to the demanding of some group -similar as door-to-door (positive first order effect). But the bus is then used for short journeys by other group preventing disabled people getting in (negative second order effect).
7. **Underdone: Lacking sufficient coverage or "critical mass":** The policy on its own should generate a positive effect, but it is insufficiently applied to generate an appreciable response. This kind of situation may be significant where an innovative measure (e.g. wheelchair-accessible bus service, cycle locker scheme) is only applied in one or two locations in a city, meaning it has limited practical use.

### 2.2.3. Tackling Barriers to Implementation

In order to overcome such barriers, the logical relationships between causes and effects need to be depicted.

BARRIER CAUSE	BARRIER EFFECTS	POSSIBLE SOLUTION
1. Unworkable (The policy mechanism is intrinsically ineffective)	No effect Adverse effect	Better designed product. Better understanding of user needs.
2. Unpopular (Unattractive or unacceptable to the public)	No effect Adverse effect	Better designed product. Better understanding of user needs. Better user involvement. Education and promotion to influence user preference.
3. Undermined (Counteracted by adverse non-complementary policies).	Net zero effect Net negative effect	Removal of adverse policies Better policy packaging (integration of instruments) Better co-ordination of policy instruments

		between institutions/territories
4. Unsupported (Lacking supportive complementary policies).	No effect	Better policy packaging (integration of instruments) Better co-ordination of policy instruments between institutions/territories
5. Unbalanced (Lacking essential counterbalancing policies)	Adverse effect	Ensure comprehensive implementation of package
6. Undone. (Positive first order effect undone by negative second order effect)	Net zero Net negative	Introduce new supporting or counterbalancing policies
7. Underdone. (Lacking sufficient coverage or "critical mass")	No effect	Ensure comprehensive implementation of policy

Source: TRANSPLUS D4

In some cases the necessary solution to an unsuccessful policy may not be in the policy itself but in its immediate context: in other words, the importance of packaging of complementary policies.

This also links directly to the idea of comparability and compatibility of institutional contexts in which policy instruments are applied. In other words, an instrument simply translated from the origin context to another may suffer if there is not a supportive structure. In such cases the transference of part of the original institutional context (e.g. planning or regulatory framework, or institutional support) may be required for the instrument to be successful in the new location.

It can be argued that policy outcome is, as it were, in the hands of the users, not the policy makers. Therefore, to some extent, a more positive outcome could be achieved by influencing the behaviour of individuals, through education, promotional campaigns and participation. The idea here is that a successfully implemented policy output can be translated into a successful outcome.

The review of previous research does not support the hypothesis that transferability can actually be predicted from a strict analysis of certain key characteristics of Origin and Target contexts, thus making a strong point against trying to set up any kind of strict transferability method.

The results suggest that the identification and development of a set of objective transferability guidelines to assist in the screening of measures (i.e. choosing which ones to implement) and the subsequent implementation of the chosen measures, is not feasible unless a stepwise approach is adopted. This result emphasises the view that key transport practitioners at local level are best placed to screen measures, on the basis, of their local knowledge of the local setting. Such practitioners need however to be provided with information about possible measures supported by a structured form of algorithm.

A direct consequence of the review undertaken in the scope of EUROACCESS is that, rather than trying to find a universal solution for transferability based on a quantitative analysis, it is much more feasible and relevant to apply efforts to developing a workable methodology for transferability.

Lessons in relation to the key aspects to consider in transferability of accessibility measures can therefore be summarised as follows:

- Understanding user needs;
- Packaging mobility/accessibility policies in complementary packages;

The design of a systematic methodology, embedding the concerns raised above, and based on a careful analysis of the choices made at every stage seem therefore the most effective process to undertake transferability. The harmonisation of such processes would have the advantage of giving decision makers and practitioners a common and structured means of facilitating improved accessibility.

### 3. Methodological Approach for Transferability

#### 3.1. Introduction

As seen above, the implementation of a specific measure to improve accessibility to the transport system should take account of transferability conditions. The idea here is to identify a well-structured and systematic way to assess the conditions under which a specific measure or package of “accessibility measures” can be applied with success.

Successful transfer of the “Best Practices” identified by the EURO-ACCESS project and others involves a clear identification of the limits and conditions

The starting hypothesis is that if a measure or package of measures has been successfully implemented within a given geographical, demographic, socio- economic, cultural, technological, institutional and organizational setting, then comparable results can be achieved in areas with a similar setting. In order for this hypothesis to work, one needs to consider several key vectors or preconditions for transferability.

#### 3.2. Addressing Effectiveness Issues

It would certainly be useful to agree on a definition of what is considered as successful implementation of a measure or a package of measures in order to qualify it as a candidate initiative to be transferred elsewhere. The definition of success will naturally depend on the objectives originally set. In this respect, we have seen from the responses to the EUROACCESS Work Package 1 questionnaire, that best practice is seen mostly as a subjective concept. Also what is perceived as best practice in one country may be regarded in another as outdated or even discriminatory. A possible reason can be found in the fact that while some countries have been committed politically and economically to the improvement of accessibility for over 25 years, others still barely recognise it as a relevant issue. Nevertheless, EC Directives and other initiatives at European level are helping to raise the political profile of accessible transport but there still is a major gap between the most advanced and the least advanced countries.

It is therefore desirable to agree on common criteria to define best practices, which may certainly include the role of partnerships in the development and delivery of the scheme or service, that the scheme or service is not isolated but is part of a strategy to deliver accessibility and that it should be part of a model of integration and inclusion (i.e. that it allows disabled people to travel on equal terms with non-disabled people and with comfort, safety and dignity). Finally, it will be up to users themselves to support the view about what may represent a good practice.

There are several intangible benefits such as increasing the confidence of disabled people to travel independently. These benefits may, in turn, reduce dependence on family or other support networks and may enable people to return to the labour market or broaden their personal horizons in other ways. Some of the examples that are presented in previous reports of EUROACCESS provide operational evidence of such benefits, but unfortunately they are not being evaluated and therefore there is no quantification that enables us to produce indicators.

This suggests the need for an ex-ante / ex-post comparison, including a do-nothing assumption, so that the actual impact of the measures can be assessed. As well as this quantitative approach, the opinions of experts are required to validate preliminary conclusions and discuss possible correlation with other measures, not previously related. Indeed, the greater the number of measures, the more complex the scenario for evaluation. An element of judgment may be therefore required to define success and effectiveness.

#### **Selection of Information Sources**

It has been recognised in the review of Research on Transferability that no significant predictions can be made as to whether measures may be transferred, unless by carefully comparing the contexts in which

measures have already been implemented with the receptor contexts which would like to implement the measures. This means that there is often no alternative other than running a full process of checking transferability.

A possible approach to follow when considering the transferability of accessibility measures is the following:

- Authorities in target contexts determine which issue(s) or problem(s) related to mobility/accessibility need to be addressed,
- Databases of measures, such as the database developed in the LEDA Project, ELTIS or CIVITAS, may be used to identify those measures which address the issue(s) or problem(s) identified.
- The appropriate measure(s) is/are then selected looking at relevant aspects of implementation as well as key actors to involve. This includes both stakeholders (representatives of target groups) and relevant authorities. This might include people from the operational planning, engineering, finance, legal and traffic sides; the key actors also include outside agencies: police, public transport operators, cycling groups, motoring organisations, road haulage associations, suppliers of public utilities (electricity, gas, telecommunications, water), trades unions and employer organisations.

All information available on successful actual or simulated transfer to other contexts should be researched taking into account the background of the relevant similarities or differences between the origin context and the receptor(s) context(s). In particular, the issues of political and public acceptability need to be looked at in some depth, as these are the key to the successful implementation of measures.

Once a measure has passed these basic screening stages there is a need to pay particular attention to consultation. The fact that the most significant barriers to transferability, relate to political frameworks and public acceptance underlines the vital importance of obtaining political and public support for particular measures. Indeed, consultation processes are an essential element in ensuring that these issues of political and public acceptability are addressed. Consultation processes are often built into the legal and regulatory framework governing the introduction of measures in many countries. However, consultation processes also have a cultural dimension and it is therefore not possible to present a standard process for all to follow.

### 3.3. Setting Up a Transferability Process

The transferability process starts from the assumption that practices under analysis are those best suited to the target city's conditions. Therefore, a diagnosis of the situation in the target city is required, followed by a pre-selection of the possible measures addressing the problems identified. Should this be clear, it will then be possible to initiate a transferability process to get a deeper understanding of the steps involved and the hypothesis and feasibility of the process to become operational. The next 10 suggested steps, envisage providing a logical framework for the transferability process:

- STEP 1 - Diagnosis of the Problems
- STEP 2 - Characterisation of the Receptor Context
- STEP 3 - Analysis of the city context and implications of problems identified
- STEP 4 - Look Around for Similar Contexts
- STEP 5 - Selecting Examples of Source Urban Contexts
- STEP 6 - Identifying measures with potential for transfer
- STEP 7 – Packaging and sizing the Measures for Transferring
- STEP 8 – Carrying out Impact Assessment proposed by the EC
- STEP 9 - Identifying Need for Adjustment
- STEP 10 - Implementing Measures and Steering Results

A Target City\context is the city where the replication of actions undertaken elsewhere is intended to take place. Several steps are required before this concept starts to take shape. First – **STEP 1 – Diagnosis of the Problem**, it is necessary to develop a structured analysis of the situation in the target city\context and assess the need to take action. We will then be ready to engage in a Source\Target City\Context analysis with a view to transferring and adapting practices adopted elsewhere. To do this requires a number of preconditions framing the approach, such as having a clearly defined number of guiding objectives, without which the ability to undertake an effective improvement process will be lost. Hence, if a city\context has a

clear strategic direction, it will be possible to identify specific key areas contributing to or working against attaining those objectives.

## **STEP 2 - Characterisation of the Receptor\Context**

A detailed identification of the characteristics of the city\context environment and urban structure is required in the transferability process, at e.g. geographic, structural, demographic, architectural, cultural level. This should allow a first screening of what the city\context is like, helping to identify the range of problems within specific urban contexts. It will be important later to check whether candidate measures that were successful elsewhere in mitigating similar problems shared similar contexts. Indeed, as no single measure can be said to be unequivocally related to a specific type of city context, reasonable latitude for discussion should be kept in further analysis. The overall objective is to transfer conclusions from the demonstration cities to other European cities. This means that the variables chosen to make this characterization are expected to fit within a set of common parameters. One must focus on this point in order to identify and discuss those variables. Two major kinds of variables can be identified as a first step: Physical variables and Institutional variables.

A review of background literature (MARETOPE) allows us to identify some further preliminary conditions to ensure comparability and subsequent transferability, namely the identification of demographic, geographic and transport system-related factors. This involves the definition of the physical and socio-economic context of an urban area. According to previous projects, examples are: **population density, area of city, number of households, number of cars, length of major road network, average income, and influence over surrounding areas.**

Taking the example of the EC Project LEDA, we can outline an assessment matrix of the type of characteristics of the Receptor Context considering the scope of urban mobility, which example is provided in the next table.

CHARACTERISTICS		Classification of Receptor Context		
		A	B	C
1	<b>Presence of a strong local or regional transport strategy in the City, consisting of several closely linked interlocking measures</b>	No local or regional transport strategy in place. Particular measures are assessed locally on an independent basis	A local or regional transport strategy is in place, but there is flexibility to introduce new or alter the phasing in of individual measures	A strong local or regional transport strategy. Individual measures must integrate coherently with other measures
2	<b>Level of local autonomy in respect of public transport accessibility management / land use planning / public transport law or regulation making in the City</b>	Complete local autonomy in these areas	Some local autonomy, but also state and regional law-making	Fully centralised state, little local autonomy
3	<b>Level of integration of traffic management / public transport management / land-use planning / ... functions in the City. (Does one body have overall responsibility for all of the above?)</b>	Entirely separate legislative framework and implementation structures for different functions	Mixed approach, with some integration of functions	Fully integrated planning and decision making structures (i.e. one organisation responsible for devising and implementing measures)
4	<b>Responsibility for the enforcement of traffic management in the City</b>	Mostly City powers	Mix of City and other (e.g. non-City, regional, national) responsibility for traffic management enforcement	No City powers
5	<b>Resources made available for accessibility to transport in the City</b>	Low - largely self-enforcing with random checks within basic resources	Medium - standard accessibility management enforcement resources plus a small amount of extra physical, technical or staffing measures	High - significant enforcement regime e.g. permanently allocated enforcement staff, plus specific technical measures such as the communication infrastructure in the subway, informative displays on bus stops, etc.
6	<b>Control of public transport in the City</b>	A deregulated, free market regime for public transport	A franchised system (A central body sets specifications and invites tenders to operate the public transport network.)	Publicly owned central or local monopolies following social, as well as market, objectives
7	<b>Proportion of local journeys already made by sustainable 'green modes' (walking, cycling and public transport) in the City</b>	Low (0-20% of total journeys) 'green mode' use in the City	Medium (21-40% of total journeys) 'green mode' use in the City	High (>41% of total journeys) 'green mode' use in the City
8	<b>Willingness of motorists to accept measures which restrict their freedom of action in the City (door-to-door)</b>	General reluctance to accept measures which restrict motorists freedom	General acceptance, but resistance to certain types of restriction or regulation	High degree of compliance with most types of measures/ restrictions
9	<b>Nature of the road system in the City</b>	Narrow street and compact street plan throughout the City	Mixed road system, consisting of a restricted narrow road system in the City Centre, with wider less restricted road pattern on the edge of the urban area	An extensive network of wide roads throughout the City

CHARACTERISTICS		Classification of Receptor Context		
		A	B	C
10	Density of population and urban development	Dispersed development patterns / strong pressures for further development extending the fringe of the City. The function of the City Centre has been weakened by dispersal of activity to smaller commercial centres across the City. Population densities of between 0 and 1000 people per sq. Km.	Compact development patterns and population densities in the City Centre, but dispersed settlement patterns on the periphery of the City. Population densities in the range between 1000 and 3000 people per sq. Km.	Compact urban area with a strong and vibrant City Centre. High population densities of over 3000 people per sq. Km. Effective planning barriers preventing urban expansion
11	Established level of consultation carried out in City when introducing transport measures	Very little formal consultation	Consultation generally limited to key stakeholder groups, but wider community consultation not carried out	Extensive consultation generally undertaken with all key sections of the community in the City
Source: EC LEDA project (2000)				

### **STEP 3 - Analysis of the City Context and Implications of Problems Identified**

Based on the previous steps, it will be necessary to set up a complete city profile according to a basic set of variables describing the main characteristics of the specific context and the results of the diagnostic steps. This will be a key step to the clustering approach with other “source contexts” sharing similar conditions. This will be a preliminary step before looking for best-suited and most compatible situations within the selected cluster, allowing case by case city comparisons. At this stage, the city context is clear, based on the characterisation in STEP 2. The obstacles or problems that work against the strategic goals set were identified in STEP 1. By themselves, these two initial steps set the foundations of the transferability process. It will be necessary to clarify what are the actual circumstances that deserve greater attention. Major areas of intervention that may help to sort out problems and promote convergence towards HLOs start taking shape here. Examples of such major areas in the urban context are:

- Significant number of disabled people using public transport independently
- Bus fleet equipped with the necessary devices to be used by disabled groups
- Satisfactory public transport networks

A quantification of the real impact of the obstacles/problems identified in the 1<sup>st</sup> STEP may be desirable, as not all problems have a similar influence across the range of HLOs. Ranking of major obstacles as identified in STEP 1 will further help in creating a list of priorities, to tackle most efficiently the resources applied in any sort of future mitigating measures. The net result of STEP 3 will then be:

1. *A detailed characterization of the high level objectives considered:*
2. *Selection and ranking of the related problems identified*
3. *Preliminary political decision on which HLOs and PROBLEMS should remain the focus of the discussion*

### **STEP 4 - Look Around for Similar Contexts**

The concept of similarity is fundamental in fair comparison of situations, taking “inter-object similarity” as a measure of correspondence or resemblance between contexts. To some extent, the so-called *Similar Cases* (either in their current condition or sometime back in the past) will have to share the general setting characterising in the *Target City*. Looking around for similar cases will therefore imply identifying groups with similar characteristics, calling for an existing stock of situations against the situation set in STEP 3. It is important here to assess similarity of the context itself, rather than limiting the scope to e.g. geographical or size conditions. In fact, measures may not only have cross sectional ability to succeed under different clusters, but can also denote different behaviours within the same cluster from city to city, whenever the prevailing variables driving clustering itself have poor correlation with the exact set of conditions that enhance success of a given measure. To this end, it is important to note once again that we are discussing “Conditions of Comparability”, rather than “clustering the cities”. This step requires specific data collection to clarify whether application conditions are met, including the collection of specific elements such as indicators expressing the physical (geographical) structure, elements in relation to transport usage, demographic elements, social and economic background, technological advancement, institutional background of a city. To this end, the EC research project SESAME 194 (1999) has adopted a database to survey a sample of 40 European cities. The data gathered relates to the following domains:

*"land-use", "socio-economy", "transport supply", "travel demand", "impact indicators", "local policy" and "cultural indicators".*

### **STEP 5 - Selecting Examples of Source Urban Contexts**

Having selected similar contexts as starting point for transferability, we are entering the stage where it becomes possible to delve into the practices adopted in those contexts, based on the likelihood that the rationale adopted in sorting out problems is to some extent adaptable. A definition of what is considered as a successful implementation of a measure or a package of measures is required, in order to qualify it as a candidate initiative to be transferred elsewhere. The definition of success will naturally depend on the objectives set. Even when objective elements for decision tell us that feasibility is positive, there is still scope

for further examination of whether the operational environment is favourable to the implementation of a given measure. This requires a number of qualitative analyses, of the transport system and checks on the viability of the proposed measure in the given setting. Some of the most important indicators, needed to obtain basic insight in the functioning of urban systems are the “core indicators”.

Core indicators are those which can be used to make comparisons between similar programmes or measures. In some cases, they may be aggregated to a higher level. However, the diversity of practices and definitions suggest that different indicators can be categorised as “core” by different user groups depending upon the objectives being pursued

### **STEP 6 - Identify Measures With Potential for Transferring**

Even if a measure is proven to be applicable in a given setting (environment), is it not straightforward that transferring it into a suitable setting will be successful, unless further operational viability analysis is positive

*Is the operational viability a sufficient condition for transferability or it is required further evaluation of the measure in terms of its cost- effectiveness in the new setting (environment) to which it is supposed to be transferred?*

*Finally, is it sufficient to identify a measure as cost- effective for the new setting (environment) to which it is supposed to be transferred, or should the community acceptance of the measure also be considered, before the measure is actually transferred?*

The answers to the questions stated above provide the framework for characterizing a candidate measure or package of measures as transferable between similar settings (environments).

Explore existing conditions regarding the following vectors: Physical, Organisational, and Functional

The pre-selection of candidate measures to be implemented elsewhere could then follow a procedure, as follows:

- 1<sup>st</sup> – Set the group of relevant Source Urban Contexts (c) identified in previous steps
- 2<sup>nd</sup> – Select from all Measures adopted in the Source Urban Contexts, those which have reached success thresholds, according to the homogeneous criteria that should have been adopted.
- 3<sup>rd</sup> – Subject the resulting list to peer review.
- 4<sup>th</sup> – Build a list of **Candidate Measures**, including specific remarks on crucial conditions of applicability identified in the peer review, as well as other pertinent comments

### **STEP 7 – Packaging and Dimensioning the Measures for Transferring**

Judging from the results of the research undertaken in TRANSPLUS, it seems clear that strategic issues related to the design of the package of measures will have implications for its effectiveness. Therefore, the analysis of transferability should look at not only individual measures considered as eligible but also the relationships between measures that may enhance their impact. The effect of combining measures to enhance the individual success of each measure represents one of the major challenges when defining optimum packaging. The suggested procedure is to assess the most promising relationships in order to set up the packages of measures. This should account not only for operational aspects but also for policy and acceptability related issues. For instance, how important would it be for the success of the measure “*Set up of city centre clean zone*” to have measures such as “Time based entrance/road pricing policies” or “Adoption of flexible parking policies and environmentally linked parking charges” ?

However, the success of transferring a given measure or pack of measures, will also depend on the dimension of the implementation. The assessment of which factor will best fit the target city in relation to the origin city will have to be made on the basis a set of criteria, which will depend on the nature of the measure itself. Therefore, it will be important to note that there are groups of measures that may be more affected by scaling than others, before even entering such analysis, which may otherwise be worthless or at least non critical.

## **STEP 8 – Ex-ante Assessment of Measures to Transfer**

Target cities need to have identified the goals that the selected measures are expected to meet. These should be set out coherently, the main objective being to develop an ex ante evaluation plan that will permit an assessment of the extent to which the implemented measures achieve the high level objectives. The following issues should therefore be assessed in advance:

- **Relevance:** To what extent is the adoption of selected measures relevant in relation to the evolving needs and priorities at local / National / EU level?
- **Efficiency:** How were the resources (inputs) turned into outputs or results?
- **Effectiveness:** How far has the transferability process contributed to achieving its specific and global objectives?
- **Utility:** Will the process have an impact on the target groups or populations in relation to their needs?
- **Sustainability:** To what extent can the changes (or benefits) be expected to last after the measures have been completed?

The basic principle of ex-ante evaluation is to compare two future situations:

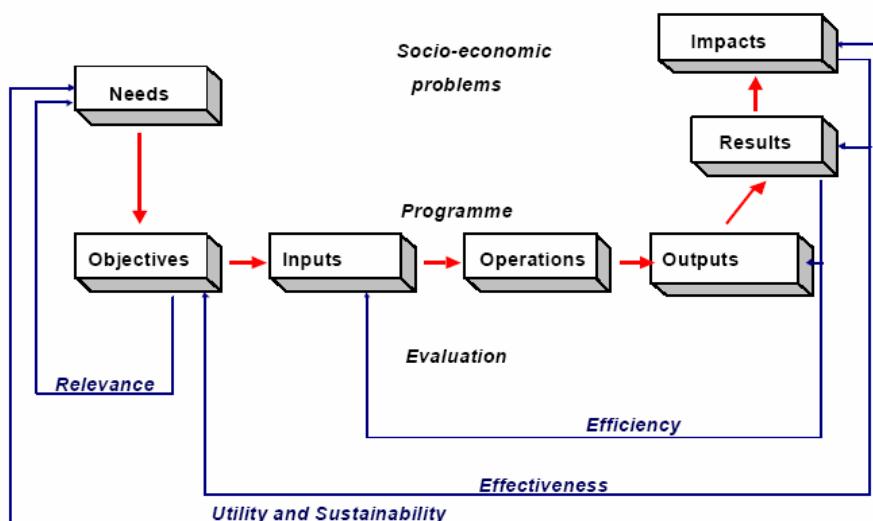
- what would happen, at a future target year to be defined, if the measure is not implemented
- what is expected to happen at that time if they are implemented.

For both the expected impacts and their economic and social performances, ex-ante evaluation has to rely on micro and macro-indicators. Micro-indicators are straightforward: For example the percentage of low floor buses in the bus fleet , if the measure aims to replace high floor buses with low floor ones. But they may not be sufficient in some cases, in particular for big projects, when there is a need to make a direct comparison between the situation achieved some years after the implementation of the project with what was expected. When such a comparison cannot be based on direct observations (e.g. delivering accessibility isn't just about getting the right vehicles and infrastructure.) macro-indicators are also necessary to assess the overall impacts of the measures, for example issues of training, information and communication. Access is as much about confidence as it is about level boarding or other physical access features.

Macro indicators are important for to two main reasons:

- first, the overall impact that can be expected from implementing the measures across the whole city, rather than just the demonstration project, which may be rather small;
- second there is a need to make contexts comparable with each other, which implies an assessment at the whole city level.

Figure 4 - Key evaluation issues



Source: EC Directorate-General Regional Policy And Cohesion - Co-ordination and evaluation of operations

### **STEP 9 - Identify Need for Adjustment**

In order to assess whether adjustments are needed, it is desirable to review the conditions for transferability. To this end, published data sources, networks, co-operative projects, skills exchanges, and various NGOs can provide additional valuable inputs. As transferability will depend to some extent on compatibility of institutional contexts, there may be a need to transplant a policy with part of its institutional context to the new location, i.e., not only a measure but also some of the relationships between institutions and territories.

### **STEP 10 - Implement Measures and Steer Results**

There needs to be a minimum amount of information to allow proper monitoring of the implementation. Global objectives and specific targets should be stated and quantified along with any expected results (City Evaluation Report). A detailed description of measures together with a quantification of the associated operational objectives should be contained in the programme complement drawn up at city level, as foreseen in the Inception Reports. Establishing operational monitoring arrangements covers the following areas:

1. The definition of the data to be collected in order to provide the necessary information on outputs, results, impacts, and corresponding indicators.
2. The methods used to quantify the data or estimates generated by e.g. surveys must be specified (sample, panel data, databases, monitoring mechanisms, etc.) as well as authorities or bodies responsible for their collection.
3. The definition of data to be provided to the Monitoring activities and the frequency and timing of their transmission.
4. The definition of operational links with the evaluation activities (ex ante, mid-term, and ex post)
5. The definition of programme-specific indicators to allocate the performance at mid-term, if possible

The preparatory work for setting up a monitoring system must also serve to detect the gaps that the information systems contain. This may require relying on technical assistance and outside experts to fill gaps and deficiencies, improve the general implementation conditions, and make monitoring more effective.

## **3.4. Definition and Use of Indicators**

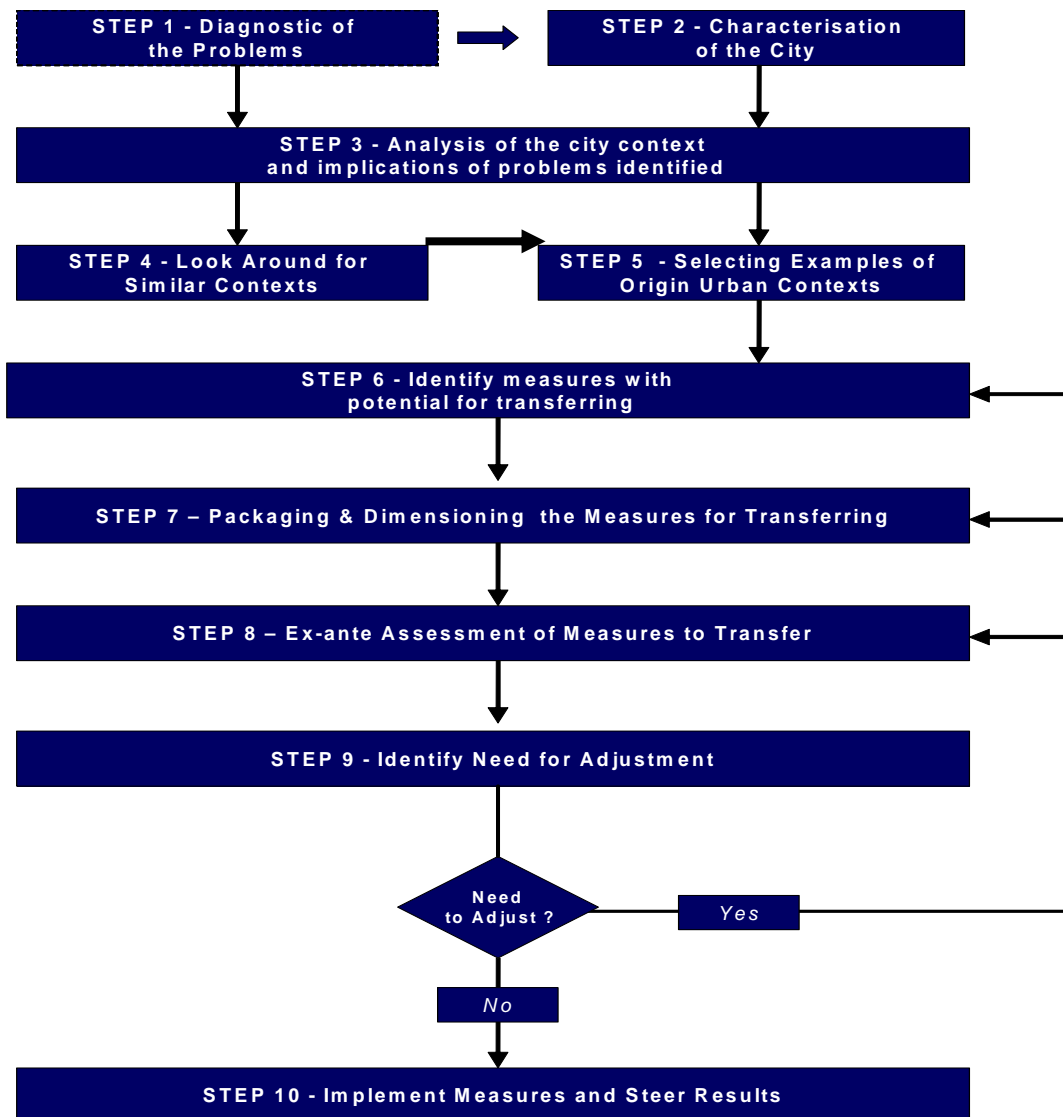
Indicators should be relevant and measurable at different stages of the implementation timeline. Given their quantitative nature, they may provide reference points for monitoring and evaluation. As indicators are not always easy to use, some of the problems which can arise are discussed below:

- i) There can be difficulties in establishing clear cause-and-effect relationships between the planned actions, results achieved and impacts with regard to the final objectives. In such situations it might be useful to use methods for estimating the impacts of a measure on a given group compared with a similar (control) group to which the measure does not apply
- ii) The relative complexity of measurement methods can also be problematic. Outputs and results are relatively straightforward to measure in that they are quite close to the 'measure' level. In contrast, impacts must be measured from outside the operational context. In addition, impact is often the cumulative effect of a number of measures and this can further complicate analysis.
- iii) Data can be unavailable at crucial decision-making stages such as when attempting to identify need for adjustments (step 9)
- iv) There are difficulties in combining certain indicators. Whereas financial indicators can be aggregated to all levels (measure, priority), physical indicators are more difficult to aggregate. This means that it is important to choose the appropriate physical indicators in order to be able to measure the corresponding quantifiable results and impacts.
- v) Monitoring indicators tend to be more readily established and quantified when they relate to the measure, or project level. They are more difficult to define and use at a more aggregated level. It is therefore essential, not simply to define indicators, but to use quantitative (and qualitative) information about the various items.
- vi) Finally, it is important to capture, as far as possible, the indirect or unexpected effects (e.g. substitution effects) which influence results and impacts.

### 3.5. Transferability Algorithm

The next figure illustrates the methodological framework proposed to carry out the transferability process. The proposed framework identifies the sequence and the interrelationships between the various questions that should be addressed in order to assess chances of success. The major assumption of the proposed methodology is that transferability is expressed through the applicability, optimum packaging, and community acceptance of the candidate measures. The application of the proposed framework in relation to measures to improve accessibility in the scope of EUROACCESS, would certainly require adaptation, but it remains a valid generic approach to the transferability issue.

Figure 5 - Transferability Algorithm



## 4. Transferability in EURO-ACCESS

### 4.1. Introduction

Based on the work previously developed, WP4 will address the problems and barriers identified supported by the guidelines developed in this paper before producing recommendations on improved accessibility, identifying needs in terms of research and the best practices to be used in the process of transferability between countries. Such processes will largely depend on the success of previous stages but in particular on the methodological approach for transferability which has been defined. This means that the transferability methodology and thoughts included in this report will be fine tuned and validated in the next work package, thus aspects included here must be seen as the theoretical framework against which data will be assessed.

Some examples of best practice from a number of sources including the responses to the questionnaire which was sent out as part of Work Package 1, were gathered and reported in the del3.1. Respondents have identified examples that they believed to be best practice within their own countries. Examples from this source have been provided by Germany, Finland, France, U.K, Czech Republic, Sweden, Ireland, Portugal and Spain.

From the experience it is not easy to identify a **best practice** concept, given that best practice itself is a quite subjective issue. What is ideal within one context may not be ideal in another. It is evident that many schemes or initiatives have some good features but also some shortcomings in how they have been set up or how they operate.

Despite the fact that initiatives, within this area, are currently been implemented and developed all over Europe, there is for some aspects a huge gap between countries with less tradition in undertaking work in this field and some historical member states. This mainly reflects in terms of:

- Developing an understanding of the special needs of these groups and incorporating them into national legislation.
- Establishing partnerships in the development and delivery of the scheme or service between the highway authority and transport provider;
- Ensuring that the practice, scheme or service is not an isolated act but part of a strategy to deliver accessibility;
- Producing a model of integration and inclusion (i.e. that it allows disabled people to travel on equal terms with non-disabled people and with comfort, safety and dignity);
- Listening and giving opportunities to disabled people themselves to support the view of what represents good practice.

It is not easy to start an evaluation process of the best practices identified; given that, only very few were thoroughly evaluated. Therefore the majority of the best practices presented in D3.1 are still without any evaluation. There are many subjective assessments of schemes that are perceived to be successful but there are very few clear analyses of costs and benefits.

For the reasons explained above, the case studies and examples of best practice cover a wide range of approaches to accessibility. Some have adopted the model of universal design (also known as inclusive design) which is an important concept in understanding how best to approach accessibility in the transport environment as in many other areas.

The key to universal design lies in solutions that will enable everyone to travel with less stress and greater confidence. The concept of universal design is very important in a transport context. The more it is possible to find solution to the needs of disabled travellers that also benefits the travelling public as a whole, the greater the chances of investment in and commitment to delivering accessibility on the part of operators and authorities. Above all, focussing on making transport "simple and intuitive" to use will result in a transport environment and transport systems that people can use more easily.

The table below illustrates the seven principles of universal design<sup>2</sup>.

	<b>Principle</b>	<b>Definition</b>
1.	Equitable use	Useable and marketable to people with diverse abilities
2.	Flexibility in use	Accommodates a wide range of individual preferences and abilities
3.	Simple and intuitive use	Easy to understand, regardless of experience, knowledge, language skills or current concentration level
4.	Perceptible information	Communicates necessary information effectively regardless of ambient conditions or sensory abilities
5.	Tolerance for error	Minimises hazards and adverse consequences of accidental or unintended actions
6.	Low physical effort	Can be used efficiently and comfortably with a minimum of fatigue

Where it is not possible to start from universal design principles (for example in the case of an old building that needs to be modified), barrier free design is a useful alternative. This means building in access features alongside the original inaccessible features. An example would be the installation of a ramp to provide access to a building alongside a set of steps of stairs. This approach is less desirable than universal design but in many areas, the old and inaccessible transport infrastructure in Europe, may mean that this is the only workable and practical solution.

## 4.2. Clustering of Accessibility Measures

Measures, identified on the D3.1 have been aggregated in families taking into account their similarity of problems and objectives.

Best practice examples have been identified under four main headings:

- Integrated multi-modal schemes;
- Specialist schemes;
- Training, information and communication;
- Technology.

The adopted “menu” approach includes the examples that are most relevant to a particular country, region or town that can be identified and selected.

The main factors that were taken as a sound basis for the division into four main topics (mentioned above) are briefly summarized below.

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<sup>2</sup> Center for Universal Design, North Carolina State University, NC, US (Folette Story 2001)

#### 4.2.1. Integrated multi-modal schemes;

**Problem:**

Social integration and independent living of disabled people are key issues for which public transport (and the mobility chain) play a key role. Door-to-door special services for disabled people are too expensive to operate at an affordable price for the users and require booking in advance.

**Objectives:**

As a result of the growing variety of PT service provision in conurbations and in rural areas, integrated multi-modal schemes are developed through partnership of PT authorities so that disabled people have the opportunity to go where they want and when they need.

#### 4.2.2. Specialist schemes;

**Problem:**

In some countries or areas of a country, the road (highway) infrastructure cannot be used freely (un-accompanied) by a great number of disabled people due to bad design and maintenance. For others, the nature of their disability or poor health may also be an issue. So mainstream PT cannot be used even if the vehicles/ rolling stock are made accessible.

**Objectives:**

Provision of travel services from door to door is the most common PT service. In urban areas, its cost is so expensive that some PT authorities are using new ICT systems in order to provide a point-to-point service with a manageable distance from origins and destinations of their users.

#### 4.2.3. Training, information and communication;

**Problem:**

Journey preparation and confidence during a journey are key issues for disabled people who can or are willing to use the PT network.

PT authorities and PT operators' staff need disability awareness training and advice on accessibility.

**Objectives:**

Passenger information provided with ICT systems allows a reliable and comprehensive way to prepare a journey on one network. Coordination of various PT authorities and operators allows the preparation of a multi-modal journey.

Training and support with the use of a PT route or network can help some disabled people get familiar and confident.

The availability of accessibility specialists at the local/county/national level will help implement the corresponding policy.

#### 4.2.4. Technology.

**Problem:**

Visually impaired people and other disabled people encounter much difficulty in using PT network and infrastructure and would like to travel freely and safely.

**Objectives:**

Simple as well as more sophisticated technologies can be used. Their appropriateness and effectiveness need to be thoroughly evaluated with active participation of the end users. Well designed systems, based on principles of universal design, can benefit all passengers and may bring cost savings to operators.

**4.3. Principles for Transferability**

Based on the above, a check-list supporting the transferability approach to be taken in WP4 is set out below, based on the transferability algorithm taken from the literature review:

1. Choose the Best practice;
2. Verification the level of implementation in the origin context;
3. Does the measure fits in one of the suggested clusters (4.2)?
  - a. If yes then identify the package and access the pre defined objectives for the group
  - b. If no then check characteristics of the measure and classify it in one of the identified groups
4. Define objectives that the measure aims to achieve, preferably quantified and linked with legal and political frameworks, public acceptability, enforcement issues, barriers and enablers;
5. Identification of barriers using the methodological approach suggested in the TRANSPLUS project, in order to produce an impact assessment;
6. Cross-check the applicability of horizontal and vertical transference;
7. Implementation preferably involving target groups;
8. Check need for adjustments;
9. Measure efficiency and efficacy and identify deviations;
10. Continuous Monitoring.

In order to allow a meaningful analysis for the identified measures within D3.1, a methodology has been produced to present the characteristics of each measure and category listing their enablers, barriers, indicators and scale of implementation. This information is relevant when implementing the checklist suggested above. This checklist has been developed taking in account the Euro-Access context and the measures identified as best practices.

Some of the measures that are perceived as best practice are not self sustaining and this in fact can jeopardize all the work done when analysis of the potential to replicate measures elsewhere is being carried out.

It is important to access if a measure is easily implemented or not, normally the facility with which a measure is implemented depends on its costs. Therefore a category called "Scale of Implementation" has been created with the scale of H- high, M- medium, L- low, in order to give an orientation concerning the expected total amount of money to be allocated when implementing a measure. In other words, a measure with a high (H) scale of implementation means that it is very expensive and barely implemented and on the counter a measure with a low (L) means that it is quite affordable and with a probable shortly implementation.

#### 4.4. Screening and Assessment of Accessibility Practices for work package 4

We have seen that different parts of Europe have different ideas and views on what constitutes best practice:, so it is not easy to reach an objective definition of what is best practice / variety of development stages. It also does not seem appropriate to base assessments of best practice on the model of any one country or group of countries. This problem is exacerbated by the lack of objective evaluation, since many implemented schemes, although deemed to be very successful, have in fact little supporting information. In particular it was hard to find any concrete evidence of schemes which have enabled disabled people to return to employment or education or to find employment for the first time.

It is clear, nonetheless, that such outcomes exist. They have simply not been well documented in the majority of cases, which brings to discussion the need for some kind of indicators for monitoring and evaluation. Considering these circumstances, what will end up defining “best practice” is the difference it ultimately makes to the daily life of a disabled person.

In this sense, universal design is seen as an opportunity to maximize benefits not only to disabled people but also to the wider travelling public, enhancing cost-benefit achievements e.g. the introduction of passenger information and guidance systems that really improves accessibility for all.

The transferability assessment of such kind of solutions is therefore likely to be subject to wider mobility policy frameworks, bringing this discussion to a broader level. From this viewpoint, the transferability issue may become more complex, not only due to possible financial constraints of general mobility management budgets but also due to institutional arrangements and increased number of stakeholders involved.

It also remains important to recognise the need for more limited improvements which may only benefit specific groups of disabled people (e.g. systems for blind people). The transferability of these more specific measures addressing needs of individual target groups is likely to face fewer transferability problems from a broader institutional or financial perspective. However, also here there are technical issues that can make the difference, such as clearance of accesses to subway stations limiting the chances for e.g. the implementations of lifts, thus requiring a case-by-case analysis.

Finally, also the use of technology is increasingly opening up new opportunities for mobility solutions. The transferability of such solutions is currently made easier than in the past, as there is a wide dissemination of handheld and other mobile devices spreading around the possibility for ingenious and effective solutions at a relatively low cost. It is certainly wrong to assume that best practice, or improved physical accessibility, must equate to high cost as the key to a cost effective solution is to ensure that it is really going to make a difference to disabled people.

With a view to the WP4 recommendations on transferability of best practices, it should be noted that the criteria for selecting Best Practices should take into consideration the following principles:

- **INVOLVEMENT OF DISABLED PEOPLE:** from the earliest concept stages right the way through to implementation
- **STRATEGIC APPROACH:** best practice can never be an isolated or one off initiative.
- **SUSTAINABILITY:** A scheme or initiative cannot be deemed to represent best practice if, after a trial period, funding is withdrawn and it disappears
- **AFFORDABILITY:** best practice examples range from very low cost simple projects to high cost long term development schemes. However, it is key that measures are affordable both by the end user and by the provider

In relation to the Integration Challenges on Planning & Implementation of best practices, the recommendation on transferability should look at the following constraints:

- **LEGAL FRAMEWORK** (often already in place, but at different stages - focus and adjustment in support of faster real world achievements may deserve attention...)
- **PLANNING / IMPLEMENTATION OF MEASURES** (stakeholders talking same language, assuming responsibilities, adopting best (possible) practices and solutions)

- **PHYSICAL BARRIERS** (e.g. doing new vs. retrofitting, how much does it cost...)
- **LOGICAL BARRIERS** (getting it right from an IT perspective, ensuring proper interfaces with different target users)

In relation to the discussion of the clustering of best practices as presented before in paragraph 4.2 Clustering of Accessibility Measures, the recommendation on transferability will consider the four main categories identified below which are detailed in the following tables:

- The **INTEGRATED MULTIMODAL SCHEMES** (4.2.1) tackle the cooperation that has to be present between disability groups and other stakeholders in order to ensure the success of selected measures. Politicians and operators have to work to a common understanding. However to implement measures under this heading is not an easy task and authorities may need to invest heavily, if those measures are not self sustaining. Frequently they have been designed to make old parts of cities accessible, and are therefore normally they are quite costly.
- **SPECIALIST SCHEMES** (4.2.2) are in general related to door-to-door services. It recognized that this type of service it is not the ideal however it has to be provided specially in old cities that have old and narrow streets making the environment inaccessible. The costs associated with this service go far beyond the size of the demand group. These schemes also involve significant funds to train staff. Normally this type of service can not be provided only by the public transport driver because some passengers may need help getting in and out of their homes and to and from the vehicle.
- **TRAINING, INFORMATION & COMMUNICATION** (4.2.3) Disabled people need to have confidence in using public transport. It is important that public transport operators have good quality websites and other information channels that enable people to plan and prepare for their journey.
- **TECHNOLOGY** (4.2.4) plays a relevant role in the assessment of a disabled user's needs in using public transport because it is the only category that should have an ex-ante and an ex-post assessment. The ex ante and ex post assessment is necessary to draw conclusions about the efficiency and efficacy of the technology implemented, the technology used in this context must be developed with the involvement of disabled people.

Hereunder are presented the tables concerning each clustering, identifying the Country where the measure is implemented, with a short description, or with the, Measure heading. The perceived Scale of Implementation, the Enablers and Barriers that were within the measure implementation process are also identified, as well as Indicators (when given) and eventual Remarks are also taken into account during the process of measure characterization.

## 4.4.1. Integrated Multi-Modal schemes

Country/ Cities where applicable	Identification of the applied measure	Scale of implementation	Enablers	Barriers	Indicators	Remarks
<b>Germany</b>	Making Berlin a barrier-free city	M	<ul style="list-style-type: none"> <li>- Policy can be implemented progressively</li> <li>- Willingness of the local authority to take action</li> <li>- Commitment of the people concerned</li> <li>- Target-oriented operating institution/agency</li> </ul>	<ul style="list-style-type: none"> <li>- Costs associated with the demand</li> <li>- Uncertain funding because of changing political priorities</li> <li>- Staff from employment agencies and not professionals</li> </ul>		
<b>Spain</b>	Integrating access into the mainstream PT delivery in Barcelona	H	<ul style="list-style-type: none"> <li>- Clear and sustained commitment of the transport provider</li> <li>- Engagement of disabled people</li> </ul>	Parts of the system are old and therefore difficult and costly to make accessible		
<b>France</b>	Public Transport network accessibility in Grenoble	H	<ul style="list-style-type: none"> <li>- Representation of disabled people and consultation process with the other stakeholders</li> </ul>	<ul style="list-style-type: none"> <li>- High costs</li> <li>- Implementation time too long</li> </ul>	<ul style="list-style-type: none"> <li>- Ridership of disabled people</li> <li>- Modal shift</li> </ul>	
<b>Sweden</b>	An integrated use of PT modes in rural Brukslinjen area	H	<ul style="list-style-type: none"> <li>- Swedish law requiring each municipality to offer special transport services</li> <li>- Management of existing resources</li> <li>- Low level ICT-use required</li> </ul>	<ul style="list-style-type: none"> <li>- Large commitment from the operator side</li> </ul>		
<b>Sweden</b>	Integrating Demand-Responsive Transport and scheduled fixed-route public transport. FINAL project	H	High level ICT	<ul style="list-style-type: none"> <li>- High costs</li> <li>- No general funding</li> </ul>	<ul style="list-style-type: none"> <li>- Quality of the provided service</li> <li>- Cost for the client</li> </ul>	
<b>Sweden</b>	Creating an integrated urban transit people for older and disabled people. KOLLA project	M	<ul style="list-style-type: none"> <li>- Accessible mainstream public transport</li> <li>- Less booking required in advance</li> <li>- Political commitment</li> </ul>	<ul style="list-style-type: none"> <li>- High costs</li> <li>- Required expertise and work</li> </ul>	<ul style="list-style-type: none"> <li>- Quality of service</li> <li>- Opportunity to move around</li> </ul>	

Scale of implementation: High (H), Medium (M), Low (L).

## 4.4.2. Specialist schemes

Country/ Cities where applicable	Identification of the applied measure	Scale of implementation	Enablers	Barriers	Indicators	Remarks
<b>Sweden</b>	Flexlinjen - Urban Mobility Service	H	<ul style="list-style-type: none"> <li>- Need to shorten expensive mobility service in place</li> <li>- Feasibility study including geographic analysis of old people living and travel demand</li> <li>- Short walking distance to stops</li> </ul>	<ul style="list-style-type: none"> <li>- best suited for urban areas, where the older population live</li> <li>- Buses should have a small capacity (16 seats)</li> </ul>	<ul style="list-style-type: none"> <li>- Productivity pass/veh. hour</li> <li>- Overall rating of the service by passengers</li> <li>- Average time for answering booking calls</li> <li>- Average calls duration</li> </ul>	
<b>Ireland</b>	Door to door transport in rural areas	H	<ul style="list-style-type: none"> <li>- Door to door pick up</li> <li>- Adapted vehicles</li> <li>- Trained staff</li> <li>- Free Travel Pass accepted on all public services</li> <li>- Cost supported by other services.</li> </ul>	<ul style="list-style-type: none"> <li>- Funding schemes</li> <li>- Legal constraints</li> <li>- Operational constraints</li> <li>-</li> </ul>		
<b>Portugal</b>	door to door service - Lisbon	M	<ul style="list-style-type: none"> <li>- Door-to-door pick up</li> <li>- Adapted vehicles</li> </ul>	<ul style="list-style-type: none"> <li>- No funding schemes from authorities</li> <li>- Increasing demand on the service</li> <li>- Narrow corridors</li> </ul>		

Scale of implementation: High (H), Medium (M), Low (L).

## 4.4.3. Training, information &amp; communications

County/ Cities where applicable	Identification of the applied measure	Scale of implementation	Enablers	Barriers	indicators	Remarks
<b>U.K.</b>	Web-based information system for London Underground. Direct Enquiries	H	- Availability of real time information (staff commitment)	- Funding schemes from the operator - Information to be accurate and available on real time	- Statistics of web visits - Ridership of disabled people - Customers satisfaction	
<b>Finland</b>	Comprehensive approach to promoting accessibility in cities of different sizes. ELSA project	H	- Rapid results dissemination - Project can be replicated at a different scale	- Output from this type of projects become over time and lose their impact - Funding schemes		
<b>Sweden</b>	Web based travel information with terminal access information. ResPlus.se		- Travel planning by internet - Detailed maps available on web site - Project that can sustain itself - High level ICT	- Difficult to determine the direct effects of the tool itself. - High level ICT must be managed by all parties	- Statistics of web visits	
<b>U.K</b>	Travel training for people with physical, sensory or learning disabilities. Leeds Budding Scheme	H	- Joint working between the agency running the scheme and the local transport operators	- Funding schemes	Savings in specialist transport costs/yr	
<b>Sweden</b>	Terminal design guidelines for local and regional bus transit and regional trains	M	- Commitment of PT authorities - Safer and more accessible boarding and alighting conditions	- High implementation costs		
<b>U.K</b>	Travel training to improve access for individuals & groups at risk of exclusion. Opportunity to Go Project	M	- Low implementation costs - Make the training fun and free	- Funding schemes - Parents reluctant to let the disabled person take up of training or use of mainstream services (perceived risk)		

County/ Cities where applicable	Identification of the applied measure	Scale of implementation	Enablers	Barriers	indicators	Remarks
U.K	Access Officers - Reducing the impact of physical, managerial, and attitudinal barriers that restrict access to the buildings, transport, and rural environments		<ul style="list-style-type: none"> <li>- Promoting integration and inclusion across all the local authorities' policies relevant to planning, highways, the built environment and transport</li> <li>- Clear commitment at both political and official levels within the Local Authority to support the role of the Access Officer</li> <li>- Co-operation with all Departments of the Authority</li> <li>- The project can finance itself from tax contributions</li> </ul>	<ul style="list-style-type: none"> <li>- Creating the post at too junior level and without the authority to promote change and communicate the access agenda effectively</li> </ul>		
U.K	DPTAC disability advisory committee working with Government	M	<ul style="list-style-type: none"> <li>- Low implementation costs</li> <li>- Co-operation of disabled people with policy authorities</li> </ul>	<ul style="list-style-type: none"> <li>- Funding schemes</li> <li>- Strong support at political level</li> </ul>		

Scale of implementation: High (H), Medium (M), Low (L).

## 4.4.4. Technology

Country/ Cities where applicable	Identification of the applied measure	Scale of implementation	Enablers	Barriers	Indicators	Remarks
<b>Czech Republic</b>	Passenger Information and Guidance Systems in Prague	M	<ul style="list-style-type: none"> <li>- Collaboration between the relevant authorities</li> <li>- Engagement with vision impaired people from an early stage</li> </ul>	<ul style="list-style-type: none"> <li>- Medium development and implementation costs</li> </ul>		
<b>Spain</b>	Accessible ticket vending machine in Barcelona	H	<ul style="list-style-type: none"> <li>- Connection to the management control center can reduce the expense of providing human assistance</li> <li>- Engagement with users from the earliest design stages</li> <li>- User interface starting from the user need rather than the engineering convenience.</li> </ul>	<ul style="list-style-type: none"> <li>- Main costs from research and development</li> </ul>		
<b>Sweden</b>	Tactile surfaces for vision impaired people in Kristianstad		<ul style="list-style-type: none"> <li>- Use of tactile surfaces for enabling vision impaired people to move independently mobile.</li> <li>- Assessment of and provision for the needs of vision impaired people prior to new traffic calming or environmental scheme</li> </ul>	<ul style="list-style-type: none"> <li>- Funding schemes</li> </ul>		

Scale of implementation: High (H), Medium (M), Low (L).

## 4.5. Evaluation Issues in Transferability

In order to produce recommendations for EUROACCESS transferability it is desirable to understand and characterise relationships between measures, their effectiveness per target group, likely scale of costs involved, etc..

However, apart from a good insight produced so far in the project there are few quantified results from previous WPs, preventing us from embarking on such a modelling exercise with reasonable confidence.

It is therefore proposed that the next Work package 4 deals with this challenge by translating sound qualitative judgements into a set of quantified correlation tables reflecting the collective view of the consortium on 3 dimensions, 5 correlations, namely:

- **EFFECTIVENESS:** the extent to which options can be expected to achieve objectives;
  - packaging
  - impact on specific target groups
- **EFFICIENCY:** the extent to which objectives can be achieved for a given level of resources/ at least cost (cost-effectiveness);
  - Scale of cost
- **CONSISTENCY:** the extent to which options are likely to limit trade-offs across the economic, social and environmental domains (or answer to the needs and problems identified)
  - Sense of priority
  - Drivers/barriers

This will allow us to build the cause/effect chains associating measures to their expected scale of impact, effectiveness, efficiency (e.g. how universal can a measure be) while identifying underlying and fundamental preconditions for success.

Finally, the evaluation of preconditions for transferability of best practices should also be seen from the perspective of the implementation horizon, by discussing emerging concerns, such as:

- ITS Implementations towards 2010: what are straightforward improvements that can be done with existing systems
- ITS Implementations towards 2015: the connected traveller in the city, region and world of tomorrow – What lies ahead for EUROACCESS to consider
- Issues of Ageing / Impairing Conditions vs Universal Use of IT

## 5. Conclusions

We have seen that previous research does not support the hypothesis that transferability of accessibility measures can actually be predicted from a strict analysis of certain key characteristics of Origin and Target contexts. This is therefore a strong point against trying to set up any kind of strict transferability method.

The findings further suggest that the identification and development of a set of objective transferability guidelines to assist in the screening of measures (i.e. choosing which ones to implement) and the subsequent implementation of the chosen measures, is not feasible unless a stepwise approach is adopted. This result stresses the view that key transport practitioners at local level are in the best position to screen accessibility related measures based on the local setting.

A direct consequence of this conclusion in the scope of EUROACCESS is that, rather than trying to find a universal solution for transferability based on a quantitative analysis, it is more feasible and relevant to apply efforts in developing a workable methodology for transferability. Lessons in relation to the key aspects to consider in transferability of accessibility measures can therefore be summarised as follows:

- Understanding user needs;
- Packaging mobility/accessibility policies in complementary packages;

The design of a systematic methodology, embedding the concerns raised above, and based on a careful analysis of the choices made at every stage seem therefore the most effective process to undertake transferability processes. The harmonisation of such processes would have the advantage of giving decision makers and practitioners a common and structured language facilitating wide-scale engagement in innovative initiatives on improved accessibility. The adoption of a generalised framework also implies the identification of the limits to the application and the definition of the conditions needed for a successful transferability approach.

The hypothesis underlying transferability analysis is that if a measure or package of accessibility related measures has been successfully implemented within a given geographical, demographic, socio-economic, cultural, technologic, institutional and organizational setting, then comparable results can be achieved in areas characterized by a similar setting. In order for the above stated hypothesis to become operational, it is necessary to address several key vectors or preconditions for enhanced transferability. A check-list supporting the transferability approach on subsequent WP4 was therefore presented.

These results will feed into WP4 in terms of addressing the problems and barriers identified as well as the guidelines developed before producing recommendations on improved accessibility. This will allow identification of needs in terms of research. This means that the transferability methodology and thoughts included in this report will be fine tuned and validated in the next WP, thus aspects included here must be seen as the theoretical framework against which data will be assessed.

Regarding the concept of "best practice" itself, we have seen that different parts of Europe have different ideas and views on what constitutes best practice; so it is not easy to reach an objective definition of what is best practice / variety of development stages. Nor does it seem appropriate to base assessments of best practice on the model of any one country or group of countries, which is exacerbated by the lack of objective evaluation, since many implemented schemes, although deemed to be very successful, have in fact little supporting information. In particular it was hard to find any concrete evidence of schemes which have enabled disabled people to return to employment or education or to find employment for the first time.

It is clear, nonetheless, that such outcomes exist. They have simply not been well documented in the majority of cases, which raises the need for some kind of indicators for monitoring and evaluation. Therefore and in order to achieve a complete process for delivering the transferability process within EURO-ACCESS much has to be done in particular in the identification of core indicators as well as a full and complete monitoring process of the best practices identified.

Considering these circumstances, what will end up defining "best practice" is the difference it ultimately makes to the daily life of a disabled person;

In this sense, universal design is seen as an opportunity to maximize benefits not only to disabled people but also to the wider travelling public, enhancing cost-benefit achievements e.g. the introduction of passenger information and guidance systems that really improve accessibility for all.

It also remains important to recognise the need for more limited improvements which may only benefit specific groups of disabled people (e.g. systems for blind people). The transferability of these more specific measures addressing needs of individual target groups is likely to face fewer transferability problems from a broader institutional or financial perspective.

Also the use of technology is increasingly opening up new opportunities for mobility solutions. The transferability of such solutions is currently made easier than it was in the past, as there is a wide dissemination of handheld and other mobile devices opening up the possibility for ingenious and effective solutions at a relatively low cost. Likewise improved physical accessibility is probably one of the most promising fields in which changes can be made to benefit the target groups envisaged in EUROACCESS.

Finally, the development of recommendations on transferability of accessibility measures cannot be achieved without a good understanding of the measures themselves as well as relationships between them, looking at their anticipated effectiveness per target group, likely scale of costs involved, etc. However, and apart from a good insight produced so far in the project there are few quantified results from previous WPs, preventing us from embarking on such a modelling exercise with reasonable confidence. It is therefore proposed that the next Workpackage 4 deals with this challenge by translating sound qualitative judgements into a set of quantified correlation tables reflecting the collective view of the consortium.

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