



For a **Euro**pean **Access**ibility 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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## Final synthesis report

**Conclusions and recommendations regarding the accessibility of public transport to disabled people**

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**Confidentiality level: public**

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Further information about Accessibility of public transport for people with disabilities is available at: <http://www.Euro-Access.org>

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## 0. Executive summary

This report presents the synthesis of the work done by the Euro-Access project based on the deliverables produced in the different workpackages. It summarizes all the specifications, results, achievements, outputs, conclusions of the Euro-Access project. The reader of this document can find a summary of all the information on the project and on its outcomes.

The Euro-Access project aims to raise awareness between the EU countries and two EFTA countries (Norway and Iceland) on the accessibility of public transport allowing all countries to learn from the best practices. The objective of the project was to contribute to the development of EU policy on the accessibility of the transport systems in the 27 member states, and two EFTA countries (Norway and Iceland), in order to promote social integration and active participation in society of people with disabilities.

The report is structured in the following sections:

- *Introduction*: describes the context regarding the project's topic, gives a general overview on the project and on its consortium as well as describes the project's global approach and organisation.
- *Inventory of national policies and regulation for accessible transportation*: provides the inventory of current policies, regulations, strategies, etc. regarding accessibility of public transport for disabled people. The objective of the work, the methodological approach used to collect and check data, the main outcomes coming from the analysis of the data as well as issues for further discussion are provided.
- *User needs and expectations for accessible transport*: reviews the needs of disable people regarding accessible transport and develops a framework for mobility for disable people. The objectives of the work, the methodological approach for data collection, the main outcomes as well as issues for discussion are provided.
- *Review of best practice in the EU on accessible transport*: reviews good practices and innovations and establishes their costs and benefits. The objective of the work, the methodological approach, the main outcomes as well as issues for discussion and transferability between countries is provided.
- *Recommendations for EU policies*: provides recommendations for the development of EU policies for accessible transportation. Recommendations for EU policies and for future research on the accessibility of public transport systems in Europe are provided.

Euro Access website: <http://www.euro-access.org/>

## 1. Introduction

### 1.1. Context of the initial call, objectives of the call for the European Union

The demographic changes in Europe will continue to contribute to increased numbers of people with reduced mobility, among them older and disabled people. Accessibility of transport is a necessity for independent living, social inclusion and sustainable development. Promoting accessibility of public transport for people with disabilities will be increasingly important to provide a society with equal rights.

The EU's perspective for its disabled citizens is in accordance with the new approach to disability: moving away from seeing people with disabilities as the passive recipients of compensation, the new approach recognises their legitimate demand for equal rights and for full participation in society. The fight against discrimination and the promotion of the participation of people with disabilities into economic activity and social participation are clear objectives of the EU policies.

The European Union Community Charter of Fundamental Rights<sup>1</sup> specifically protects the rights of people with disabilities, particularly under Article 26 which recognises as fundamental "the right of persons with disabilities to benefit from measures designed to ensure their independence, social and occupational integration and participation in the life of the community".

Accessibility is part of the Agenda adopted from the EU council of Lisbon 2000, which targeted 2010 as the goal for full accessibility.

Article 9 in the United Nations "Convention on the rights of persons with disabilities"<sup>2</sup> concerns accessibility and states that disabled people shall have equal access - to their physical surroundings, to transport, to information and to communication.

It has become crucial to ensure the removal of technical and legal barriers to the effective participation of people with disabilities in the knowledge-based economy and society.

In order to meet its objectives of social participation of people with disabilities, the EU is facing a great challenge to ensure the mobility of all citizens, including those with disabilities or reduced mobility. This challenge is all the greater for some member states that joined on May 1<sup>st</sup> 2004 and on January 1<sup>st</sup> 2007. These countries should be able to benefit from the practices and knowledge of "old" EU members, but it should also be borne in mind that some of these new member countries also have some approaches, developments or innovations that could be interesting to include and promote at European level.

Transport facilities play a relevant role within this context because improvements in transport systems lead to better acceptance of people with disabilities in employment and education. This factor will contribute to tackle social exclusion, giving sustainability to what

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<sup>1</sup> <http://eur-lex.europa.eu/en/treaties/dat/32007X1214/htm/C2007303EN.01000101.htm>

<sup>2</sup> <http://www.un.org/disabilities/convention/conventionfull.shtml>

has been stated in Articles 136 and 137 in the Amsterdam Treaty, the Member States of the European Union where a common commitment has been made, to fight social exclusion and poverty.

Transport facilities, and employment are decisive factors mentioned in the European Social Inclusion Report (2001) that highlights that disabled people are more likely to be living in poverty, more likely to be unemployed (and long-term unemployed) and less likely to have medium- and higher educational qualifications than other citizens.

The Euro-Access project has been funded as part of the Sixth Framework Programme, in the “Integrating and strengthening the European Research Area”, as a Scientific Support Action to Policies. The topic of the call was Quality of life issues relating to handicapped/disabled people (including equal access facilities) and the project was proposed for the task: Accessibility of public transport systems for people with disabilities.

### **1.2. Euro Access general objectives**

The objective of the project was to contribute to the development of EU policy regarding the accessibility of the transport systems in the 27 member states, and two EFTA countries (Norway and Iceland), in order to promote social integration and active participation in society of people with disabilities.

The main goals of the Euro-Access project were:

- To establish an inventory as comprehensive as possible of current legal frameworks and regulations on public transport in the EU.
- To raise awareness of user needs and expectations for an accessible public transport system for people with disabilities.
- To highlight best practice in the EU on national policies, technical innovation, services provided and their potential correlations with the employment of people with disabilities.
- To make recommendations for a common legal framework in the EU on the accessibility of transport systems

### **1.3. Euro-Access consortium**

The work to be performed by Euro-Access was extensive and required multidisciplinary competencies. The project brought together specialists in transport policies, transport economics, transport planning, transport ergonomics, mobility management and employment. Some of the Euro-Access partners are international and national experts, members of COST actions or members of organisations dealing with transport and disability in their own country.

The administrative management of Euro-Access has been carried out by ERT, which is a subsidiary of INRETS; and the scientific management has been handled by INRETS. The Euro-Access project also included a partner from an EFTA country (Norway) as these countries to a large extent apply the EU legislation on many issues.

The Euro-Access consortium was then composed by:

- French National Institute for Transport and Safety Research (INRETS), France
- European Research Transport (ERT), France

- The Institute of Transport Economics (TØI), Norway
- The Centre for Studies on Urban Planning, Transportation and Public Facilities (CERTU), France
- LUND University, The Department of Technology and Society, Sweden
- Consultores em Transportes, Inovação e Sistemas, (TIS.PT), Portugal
- Ann FRYE LTD (Independent consultant), UK

Two subcontractors have also been involved in the Euro-Access project: FIT Consulting (Italy) and Umwelt-Bildungs-Zentrum Steiermark-UBZ (Austria).

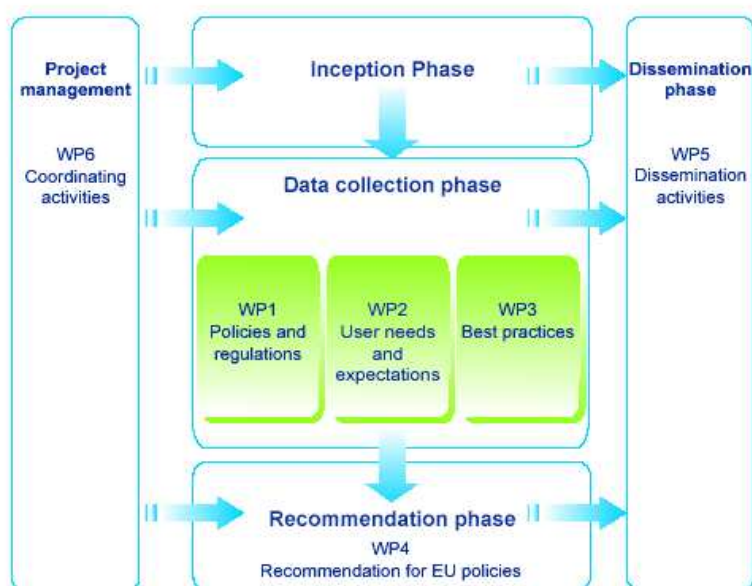
#### 1.4. Euro-Access global approach and organisation

The Euro-Access project was organised in three stages

1. Collection of data: during this first stage, the partners collected all the information relevant to the project. National legislation was reviewed as well as national transport regulations and best practice regarding accessibility of public transport for people with disabilities. This stage covered public transport systems in both an urban and a rural context.
2. Analysis of the data: the data collected were organised in order to allow comparison between countries.
3. Recommendation stage: the design of policy recommendations was done as a third stage as well as the dissemination of the project's results.

The Euro-Access project was divided into six work-packages with a number of tasks within each work-package.

The work-packages were directly linked to the different phases of the project.



#### Data collection phase::

- Work-package 1: Review of current policies and regulation
- Work-package 2: User needs and expectations
- Work-package 3: Best practices/innovation and related cost benefit analysis

Recommendation phase:

- Work Package 3: Best practices/innovation and related cost benefit analysis
- Work-package 4: Recommendation for EU policies

Dissemination phase:

- Work-package 5: Dissemination activities

Project management phase:

- Work-package 6: Coordination activities

**1.5. Milestones**

All project Milestones have been successfully achieved and reported:

**M1** - Data collection on Legal framework and on national regulation and standard regarding transport

**M2** - Data collection on users' needs

**M3.1** - Methodology for data collection (contacts, interview guidance forms)

**M3.2** - Data collection

**M3.3** - Synthesis of technical solutions and innovation, services to disabled travellers and evaluation methods

**M4** - Draft recommendations for EU policies on accessible transport

**M5.1** - Project logo proposals ready

**M5.2** - Draft web-site design ready

**M5.3** - List of content for Proceedings

**M6.1** - Peer Review reports

**M6.2** - Recommendations and Templates for project documents

**M6.3** - Intermediate reports

## 2. Inventory of National policies and regulation in the EU for accessible transportation and education

### 2.1. Objective of the work

The overall objective of Euro-Access' Work package 1: *Review of current policies and regulations* was to provide an inventory of current policies and regulations regarding accessibility of public transport systems for disabled people. The findings of this work package were also intended to be one of the data sources to be used in the later analyses in the Euro Access project. The work package had the following objectives:

- To provide an inventory of current EU policy and legislation concerning accessibility of public transport systems
- To provide an inventory of policies, strategies and action plans promoting improved accessibility of the public transport systems in 27 EU member states and two EFTA countries
- To provide an inventory of current legislation - laws, provisions, regulations, standards and guidelines - concerning accessibility of public transport systems in those countries
- To describe pricing strategies and other means used to improve accessibility of public transport systems
- To analyse in particular national provisions governing accessibility to the public transport system for people with disabilities in relation to employment and education

### 2.2. Methodological approach

The main data sources/tools for this work have been:

- 1) an extensive questionnaire sent to ministries responsible for public transport;
- 2) policy and regulatory documents concerning accessibility of public transport systems;
- 3) general literature on accessibility of public transport systems.

Based on these sources, a report describing main findings of the analysis of the collected data and information was written. This report describes policies, strategies and action plans, legal and technical frameworks and other means for improving accessibility of public transport systems in the EU countries and two EFTA countries (Iceland and Norway).

The deliverable 1 is descriptive. Some documents were reviewed in order to give a short description of objectives and contents, but due to time constraints, language problems and accessibility of the documents, it was not possible to read all of the documents that are mentioned in the report (about 350 documents). Thus, there are no judgements on the quality of the documents, or to what extent the policy documents, regulatory documents etc. may effectively support the full accessibility of public transport systems for disabled people.

A limited cluster analysis based on the collected information has been conducted, to test possible significant variations between new and old EU member states and regions (north, south and east). However, no significant patterns were found.

### 2.2.1. Data collection

The current state and development of EU policy and legislation concerning accessibility of public transport systems is described based on available literature, mainly EU documents.

An extensive questionnaire was designed, focusing on various means of encouraging and requiring improvements in the accessibility of public transport systems for disabled people. The questionnaire was qualitative, which demanded a lot from those answering it. The main focus was on policies, strategies and action plans and on legal and technical frameworks. Other initiatives, such as pricing strategies, special transport services, budget requirements, economic incentives, requirements of strategic plans, training of various groups and development of indicator systems to measure the development of accessibility of the public transport systems were also covered. The questionnaire had a particular focus on reducing transport barriers in order to improve the opportunities for disabled people to work, to study and to live independently.

The questionnaire was developed by TØI in cooperation with the other partners in Euro-Access and the sub contractors. The questionnaire was sent to key people in the ministries responsible for public transport through the network of the former European Conference of Ministers of Transport (ECMT).

Completed questionnaires from 24 countries were received. Three of the questionnaires were completed by organisations other than ministries and departments responsible for public transport or their subsidiary offices. For four of the five missing countries we were allowed to use information from a questionnaire from the parallel project PTaccess. The completeness of the questionnaires varied. A quality assessment system was developed, in order to register and report the efforts, progress and quality of the survey.

### 2.2.2. Data quality

Several sources were used in order to complete and to cross check data and information. The main documents include the report *Legislation to improve access*<sup>3</sup> from the European Conference of Ministers of Transport (ECMT) (2000), the UN report *Government Action on Disability Policy. A Global Survey* (Michailakis 1997)<sup>4</sup> and the draft report *D.1.1 State of the Art regarding Information and Data on accessible Public transport*<sup>5</sup> from the ongoing project PTaccess (February 2007). The internet was used intensively, for researching and cross checking names, references etc., as well as to find and review documents.

The questionnaires have been completed by one person or a small group of persons in each country. The knowledge, focus and understanding of those answering the questionnaires influence the kind of information we have received. Nonetheless, Euro-

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<sup>3</sup> <http://www.cemt.org/topics/handicaps/pdf/TPH0007rev1e.pdf>

<sup>4</sup> [http://www.independentliving.org/standardrules/UN\\_Answers/UN.pdf](http://www.independentliving.org/standardrules/UN_Answers/UN.pdf)

<sup>5</sup> <http://www.ptaccess.eu/Downloads.phtml?id=4>

Access can assume that most relevant documents are mentioned or described in the deliverable 1.

Several terms used in the questionnaire, such as 'policy' and 'regulations', were not defined, and may be understood and used in various ways. In order to get as much information as possible, strict definitions were not found to be appropriate, as this might have resulted in information being left out due to different understanding of the terms.

### 2.2.3. Language

Language was a challenge in this work. The qualitative questionnaire required English translations of policy titles, names and content of regulatory documents etc. from the respondents of questionnaires. In some cases, partners in Euro-Access translated whole questionnaires or specific names and titles. As far as possible, titles and documents were researched on the internet or from other sources. This was not always possible, as many of the documents could only be found in their original languages.

As far as possible, internet-links have been provided for the documents mentioned in the report. These may be useful for those who doubt of the translations or who are uncertain which documents are referred to, and of course for those who are interested in reading the documents.

Another language challenge was the frequent use in the questionnaires of terms which are not "politically correct". This may be due to translations of titles into English, but may also reflect legal language in the countries. In the deliverable 1, titles etc. are given as written in the questionnaire, unless other official translations have been found.

## 2.3. Main outcomes

The main outcome of the Work Package 1 is the inventory of current policies, regulations etc. regarding accessibility of public transport for disabled people, as summarised below.

### EU policy and regulations

The EU has developed and is continuing to work on an action plan called "Equal opportunities for people with disabilities: A European Action Plan (Commission of the European Communities 2003)<sup>6</sup>". The plan states that contributing to shape society in a fully inclusive way is the overall EU objective. In this respect, the fight against discrimination and the promotion of the participation of disabled people into the economy and society play a fundamental role.

Reducing transport barriers is one way of decreasing social exclusion and poverty among disabled people. Accessible public transport systems are crucial for independent living, social inclusion and sustainable development. Accessibility of public transport for people with disabilities will be increasingly important in order to provide a society with equal rights.

Since 2000, the EU has implemented and developed several directives and regulations aiming at making public transport systems more accessible and useful for all. These

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<sup>6</sup> <http://europa.eu/scadplus/leg/en/cha/c11414.htm>

include specific directives as well as regulations concerning various modes of transport, and more general directives.

### **Policies, strategies and action plans**

Policies, strategies and action plans demonstrate that countries aim to change the status quo. Most of the investigated countries have, or are in progress of making, policies aimed specifically to guarantee accessibility to public transport systems for all, as well as action plans to support and implement the policies.

Countries work with policies and action plans for accessibility of public transport systems in various ways. They also differ in how far they have come. Some countries have clear policy objectives, defined actions on how to implement these, and have provided the necessary funding. Some others have passed acts or laws with accompanying provisions which place strong requirements on new construction, purchase of public transport etc. General policy documents show that other countries will focus more on accessibility of public transport systems, while yet other countries describe preliminary work that will eventually result in specific policy documents, action plans, acts or requirements. In some countries, there seems to be no clear or focused attention to accessibility of public transport systems.

### **Laws, provisions and regulations**

Translating a will to change into a legal framework is an important means to achieve real improvements. The respondents were asked whether they have laws, provisions or regulations that require accessibility to public transport for all/disabled people. The ambition has been to include all areas of the legal frameworks specifically dealing with accessible public transport on roads.

Countries have incorporated requirements for accessibility of public transport for disabled people in various areas. Most of the investigated countries have general regulatory texts on accessibility as well as have planning and building acts that incorporate the needs of disabled people to access buildings etc. This is most crucial to construction of terminals, bus stops and railway stations. Half of the countries investigated also have a transport or a public transport act that recognizes accessibility for disabled people. Half of them also have regulations on accessibility of vehicles based on EU directive 2001/85/EC.

### **Standards and guidelines**

The respondents were asked whether there are standards and guidelines in place for public authorities, operators and others on how to make public transport systems accessible for all people or for disabled people.

Most countries have, or are in progress of developing, detailed guidelines connected to their planning and building legislation, which are important for accessibility to and in terminals and other buildings. Guidelines which describe accessible vehicles are widespread. Most countries have, or are in progress of developing, some kind of guidelines for planning and design of roads and streets which have a direct impact on accessibility of public transport systems.

### **Reducing barriers to employment, education and independent living**

The respondents were asked if there is anything in the policies or legal frameworks concerning provision of public transport services to disabled people that is specifically aimed at ensuring that transport is not a barrier to employment, education, study or

independent living. More than half of the respondents answered no, and few respondents submitted substantial information.

However, based on the questionnaires and on reviewed documents, it was found that most countries have a specific attention/sensibility on reducing transport lack of accessibility as a barrier to work, study and independent living:

- firstly, reducing transport as a barrier to education, study and independent living is expressed, explicitly or implicitly, as a general objective of policies and legal frameworks;
- secondly, special transport services are organised in order to allow people who are not able to use ordinary transport services to work, study and live independent lives;
- thirdly, several countries have particular projects and schemes directly focused on reducing transport lack of accessibility.

### Other initiatives

In addition to policies and legal frameworks, a number of other initiatives may be taken in order to encourage or require improvement for accessibility of public transport systems. The respondents were asked to give details on if and how various means are used in their countries: pricing systems for reducing individual economic barriers; special transport services; budget requirements; economic incentives; strategic plans; training of disabled people, dedicated service personnel as well as planners, architects etc.; development of indicator systems for measuring development of accessibility of public transport systems.

Almost all countries have, or are in progress of developing, some kind of concessionary **fares** for disabled people, in order to reduce individual economic barriers to ordinary public transport systems. Public authorities finance the reduced fares in various ways.

Many respondents view **special transport** services as a contribution to the improvement of accessibility of the public transport system. Such systems are described in the deliverable 1.

A majority of the respondents report that **budget requirements and/or economic measures and incentives** are used in order to improve the accessibility of public transport systems. Almost half of the respondents describe that budget requirements are included in the legal framework, requiring accessibility to be considered and implemented in procurement of vehicles and design and construction of infrastructure, buildings and other constructions influencing accessibility. Many respondents describe how public authorities at various levels set requirements for accessibility through tendering processes, concession processes and other consultations between authorities and contractors. Various funds specifically designed to improve the accessibility of public transport systems are described by at least six respondents. How these funds are arranged and focused varies.

We asked if it is required that authorities or operators (bus, railway and taxi) develop **strategic plans** to take into account people with disabilities. A minority answered that operators are required to develop strategic plans on accessibility, while a majority answered that it is required that authorities develop such plans. Fourteen countries have requirements, programmes, plans or other initiatives aimed at training drivers and other personnel who are in contact with travellers. Eight countries have measures on how to train planners and others involved in planning, designing and constructing physical environments. Only four countries have initiatives to train disabled people in how to use public transport.

Only a few respondents report that their country has developed or is in progress of developing **indicator systems** in order to monitor developments of the accessibility of public transport systems.

### **Status, approach and influence**

In order to get an overview of the current status of policies and legal frameworks regarding accessibility of public transport systems, the following questions were asked:

- what is the overall status of your work in this field?
- On which groups do the policies and legal frameworks in this field mainly focus on?
- which groups have influence on the development of the legal frameworks on accessibility of public transport?

None of the respondents answered that the work is completed or that the work has hardly started in their country. Eleven respondents answered that their country has come a long way, five say that they are in a state of rapid improvement and ten that they are improving, but slowly. The comments to this question mostly deal with the discrepancy between what is achieved in the legal framework and what is achieved *in situ*, and why this discrepancy exists. Other comments emphasise certain projects and achievements as examples of status or progress.

There is a shift going on in the discussions on accessibility, from focusing on disabled people and especially mobility impairments, towards accessibility for all people. A large majority of the respondents find that policies as well as legal frameworks in their countries are directed towards most disabilities (mobility, sensory, cognitive...) or towards all people (universal design, design for all). The comments in answer to this question all emphasised the ongoing shift of focus from mobility impairments to all kinds of impairments, and from accessibility for disabled people to accessibility for all.

User groups (defined as disability organisations, senior citizen groups etc.) and the EU are the groups that are seen as having a high degree of influence on development of the legal framework by the highest percentage of respondents, followed by politicians, the public administration, experts and developments in other countries.

### **References – inventory**

The extensive references (ca 350 documents) were organised as an inventory in the deliverable 1. They are listed by country, under the main headings: general references; EU policy and legislation; policies, strategies and action plans; legal and technical frameworks, and; other initiatives. The inventory may be useful for others dealing with accessibility of public transport systems.

## **3. User needs and expectations relative to accessible transport**

### **3.1. Objective of the work**

The main objectives of WP2 were:

- To review the needs of disabled people regarding accessible transport, employment strategy and the interaction between mobility and work/education access
- To develop a framework for mobility planning for disabled people

In order to achieve the first objective, two sub-tasks were defined. The first task aimed at reviewing research studies, reports and other available documents on the needs of disabled people in terms of transport and active participation in society (including education and employment). The analyses were conducted at a group level for different impairments, here categorized as

- mobility impaired (MI),
- vision impaired (VI),
- hearing impaired (HI),
- cognitively impaired (CI),
- people with mental health problems (MHP), and
- people with environmental sensitivities and allergies (ESA).

The second task, a questionnaire survey, identified in each member state the main national organisation representing older and disabled persons. This survey aimed to clarify how well different user-groups' needs are met in reality by public transport. Specifically, the question was if and how the policies, legal frameworks and regulations appear to take these needs into account, as perceived by the users. The outcome reflected the scope of WP1, aiming at describing the state of the art of accessibility in the member states from a governmental policy perspective.

While synthesizing the results and conclusions from above, a framework for mobility planning for disabled people was developed. In a short-term perspective, it aimed at serving as a platform for further project activities (WP3 and WP4). However, in a long-term perspective, it aimed at providing a tool for both policy makers, planners and other stakeholders in the process of taking further steps towards a fully inclusive European society.

The following sections will further describe the methods used, the main outcomes, the discussions of the outcomes and some final conclusions.

### 3.2. Methodological approach

Regarding the literature review, several databases were employed, such as TRANSPORT (combining TRIS, ITRD and TRANSDOC), CORDIS, IBSS, PsycINFO, and PubMed. The results were collapsed in an Endnote® library, comprising over 1000 references.

Regarding the user survey, an extensive questionnaire was designed in co-operation with all partners in the project. The target groups were disability and senior organisations in Europe. In order to get a wide coverage, the sample of organisations was derived from members of EDF (the European Disability Forum)<sup>7</sup> and the AGE Platform Europe<sup>8</sup>.

The organisations were contacted via e-mail with the assistance of both EDF and AGE Platform. Forty-one disability organisations in 28 countries were sent questionnaires, and

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<sup>7</sup> <http://www.edf-feph.org/>. The European Disability Forum (EDF) is an independent European non-governmental organisation (ENGO) that represents the interests of 50 million disabled people in the European Union and stands for their rights.

<sup>8</sup> <http://www.age-platform.org/>. AGE, the European Older People's Platform, aims to voice and promote the interests of older people in the European Union and to raise awareness of the issues that concern them most.

13 organisations ultimately responded (32%), covering 13 countries. Fifty-one senior organisations in 28 countries were contacted, and 15 organisations responded (29%), covering 13 countries. The contained questions were grouped according to:

- Background data
- Assessments of policies, action plans, individual position papers or recommendations, existing legal framework
- Assessments of (or need for improved) accessibility standard
- Modes/items: taxis, buses, coaches, trams, trains, metro, pavements/crossings, bus/ tram stops, terminals/other buildings, Info systems etc.
- Assessments of or need for special transport services
- Assessments of (or need for improved) pricing strategies
- Assessments of or need for staff skills and training
- Questions about links to employment and education

Finally, based on analyses of user needs' aspects, existing planning models and frameworks, a project-specific framework for mobility planning was developed. The framework scope was set to public transportation and patronage with functional limitations needing accessibility improvements. The framework pointed out crucial steps and linkages for attaining a travel chain perspective. In doing so, a holistic view for policy implementation into sound practice was emphasized, characterized by Universal Design Features. The framework goal was to facilitate Universal Design processes in mobility planning.

### 3.3. Main outcomes

In order to understand the basic features of both user prerequisites and accessibility concerns, a thorough review of theories and concepts revealed some interesting and important features. Different aspects of disability are encompassed by the ICF model of WHO:

- The model consists of functioning and disability:
  - o Aspects of the body, the activities of an individual, and individual possibilities of participation
- The disability context is determined by:
  - o Environmental and personal factors

However, the social model of disability is equally important in a mobility and transport context. That approach emphasises how disability is created by society, and also constantly recreated, even in documents such as this (labelling, grouping, separating an individual from a "normal state"). Therefore, both the ICF and the social model provide valuable input into transportation accessibility analysis, since transportation is framed in a social and cultural context.

Mobility and accessibility for all people cannot be achieved without a holistic approach, e.g. by employing the travel chain. The chain must be solid, due to the dynamic forces involved. Important elements of the travel chain are:

- Accurate, clear and concise information
- Barrier-free built environment
- Universal design

- High operational standards, intermediate solution between individual and mainstream transport option
- Appropriate, effective and accessible vehicle design
- High levels of perceived comfort and safety
- Trained personnel

If these elements were to be realised, the transport system could also meet usability requirements, and highly apparent accessibility for all.

Reversing the perspective from the system to the different user groups, it becomes evident that different groups have different needs. Nevertheless, they all have in common the necessity of high disability awareness among stakeholders, planners and field staff.

Main findings are as follows:

- Mobility impaired people have major requirements for physical design. Vehicles must be accessible, systems must be reliable, and stops and terminal facilities must be proximate and user-oriented.
- People with sensory impairments (sight and hearing), cognitively impaired people, and people with mental health problems have, in many cases, the same requirements as mobility impaired (MI) people. However, increased emphasis must be placed on information and orientation. For some, trained and supportive staff is essential.
- People with environmental sensitivities and allergies constitute a large group of users. Their main concerns target climate, surfaces and passenger/staff encounters.

Some system aspects need to be stressed, regarding links to employment, education and training:

- The integration of disabled people into the labour market, into supportive training and into higher education requires seamless public transport with a focus on commuter problems.
- Mainstream public transport and individual transport solutions meet the needs of some, but not all. Intermediate transport solutions are necessary transitory forms for closing systems gaps, particularly regarding the large population of ageing users.

The work also contained a survey of how well different user groups' needs are met in reality by public transport. The response from different user groups in different European regions concludes that:

- User groups are aware of existing policies, legislation, action plans and other local documents.
- According to users, the policies contain clear directions "towards all people". However, the legal framework and the implementation tend to focus more on "traditional" physical aspects, thus neglecting "soft barriers".
- Contrary to the position of governments, the user groups hesitate to label their influence as important, particularly senior organisations.
- On a five-grade scale, the perceived accessibility state lies below average (neither accessible nor inaccessible).
- Users emphasise that current pricing strategies fail to meet their needs.
- Policy work lies far ahead of the implementation processes.

Based on the findings from the literature review and the survey results, a framework for mobility planning for disabled people was developed. The scope was limited using the travel chain perspective, addressing the gap between policy and practice, and incorporating the essence of mobility and the discrepancy between accessibility and usability, the framework was drafted as a conceptual model for the mobility planning procedure. As policies today often mention Universal Design and mainstream efforts, three phases were identified (from each perspective, see figure 1), containing three items each.

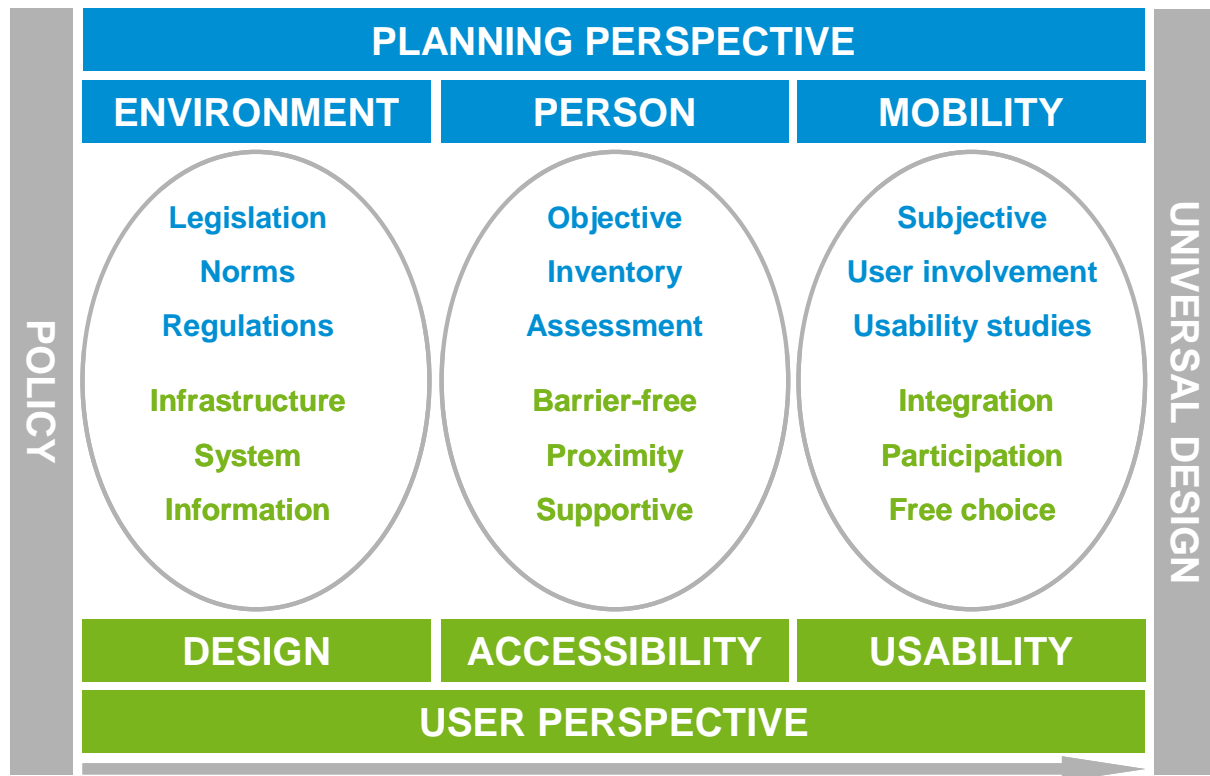


Figure 1. Framework for mobility planning

### 3.4. Issues for discussion

The framework developed underscores an iterative planning process towards successful implementation of universal design. The feed-back of planners and stakeholders is necessary for reaching the policy goals.

Successful implementation of measures today is characterised by many, if not all, of these issues. Much progress has been made toward improving accessibility to public transport, albeit the implementation has often proved difficult and slow. Some examples have in common that improved co-operation between public transport service providers and local authorities can ensure better accessibility. However, the extent to which improvements to accessibility have actually resulted in increased mobility is often difficult to assess. Best practice examples often lack passenger and/or financial data. Some cases however imply that fleet renewal (low-floor buses and trams), accessible bus and tram stops can in fact increase ridership; not only for disabled people but for all passengers. Another showed that fleet integration increased ridership and reduced overall costs.

The **cost-effectiveness** of measures is often **context-dependent**. On one hand, it is of little use to remove all environmental barriers, if the bus fleet is still inaccessible. On the other hand, passengers will never use the low-floor buses, if the streets are dangerous and over-crowded. This once again underscores the importance of improved co-operation between public transport service providers and local authorities, so that measures match and support each other. If transport planning also has a focus on sustainable solutions and reduced car traffic, this will be of benefit for society as a whole, particularly for vulnerable, older and disabled road users in urban communities. Accessible public transport could play an important role in creating a sustainable development.

It should be emphasized that no community can be fully served with a single transport mode, and that different public transit services must be responsive to individual needs. A focus on supportive structures, proximity, and accessible information about the system has proved to be crucial mobility factors. For example, Service Routes and FlexRoutes are intermediate transit solutions that have improved the mobility of older and disabled people in areas where they operate.

Furthermore, while reviewing the existing literature, it was easier to find studies on barrier effects rather than on evidence-based facilitator effects. For example, the Mobilate EU project emphasised two types of environmental barriers:

- spatial and technological barriers
- impediments caused by a lack of mutual consideration, heavy traffic flow and perceived fear in public spaces

The Mobilate study concluded that there is a need for integrating transport policy, urban and societal planning in order to remove or reduce these barriers.

Moreover, some issues for further work and analysis should be mentioned. The needs of mobility-impaired people are quite well known. However, physical barriers still exist, and more emphasis must be given to barrier reduction and evidence-based studies. For blind people and people with visual impairments, more research is needed for supportive tactile design. The needs of people with cognitive impairments, learning disabilities or mental health problems are particularly neglected. More work is needed here, e.g. actively involving users in the process. Regarding information and communication technology (ICT), the development here could also serve sensory-impaired users (as well as people with cognitive impairments and mental health problems) more efficiently than today. Not to forget, the gender aspect of mobility and accessibility has to be further addressed. Other areas worth pursuing include the development of the taxi industry and accessible taxis.

Finally, the work concludes that best practice of systems design needs to emphasize barriers to transferability. While the institutional and organisational prerequisites vary throughout Europe, it might be that unified policies fail due to inefficient implementation and organisational obstacles. Seamless public transport, accessible for all users, requires work across sectors and across different authorities with different budgets.

## 4. Review of best practice in the EU on accessible transport

### 4.1. Objective of the work

The overall objective of this part of the project has been to identify examples of best practice and innovation in improving the mobility of disabled people in Europe and to establish the costs and benefits of such improvements.

The main objectives of WP3 were:

- To review best practices, innovations and the cost benefit analysis in the EU countries in order to improve the accessibility of public transport systems.
- To identify the methods to be used by decision makers for assessing the transferability of the best practices identified.

A key factor in considering this objective was the recognition that there is a wide variation in economic and cultural conditions across the countries of Europe. This has an impact on the age and condition of transport vehicles and infrastructure as well as on the circumstances in which disabled people live and their opportunities for independent living.

For this reason, although the primary focus of the work was on improvements to public transport, the scope was broadened to include other measures to improve accessibility. These include systems and services that are transitional steps towards full accessibility of public transport or, in some cases, alternatives to it.

All surface public transport modes were taken into account, including: door to door and taxi services; long-distance services, regional (inter-city and rural) services and urban schemes. Individual modes and systems and integrated multi modal schemes were considered and both new developments and refurbishment and retrofit were included.

The use of technology and innovation to provide solutions for particular groups of disabled people was considered as well as simple “low tech” solutions which can bring significant benefits.

Finally, “soft” factors such as training, communication and information which can have a very big impact on levels of accessibility even without improvements to the physical accessibility of vehicles or infrastructure were also included.

#### **4.2. Methodological approach**

The definition of “best practice” established at the start of the project was that evidence must show that:

- There is partnership in the development and delivery of the scheme or service between the roads and highway authorities and transport provider;
- The scheme or service is not isolated but is part of a strategy to deliver accessibility;
- It is 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);
- Disabled people themselves support the view that it represents good practice.

Examples of best practice were gathered from a number of sources including the responses to the questionnaire which was sent out as part of Work Package 1. Respondents were asked to identify any examples that they believed to be best practice within their own countries. Examples from this source were provided by Finland, France and Spain.

It proved necessary to modify the methodology as data was being gathered in order to reflect the very wide range of “best practice” examples that we believe to be valid and to ensure that material which may be relevant to those countries or regions for whom accessibility is a new topic and resources may be limited were not excluded.

So in addition, the in-depth expertise and experience of our partners was used to identify further examples from their own knowledge. Literature reviews and web searches were also undertaken.

### 4.3. Main outcomes

It became clear from the research undertaken to identify examples of best practice that it is not easy to reach an objective definition of what that means.

The first point is that different parts of Europe have **different ideas and views** on what constitutes best practice. Given the substantial variations that exist across Europe both in economic status and cultural background this is not surprising. Some countries have been active in the field of transport accessibility for over 25 years and have made major public investment in upgrading vehicles and infrastructure. Others are starting now to consider the issues for the first time and have a legacy of old and inaccessible vehicles, rolling stock and infrastructure as well as a culture which does not readily recognise the needs of disabled people for mobility as an essential means to independent living.

These differences are particularly marked between the countries of Western Europe and those of Central and Eastern Europe. This means that schemes which may be considered as outdated and even culturally unacceptable in some countries may still offer a valuable first step towards independent mobility in others. For this reason it is not appropriate to base assessments of best practice on the model of any one country or group of countries. It is important to recognise the diversity of Europe and the wide range of approaches that may help to deliver mobility to people who would otherwise be denied it.

A second factor which contributes to the difficulty in defining best practice is a **lack of evaluation**. In the case of many schemes which are deemed to be very successful there is no more than anecdotal information to support that view. There are very few examples of clear data even to demonstrate an increase in patronage as a result of accessibility measures or, conversely, to show a decrease in dependence on more costly alternatives to mobility such as door to door services or support in the home. It is harder still 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.

The deliverable 3.1 includes 20 case studies under four main headings:

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

The wide range of examples demonstrates clearly that best practice can be delivered in many different ways. Examples range from low cost simple one to one support to give a

person with a cognitive impairment the confidence to use the bus independently, through to high cost schemes which provide sophisticated technological solutions to access problems in major conurbations.

It is important to recognise that none of the examples included in the deliverable 3.1 can be taken as perfect. The Euro-Access project tried to identify a number of different kinds of initiative or scheme and to pick out the main factors that have made them successful in delivering independent mobility. Whatever the scale or complexity of the scheme, what defines it as best practice is the difference it makes to the daily life of a disabled person. For this reason, initiatives which involve disabled people in all aspects of transport planning and delivery from policy development to detailed technical standards are clearly very valuable.

Some of the examples included in the deliverable 3.1 demonstrate clear commitment – both social and financial – on the part of national and local governments to invest in public transport networks and infrastructure which meet the principles of universal design. Where there is the opportunity and funding for this kind of large scale project, the benefits not only to disabled people but also to the wider travelling public are clear. One key component of success is to have a clear vision of the final outcome, even if it will take a number of years to achieve that outcome. Berlin, Barcelona and Grenoble provide good examples of this kind of vision.

Universal design can also be applied in a more targeted way as the example of the ticket machines in Barcelona demonstrates. The involvement of disabled people in designing these machines has meant that they are easily useable by a much wider range of people and that everyone using the system benefits from a product that has started from user friendliness rather than engineering convenience.

While the model of universal design is clearly one which should be promoted wherever possible, it is also important to recognise much more limited improvements which may only benefit specific groups of disabled people. The information and guidance system for blind people in Prague and Dresden is a good example. Although much of the public transport network remains inaccessible to wheelchair users and others with mobility problems, the introduction of the passenger information and guidance system has opened up the city and the public transport network to many people with impaired vision. The use of tactile surfaces in Sweden (and indeed many other countries) is another such example.

The use of technology is increasingly opening up new opportunities for mobility solutions and deliverable 3.1 included a number of case studies which demonstrate the potential for web based systems. The Direct Enquiries system in use in London is one such example.

There has been much debate about whether examples of **door to door**, special transport schemes can be categorised as best practice. For many they represent an outdated and stigmatising form of transport. However, it is important to recognise that, however accessible our public transport systems become there will always be some disabled people who will be unable to access public transport at least at some times. This may be because of the nature of their disability or the environment or climate in which they live.

In those countries for whom accessibility is still a new issue and whose infrastructure (both in transport and the built environment) remains largely inaccessible, special transport services may, again, be the only option just as they were in every country in Europe until the advent of accessible mainstream transport.

In addition, in deeply **rural communities**, door to door services may represent the only viable option for those without access to private cars. They can provide a lifeline to anyone who cannot access public transport (if it exists). The scheme from County Meath in Ireland is a good example of a flourishing service that is enabling people who would otherwise be housebound to access employment and other facilities and activities.

Special transport schemes can be a costly option but the case study in this Report on the Swedish Flexlinjin scheme, includes information on improvements in efficiency that can be achieved to reduce costs. In this, as in all the case studies, it may be elements of the scheme, or approaches to a particular problem that are of interest to others rather than the scheme or concept as a whole.

It would certainly be wrong to assume that best practice must equate to high cost. There is an enormously wide range of approaches that can be taken and ways in which costs can be spread over time or among funding partners. For that reason we included among the case studies a number of schemes which have been developed on the basis of co-operation between authorities such as the KOLLA project in Sweden. Here again, universal design principles can also produce savings. The example of the Barcelona ticket machine is one which has led to a reduction in the number of staff needed to oversee the use of ticket machines, in part because of the technology and in part because they are easier for everyone to use and fewer problems arise.

The examples of the Leeds Buddying Scheme and the Merseytravel Opportunity to Go scheme demonstrate the value of training to enable people to travel independently to education and/or employment. Many were able to take up new opportunities which were previously unavailable to them. These supportive initiatives can be introduced at relatively low cost and provide savings from reduced dependency on door to door services.

## Issues for discussion

Key issues include:

- It is not easy to identify best practice. What is ideal for one person or group of people with disabilities may be impossible for another person or group. Accessibility can be very subjective.
- 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;
- What is perceived as best practice in one country may be regarded in another as outdated or even discriminatory. Some countries have been committed politically and economically to the improvement of accessibility for over 25 years, while for others it is still barely recognised as a relevant issue.
- . Directives and other initiatives at European level are helping to raise the political profile of accessible transport but there is, inevitably, a major gap between the most advanced and the least advanced countries
- Best practice can cover a very wide range of schemes and approaches and not all would be recognised as best practice by everyone.

- Most of the best practices described in the Report have involved disabled people during their development and implementation processes. One note of caution needs to be sounded: it is always better to work with organisations of disabled people which have an understanding of all disability issues rather than a narrow focus on one particular issue or set of needs.
- Best practice can never be an isolated or one off initiative. It may be on a small scale, in a confined area and targeted at one particular group of people but it must, nonetheless, be part of some broader strategy or policy.
- Initiatives cannot be judged against economic criteria alone. The cost to society of providing care and services to disabled people who cannot live independently because they have no mobility, is very high indeed.

#### **4.4. Issues for transferability between countries**

This small part of the project, integrated within the identification of examples of best practice and innovation in order to improve the mobility of disabled people in Europe and establish the costs and benefits of such improvements, endeavours to propose a framework for the transferability of good practice between EU countries, based on:

- knowledge of current policies and legal frameworks in the assessed countries,
- the needs and expectations of people with disabilities,
- best practices in the field of accessible public transport systems.

It is intended to provide support to transferability requirements, including adequate packaging with complementary measures and initiatives for subsequent use in the Euro-Access recommendations for EU policy on the accessibility of public transport systems.

Therefore, the aim of this part of the project presents the Evaluation Methods for Transferability to be adopted by decision makers in assessing how to transfer the best practices identified in the previous part of Euro-Access on improved accessibility for older and disabled people. It was not possible to cover cost benefit analysis thoroughly because the best practices identified have not generally been evaluated in cost terms, Therefore measures were selected on the basis of public acceptability, the view of authorities and the opinion of disability organisations.

## **5. Euro Access recommendations for the development of EU policy on the accessibility of public transport systems**

### **5.1. Recommendations for EU policy on the accessibility of public transport systems**

Recommendations for EU policy on the accessibility of public transport produced in the scope of WP4 are developed at two major levels, namely:

- EU Policies
- Stakeholder Involvement

**Regarding EU Policies**, we have seen that multiple policy initiatives and action plans have been launched in the last years in Europe, to promote accessibility as a key driver for social inclusion, improved workforce availability and labour market competitiveness. These concerns are high among EU policy makers in view of the emerging needs linked to the ageing EU population and the risks for the future European economic growth and competitiveness, which suggests that “accessibility” is clearly expanding towards the economic area.

However, and despite the significant policy developments among EU Member States that were identified in Euro-ACCESS, several obstacles to accessibility remain, with a significant share of European citizens still unable to enjoy accessibility.

The approach on policy recommendation for accessibility has therefore been developed beyond the conventional scope of Transportation and Mobility Policies, looking for “policy convergence” opportunities across complementary EU policy areas.

From the variety of the policy areas officially set by the European Commission, the following ones have been considered most relevant:

- Transport/Environment/Energy Policies
- Cross-cutting policies (Sustainable transport, Public Health, Social inclusion, demography and migration)
- Consumers Rights
- Science and Technology Policies

The role and potential that each of these policies could have in promoting “accessibility for all” is summarised below:

- In relation to Transport/Environment/Energy Policies these should be continued, further reinforcing the role of technology and co-modality not only in terms of global operational, energy and environmental performance, but also in terms of the contribution that a modern and accessible transport system can bring to social integration and employment opportunities.
- In relation to Sustainable transport it is suggested to include clearer indications about the role of accessibility in the realisation of the potential of sustainable development, *latu sensu*, on both social and economic grounds, as it fosters the inclusion of a capable workforce that is otherwise left out of the economic system.
- In relation to Public Health policy, this should acknowledge the importance of mobility and accessibility not only in the access of people to healthcare infrastructures but also as a means to keep active a significant part of the population throughout their lives. Accessibility opens the possibility for a continued use of the public transport system by older people and, more generally, by all users with special needs. This may sustain a prolonged social and economic activity for a growing share of the EU population, thus contributing for the goals of EU Public Health Policy itself.
- As for Social Inclusion, Demography and Migration policy, it should reinforce the role of “accessibility” in increased labour market participation by older and

disabled people. The contribution of “accessibility for all” to solve several problems associated to this policy field should be stressed, in terms of its impact in the future society.

- In terms of Consumers’ Rights policy, recommendations are for increased awareness on the importance of considering accessibility as a basic right of the population, including users with special needs. This is even more relevant as we assist to a growing focus of the transport/energy/environmental policies in favour of public transportation, often combined with charging of private transport. This situation has structural justifications and definitely helps legitimating the right for universal accessibility in public transportation.
- In relation ICT policy, conclusions point at the continuation of the support to ICT developments as currently planned, always putting the user in the centre of the ICT application for mobility applications directed at user with special needs. There is a growing market for such application which makes it an attractive field for private investors to develop new products. ICT policies should also promote actively (including funding) the early adoption of IT solutions in the scope of accessibility.

The adoption of Intelligent Transport Systems is also of major importance in connection with improved accessibility for all. Hence, ICT/ITS recommendations point to greater focus on ITS as a common platform providing data/information to the benefit of specific target groups, combined with specific local features (e.g. detailed guidance inside stations, audible information for visually impaired people, etc.)

Overall and in view of the complexity of the interactions involved to realise the goals of accessibility, it is recommended to implement “**executive bodies**” at National, Regional or Local level, assuming “accessibility” related decisions and promoting practical action along the lines set by the higher authorities (e.g. Minister of Transport, Regional Transport Authorities), e.g. fostering and steering participatory processes.

By assuming both policy decisions and pragmatic actions, these “executive bodies” would be able to contribute to generate the degree of convergence that is required across the several policy areas aforementioned.

**Regarding the stakeholders’ involvement** in the framework for accessibility, the key conclusions are summarised below:

- Public transport authorities have a prominent role in improving the accessibility and should become more involved in the process, as they have the potential to play a bigger role for the improvement of the accessibility of transport systems;
- Infrastructure managers in charge of the construction and maintenance of transport network infrastructures or other essential facilities should be led to define accessibility objectives associated with the framework for assessment of their quality standards;
- Transport Operators should have greater involvement in joint initiatives to improve accessibility and adopt best practices, and be led to define accessibility objectives associated with performance measures linked to “quality of service”;

- Social partners could promote accessibility as a key criterion to achieve the Lisbon objectives of more and better jobs, new forms of flexibility and security - especially SMEs, should be able to recruit staff with a better skills match, leading to greater innovation/competitiveness;
- Consumer and User Group Associations are in a privileged position to defend the rights of all users of the transport system. The mediation and lobbying role that such associations have should be therefore directed at raising awareness near the “supply side” of the transport system (Infrastructure managers, operators, regulators, transport authorities, etc..) as well as on the demand side (public campaigns);
- European Commission should be able to bridge the existing gaps in terms of information and awareness on accessibility and involvement in legislative, regulatory and monitoring issues, seizing the opportunity to promote policy convergence;
- European Committee for Standardization (CEN) may help building the infrastructure for improved accessibility by providing references and benchmarks for designers, engineers and service providers, including in terms of enhanced ICT solutions
- Manufacturers which provide the technologies needed for transport service operation and ICT/ITS support should rise to meet the commercial challenges of providing transport services for people with reduced mobility.

## 5.2. Recommendations for future research on the accessibility of public transport systems in Europe

While legal and regulatory frameworks are already significantly developed, we still face a rather heterogeneous situation in Europe regarding accessibility for all, so a great deal remains to be done, with progress often depending on a few motivated people and a wider community of interest to bring about the change.

Hence, in some areas there is still a lack of evidence-based research that acknowledges the fact that disability and accessibility are complex issues, and which sends a clear message for future work in various research areas.

- More emphasis must be placed on barrier reduction and evidence-based studies, with particular focus on sensory and cognitive disabilities, gender issues regarding ageing, employment and disability and finally on the ageing of the disabled population.
- Methodologies should be developed for ex-ante assessment of accessibility measures, in order to define effectiveness and efficient targets.
- In connection with the previous point, it is suggested that a set of coherent Key Performance Indicators (KPI) on accessibility be developed to monitor accessibility initiatives, allowing for adjustments to help realize the potential of the initiatives undertaken.

## 6. Project data and contact details

### Project Data

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## 7. Annexe 1

**Sources of information used for the inventory of current policies and legal frameworks regarding the accessibility of public transport systems for disabled people in 27 EU countries and two EFTA countries (Island and Norway)**

## 8. References – inventory

The references are organised as an inventory. They are listed by country, under the main headings: General references; EU policy and legislation; Policies, strategies and action plans; Legal and technical frameworks and; Other initiatives.

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<sup>11</sup> Further information about the Disability Equality Duty can be found in the Disability Rights Commission's statutory Code of Practice. The duties in Scotland differ from those in England and Wales and a different Code of Practice applies there. This is also available from the following link: [http://www.drc-gb.org/employers\\_and\\_service\\_provider/disability\\_equality\\_duty/explaining\\_the\\_duty/codes\\_of\\_practice.aspx](http://www.drc-gb.org/employers_and_service_provider/disability_equality_duty/explaining_the_duty/codes_of_practice.aspx)

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- NFP 91 202 Accessibility to public transport for the physically handicapped people
- NFX 35 500 Working place -integration of disabled persons - workshop working places requirements for the design of working places on cutting machines for the integration of disabled persons
- NF ISO/IEC GUIDE 71 Guidelines for standards developers to address the needs of older persons and persons with disabilities

Standards for road vehicles

- NFR 18 802 Road vehicles -vehicles for transporting handicapped people, with a maximum capacity of a passenger including the driver -characteristics
- NFR 18 804-1 Road vehicles -minimal safety specifications of vehicles for transporting at least one handicapped people - part 1: adaptation of a vehicle for transporting one handicapped person in his wheelchair

- NFR 18 805 Road vehicles -access of at least one reduced mobility passenger to taxi

Standards with regard to pedestrian environment

- NFP 98 350 Standards for planning and construction of pedestrian pathways to ensure that disabled people can use them as easily as possible.  
[http://www.sobepre.com/en/dossier\\_technique/cheminement.htm](http://www.sobepre.com/en/dossier_technique/cheminement.htm)
- NFP 98 351 Standards relating to the characteristics and testing of ground-based warning devices sited on the edge of platforms or pathways (pedestrian crossings)  
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Standards for lifts

- NF EN 81-70 Safety rules for the construction and installation of lifts - particular applications for passenger and good passenger lifts - part 70: accessibility to lifts for persons including persons with disability
- Provides the minimum requirements for the safe and independent access and use of lifts by persons, including persons with the disabilities.
- NFP 82 222 Vertical elevators for persons with impaired mobility - safety rules for construction and installation
- NFP 82 244 Lifts and service lifts -vertical elevators for persons with impaired mobility - application guide for the French standard NFP 82-222 for appliance with the essential requirements of European Directive 89/392/EEC ("machinery" directive) and its amendments 93/44/EEC and 93/68/EEC

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- Code of Good Practice “Transport friendly for all users”
- A manual on Training staff in transport

- Improving accessibility of taxi
- The manual Passengers' accessibility to heavy rail systems which was prepared during COST Action 335.

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ECMT (1999): Charter on access to transport services and infrastructure. Adopted by the ECMT Council of Ministers on 19 and 20 May 1999 in Warsaw. <http://www.cemt.org/topics/handicaps/pdf/tphCharter.pdf>

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