

Euro Access

For a European Accessibility for Public Transport for People with Disabilities

Session R6.3: Accessible Transport

#2: International Snapshots

User Needs and Expectations

Findings from the Euro Access Project

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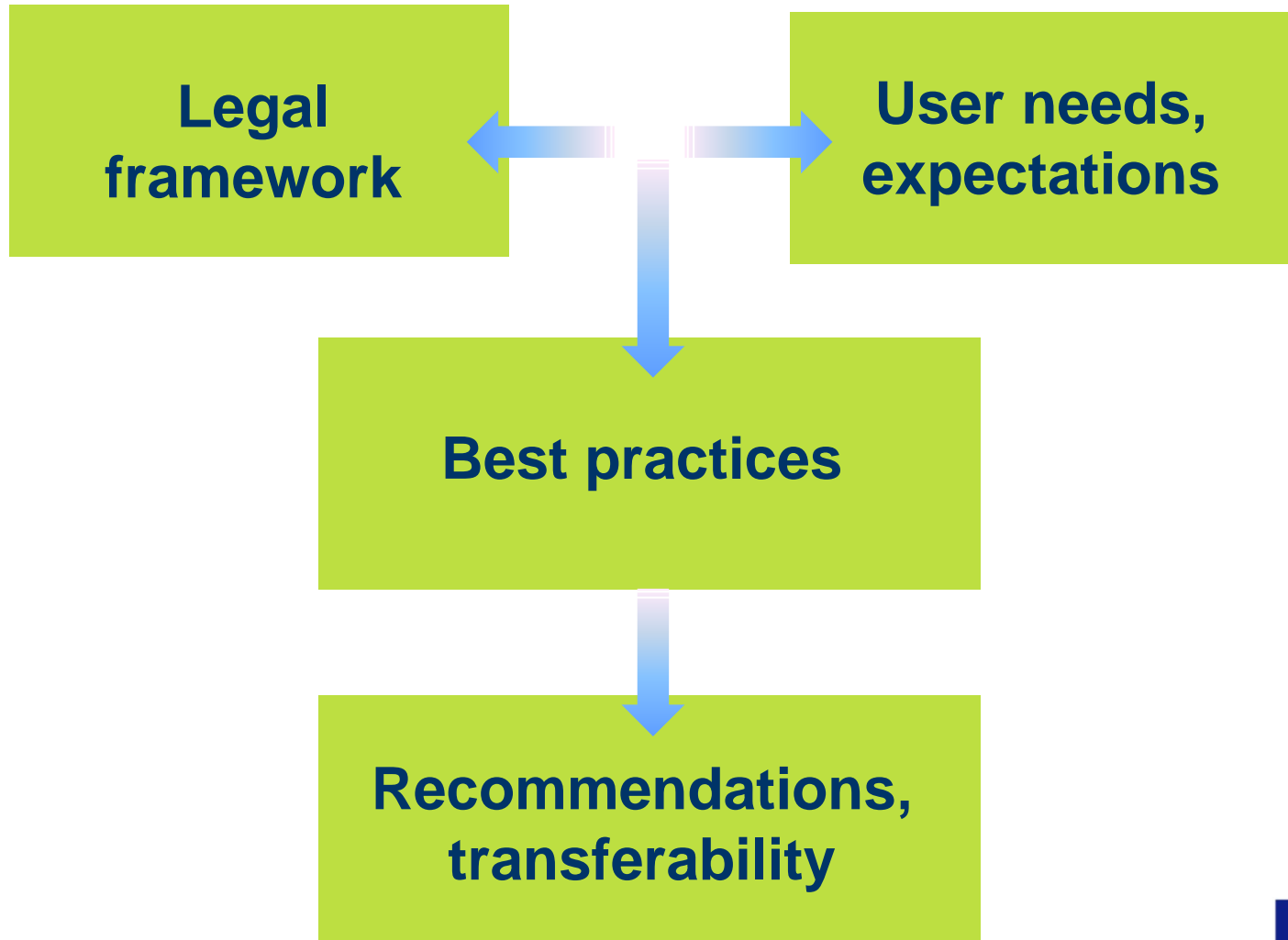


The Euro Access project

- Funding from EC FP6
- Six WPs
- Partners:
 - ERT France
 - INRETS France
 - CERTU France
 - TØI Norway
 - Ann Frye Ltd. UK
 - Lund University Sweden
 - Tis.pt Portugal
 - Subc.: UBZ/FIT Austria/Italy



Euro Access structure



WP on user needs and PT

■ Objectives:

- Gather existing knowledge
- Survey how needs are met in reality
- Develop a planning framework

■ Methods:

- literature review
- questionnaire survey
(EDF- and AGE-organisations)



Results

■ Report:

- User needs and expectations relative to accessible transport . Framework for mobility planning
- "WP2–Lund-Deliverable2-v1.0" (2008)
- www.euro-access.org, or
- anders.wretstrand@tft.lth.se



Literature review

- **Review of theories and concepts**
 - **Disability**
 - **Medical model towards ICF**
 - **Social model towards ICF**
 - **Mobility**
 - **Outdoor: potential / revealed**
 - **Accessibility vs. Usability**



Literature review

- **A holistic perspective is required**
 - ***The travel chain*: must be solid, due to the dynamic forces involved**
 - **It involves the following...**



Travel chain elements

- **Accurate, clear and concise information**
- **Barrier-free built environment**
- **Universal design**
- **High operational standards, intermediate solutions between individual and mainstream transport options**
- **Appropriate, effective and accessible vehicle design**
- **High levels of perceived comfort and safety**
- **Trained personnel**



Common and specific needs

- **Important:**
 - *different users have different needs*
- **All have in common:**
 - **the necessity of high disability awareness among stakeholders, planners and field staff.**



Clustering

- **Mobility impairment** (MI)
- **Sensory impairment** (SI)
 - Visual impairment (VI)
 - Hearing impairment (HI)
- **Cognitive impairment** (CI)
- **Mental health problems** (MHP)
- **Environmental sensitivities and allergies** (ESA)



Specific needs

- **MI:**
 - **high requirements on physical design:**
 - **Vehicles accessible**
 - **Systems reliable**
 - **Stops / terminal facilities proximate & user-oriented**



Specific needs

- **VI, HI, CI, MHP**
 - Often same requirements as MI people
 - *Increased* emphasis placed on information and orientation
 - Trained, supportive staff often *essential*
- **ESA - a large group of users**
 - Climate, surface and passenger & staff encounter issues



Employment, mainstreaming

- **Links to employment, education and training:**
 - **Integration of disabled people into**
 - the labour market
 - supportive training
 - higher education
 - **requires *seamless* public transport with a focus on *commuter problems***
 - ***Important future research field!***



Employment, mainstreaming

- **Mainstream PT and individual solutions**
 - meet the needs of some, but not all
- ***Intermediate solutions necessary***
 - for closing systems gaps
 - particularly for the increasing population of *ageing users* (later retirement!)



Questionnaire survey

- **User groups state awareness of**
 - existing policies,
 - legislation,
 - action plans and
 - other local documents
- **They also state that**
 - existing policies contain clear directions “towards all people“



Questionnaire survey

- **User groups also state**
 - **Too little focus on “soft barriers”**
 - **Their influence is still too low**
 - particularly senior organisations
 - contrary to the position of governments!

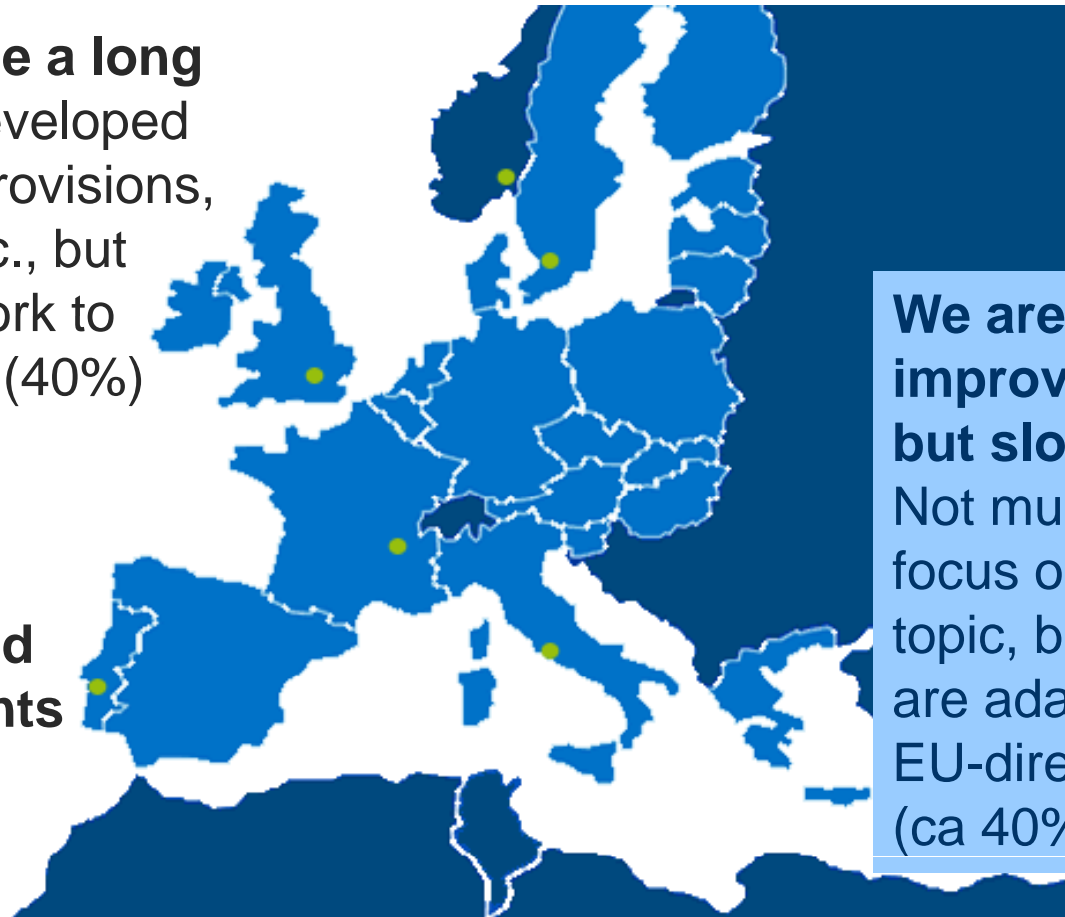


Questionnaire survey

We have come a long way – well developed policy, laws, provisions, regulations etc., but there is still work to do in this field (40%)

We are in a state of rapid improvements (ca 20%)

We are improving, but slowly. Not much focus on this topic, but we are adapting to EU-directives (ca 40%)



Questionnaire survey

- **Perceived accessibility still low**
- **Current pricing strategies fail to meet user needs**
- **Policy work still lies far ahead of the implementation processes!**

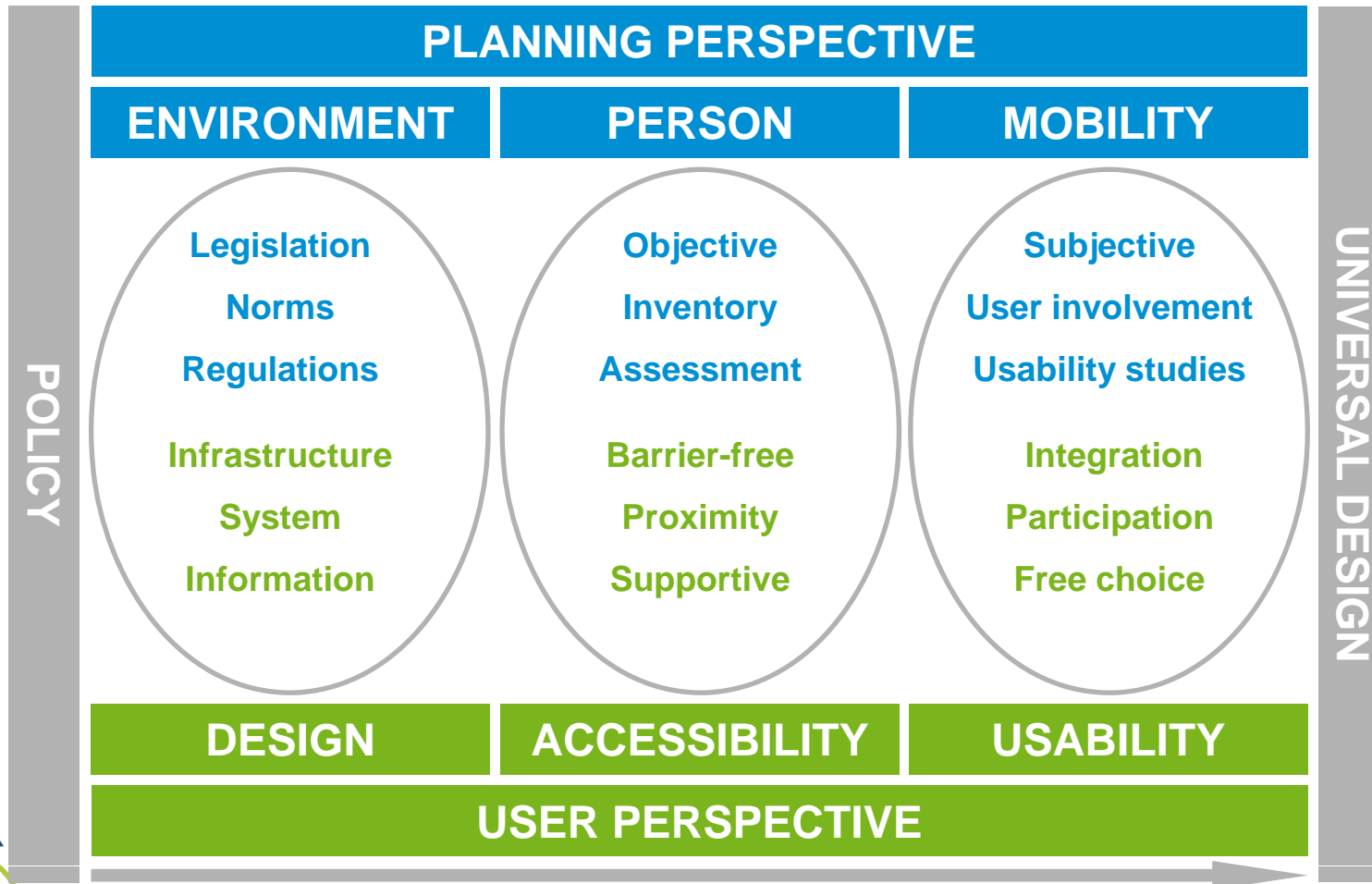


Framework development

- **Framework for mobility planning**
- **User perspective**
- **Planning perspective**



Framework for mobility planning



CONCLUSION

- **Successful implementation**
 - characterised by many of these aspects
- **Implementation often difficult and slow**
 - best practice examples involve high degree of co-operation between service providers, builders and authorities
- **Even if...**
 - accessibility improvements were made
 - difficult to assess mobility/inclusion effects



Thank you! Questions?

TRANSED2010 – A292 - User needs and expectations

