

Euro Access

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

Final workshop

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Users needs and expectations

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Content Summary

■ Objectives:

- to review existing literature on the needs of disabled people regarding accessible transport
- to survey how well different user groups' needs are met in reality by public transport
- to develop a framework for mobility planning for disabled people

■ Methods:

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



Literature review

■ Review of theories and concepts

- Disability
 - Medical model
 - Social model
- Mobility
- Accessibility
- Usability



Literature review

- **A holistic perspective is required**
 - *The travel chain*: should be unbreakable, 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



Literature review

- **Different user groups have different needs**

- all have in common: the necessity of high disability awareness among stakeholders, planners and field staff.
- **Mobility Impairment**
 - have high requirements on physical design: vehicles must be accessible, systems must be reliable, and stops and terminal facilities should be close and user-oriented
- **Visual, Hearing, Cognitive Impairment, Mental Health Problems**
 - Often have the same requirements as MI people
 - increased emphasis must be placed on information and orientation, and for some, trained and supportive staff is essential
- **Environmental Sensitivities and Allergies**
 - main concerns target climate, surfaces and passenger/staff encounters



Literature review

- **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
- **Mainstream public transport and individual transport solutions meet the needs of some, but not all**
 - Intermediate transport is necessary to close gaps in the system, particularly regarding the large population of ageing users



Questionnaire survey

■ User groups state

- awareness of existing policies, legislation, action plans and other local documents
- the policies contain clear directions “towards all people“

■ They think that

- the legal framework and the implementation tend to focus more on “traditional” physical aspects, thus neglecting “soft barriers”
- their influence is low, particularly senior organisations
 - contrary to the position of governments!

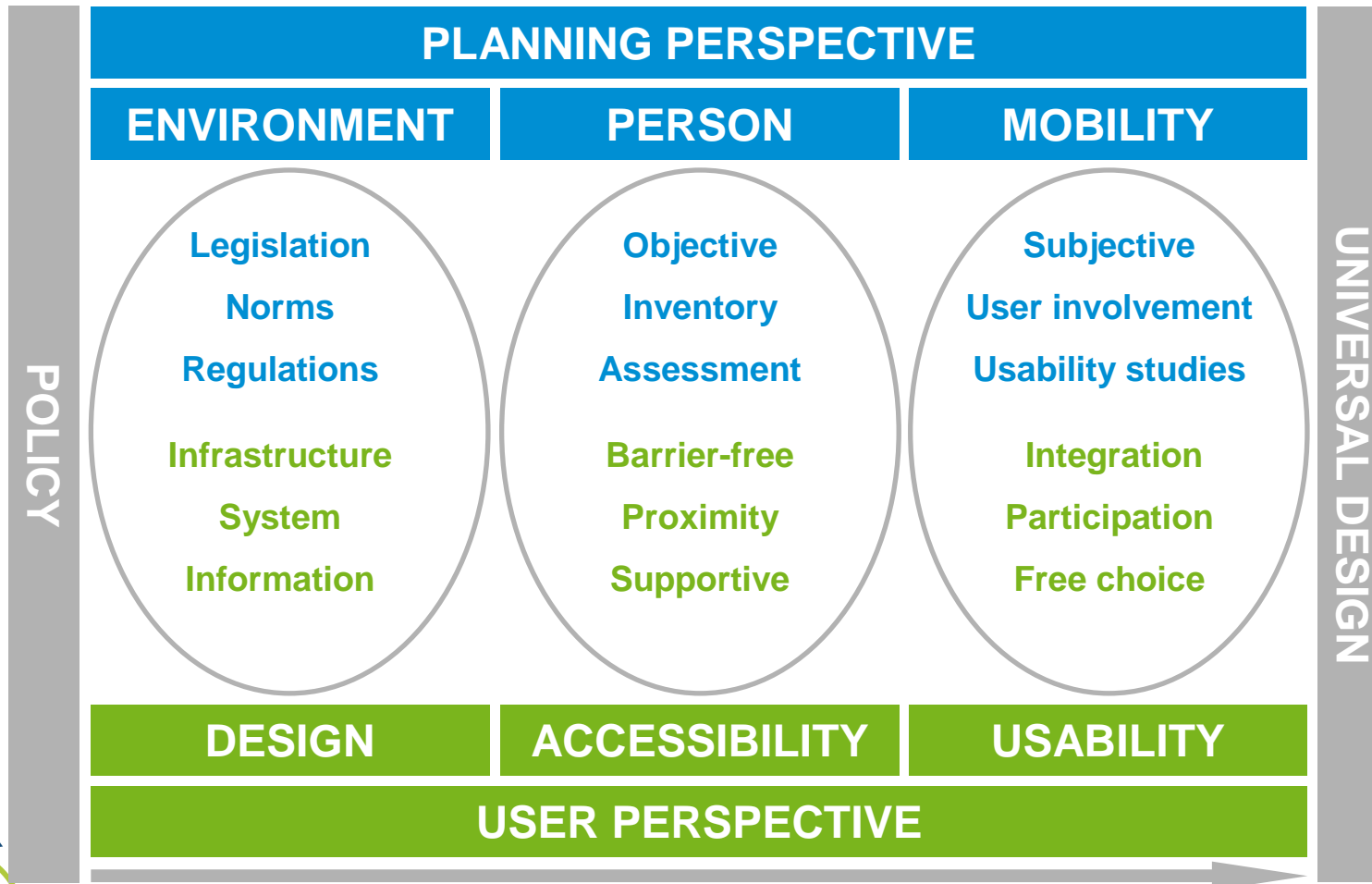


Questionnaire survey

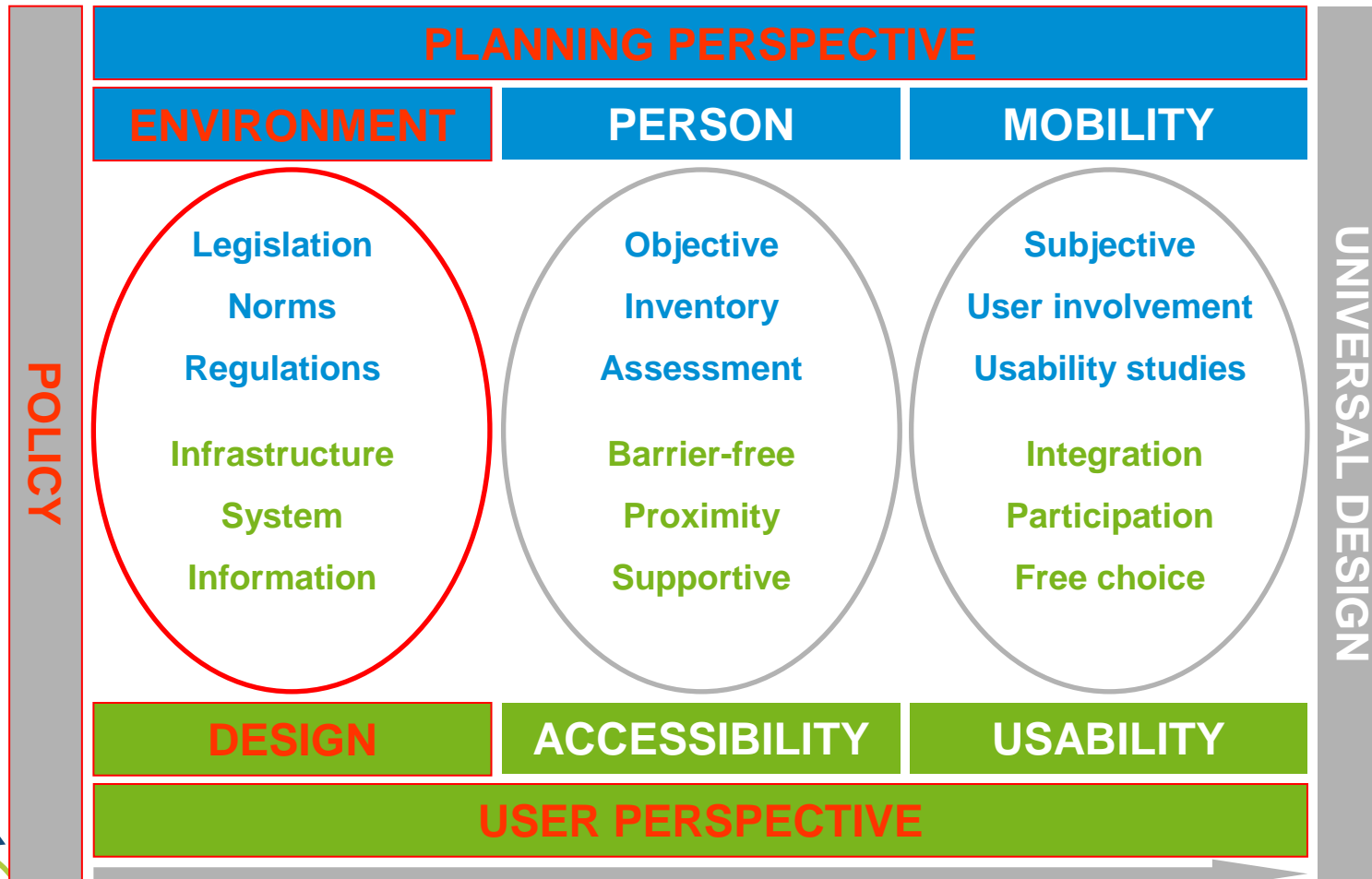
- Perceived accessibility still low
- Current pricing strategies fail to meet user needs
- Policy work lies (too) far ahead of the implementation processes



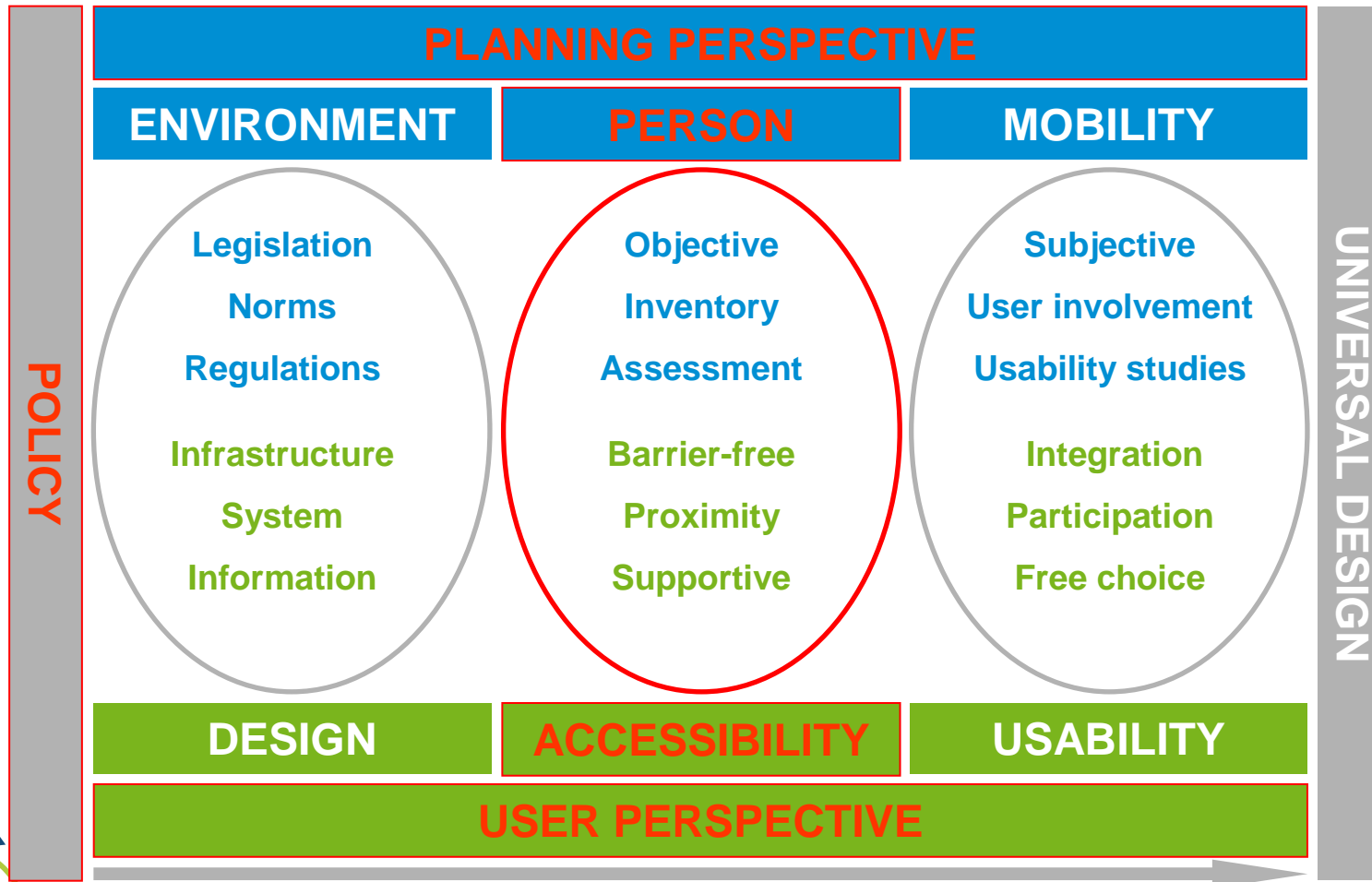
Framework for mobility planning



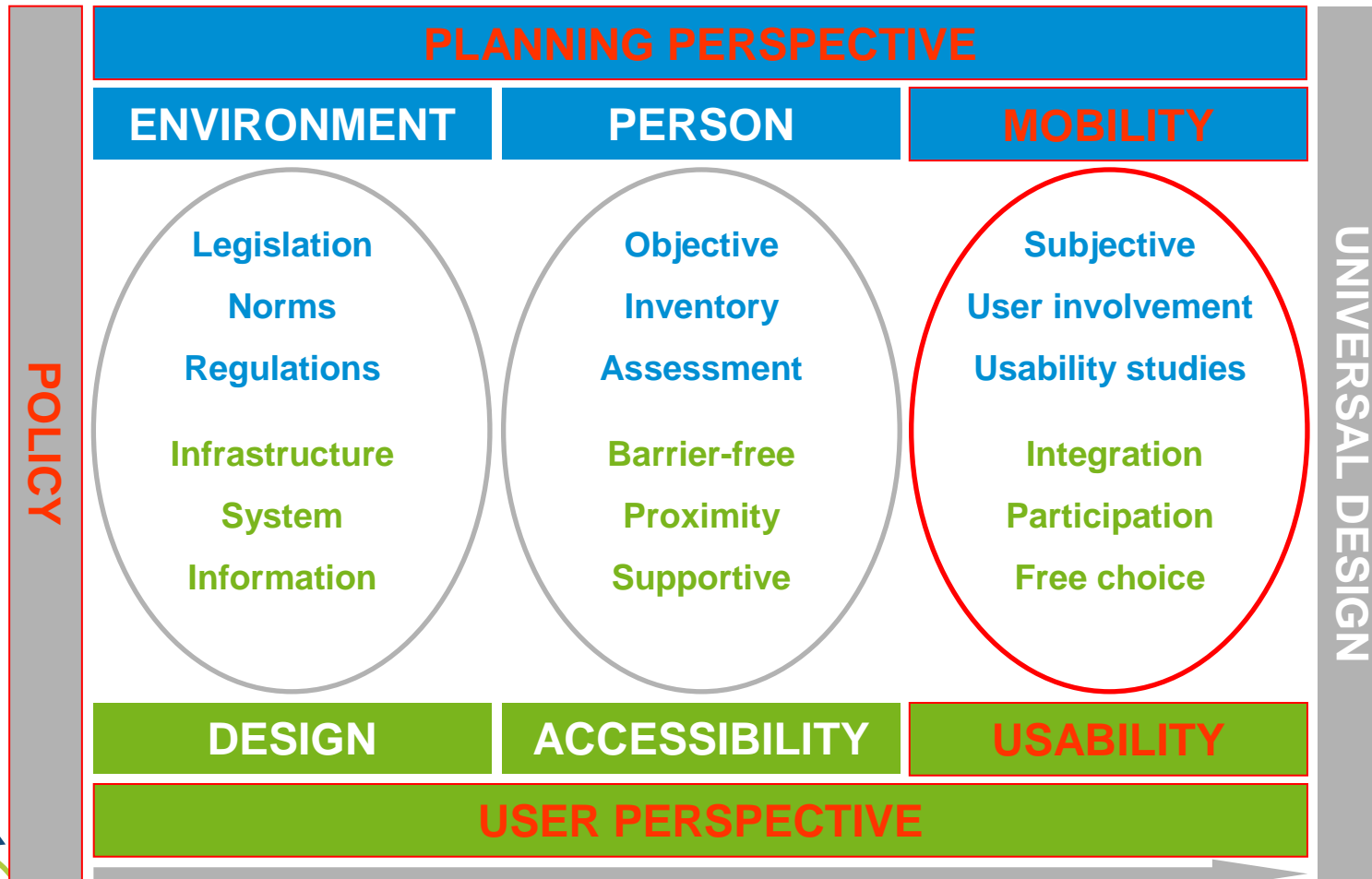
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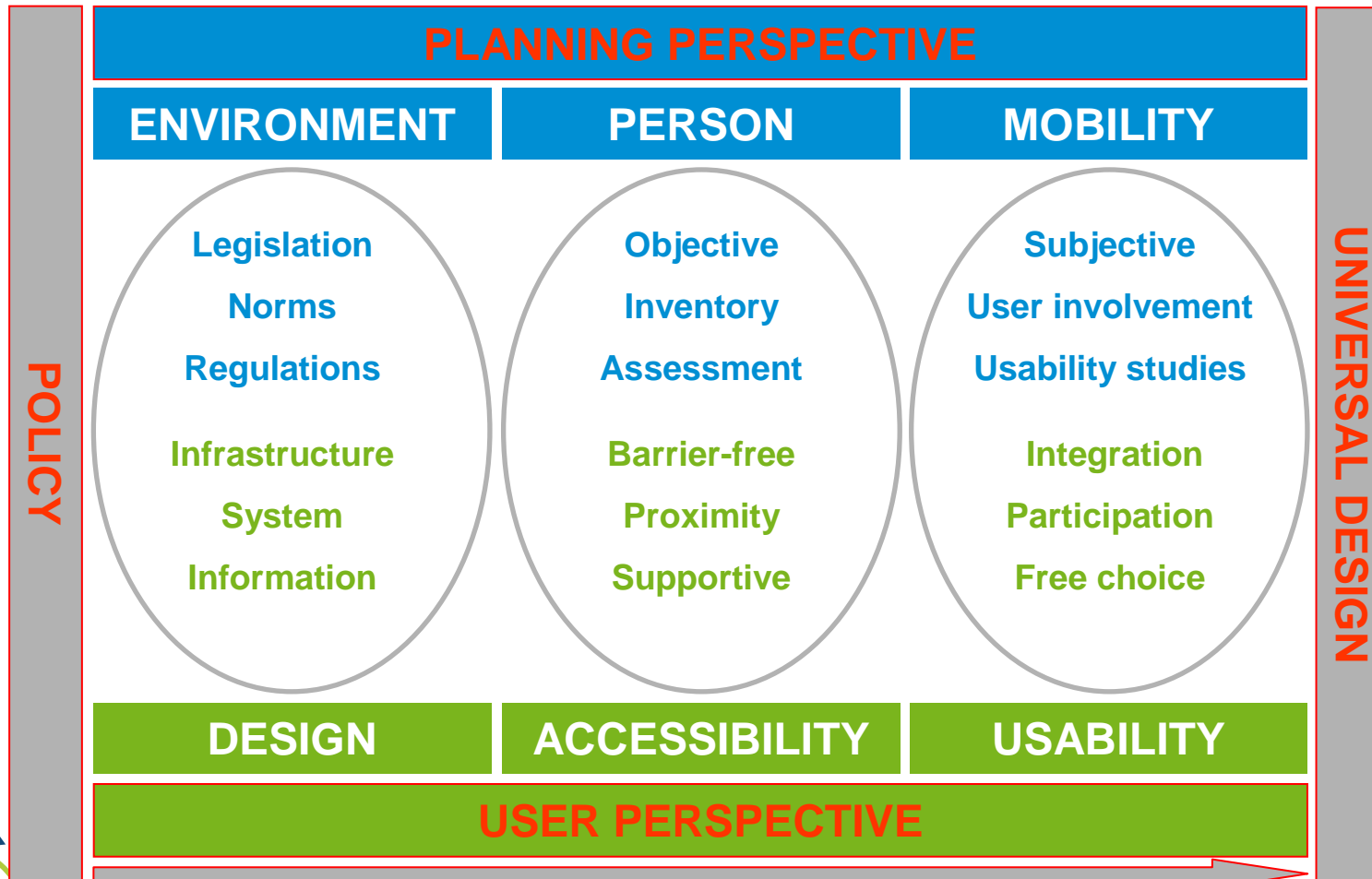
Framework for mobility planning



Framework for mobility planning



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 providers, builders and authorities
- **If improvements to accessibility are made**
 - difficult to assess the mobility effects



Thank you!

