

Euro Access

For a European Accessibility for Public Transport for People with Disabilities

Final Workshop

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Identifying Best Practices

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Purpose

- To identify examples of best practice and innovation in improving the mobility of disabled people;
- To establish the costs and benefits of such improvements;
- To promote a better understanding of the issues that underlie best practice and what makes them successful.



Scope

- All public transport modes including door to door services;
- Local, long distance, urban, rural;
- Hardware (e.g. IT systems);
- Software (e.g. training, communication);
- High tech, low tech.



Methodology

- Examples have been taken from:
 - Responses to Questionnaire;
 - Literature reviews & web searches;
 - Knowledge and expertise of partners;
- Generic examples have been used to illustrate different approaches and concepts.



Defining Best Practice

- It is not possible to give clear or precise definitions of “best practice”;
- There are large variations between:
 - The economic, political and cultural backgrounds of European countries;
 - The needs and expectations of different people and different disabilities;
- It is important to recognise and reflect these differences.



Key Drivers

- We looked for evidence of:
 - Partnership in development and delivery between key stakeholders;
 - A strategic approach to accessibility, not just isolated examples;
 - Integration and inclusion (enabling disabled people to travel on equal terms with other travellers);
 - The endorsement of disabled people.



Categorising Best Practice

- Examples have been divided into:
 - Integrated multi-modal schemes (e.g. Berlin, Barcelona, Grenoble);
 - Specialist schemes (e.g. Flexilinjen, Sweden, Flexibus, Ireland, Door to Door, Portugal);
 - Training, information & communication (e.g. Direct Enquiries, London, Terminal Design Guidelines, Sweden);
 - Technology (audible information system, Prague, Accessible ticket machine, Barcelona).



Findings (1)

- Different parts of Europe have very different views of what is best practice:
 - Some countries have seen 35 years of political commitment and investment in accessibility;
 - Others have a legacy of old and inaccessible vehicles and few opportunities for disabled people.



Findings(2)

- There is an almost universal lack of evaluation:
 - Most “best practice” is supported only by anecdotal evidence;
 - There is little evidence to demonstrate either increased patronage or reduced dependency;
 - There is little to document the impact on employment or education.



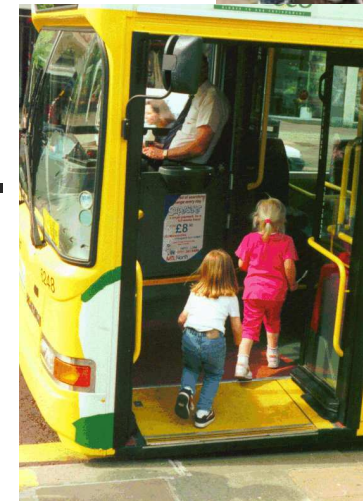
Findings(3)

- Best practice can take many different forms;
- Some examples follow universal design principles;
- Others are targeted at specific groups.



Universal Design

- Simple and intuitive;
- Equitable;
- Flexible;
- Low physical effort;
- Appropriate size & space.



Findings(4)



- Best practice does not necessarily equate to high cost;
- Universal design principles can bring benefits to the travelling public as a whole;
- Even door to door schemes can be made more efficient;
- Research to identify need can help to design a scheme that will be cost effective.

Non Negotiable Criteria for Best Practice

- Involvement of disabled people from concept to implementation;
- Sustainability: trials and pilot schemes are only successful once they have been “mainstreamed”;
- Affordability: both by the provider and the end user.



Recommendations

- It is important to work with a wide spectrum of disability organisations;
- Successful schemes must always be part of a broader strategy or policy;
- Schemes cannot be judged against economic criteria alone: the offsetting costs to society must also be taken into account.





Thank you for your attention

