

# Euro Access

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

**Final Workshop**

**Brussels, 3 October 2008**

**Recommendation for EU Policies**

**Carlos Marques - TIS.pt**



# ***Objective***

To produce recommendations for a common legal framework in the EU on the accessibility of transport systems, based on:

- **Synthesis** of the results of research conducted in previous workpackages
- **Translation into policy recommendations** on how better to protect and enhance the mobility rights of disabled people
- Discuss needs in terms of **further research**
- Discuss the issues on **transferability**



# Framework for Accessibility

## *Methodology*

### Review results obtained in terms of Best Practices in the light of:

- **Effectiveness:** the extent to which accessibility policies and measures can be expected to achieve their objectives >> IMPACT per 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 be constrained by the economic, social and other context factors>> BARRIERS and TRANSFERABILITY

PRODUCE RECOMMENDATIONS



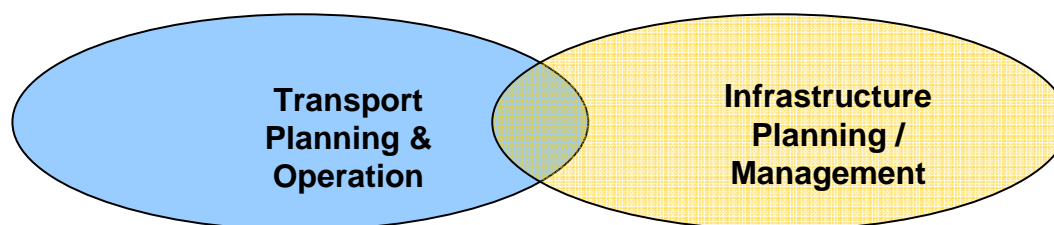
# Framework for Accessibility

## *Introduction*

Accessibility Framework for Best Practice adoption should **identify clear targets for intervention**

Best practices were **structured and analysed** according to the following **main areas of intervention**:

- Transport Planning & Operation
- Infrastructure Planning / Management



# Framework For Accessibility

## *Identification of Best Practices*

Each of these areas has been associated to a range of concerns:

### CONCERNS

#### in “Transport Planning & Operation”

- o *Logical Modal Integration*
- o *Physical Modal Integration*
- o *Vehicle Accessibility*
- o *On Board Safety*
- o *On Board Security*
- o *Staff assistance and information to Users*

#### in “Infrastructure Planning / Management”

- o *Accessibility of Railway Stations and Tram/Bus stops*
- o *Safety of Railway Stations and Tram/Bus Stops*
- o *Safety of Walking Sites*
- o *Security*
- o *Staff assistance and information to Users*



# Framework For Accessibility

## *Identification of Best Practices*

The following clusters for Best Practice Approaches were identified:

### BEST PRACTICES

#### in “Transport Planning & Operation”

- *Integrated Planning*
- *Adoption of ICTechnology*
- *Mainstream Schemes*
- *Intermediate Schemes*
- *Specialist schemes*
- *Universal Design*
- *Specialist Design*
- *Fleet Renewal*
- *Surveillance*
- *Dynamic Information*
- *Staff Support*

#### in “Infrastructure Planning / Management”

- *Specialist Design (New & Retrofitting)*
- *Universal Design (New & Retrofitting)*
- *Active Surveillance*
- *Static Information*
- *IT Enhanced Dynamic Information*
- *IT Enhanced Ticketing Interfaces*
- *Staff Training / Support*



# Framework For Accessibility

## *Assessment of Best Practices*

### “Transport Planning & Operation”

#### Best Practice Approach:

- *Integrated Planning*
- *Adoption of ICTechnology*
- *Intermediate Schemes*
- *Specialist schemes*
- *Universal Design*
- *Specialist Design*
- *Fleet Renewal*
- *Surveillance*
- *Dynamic Information*
- *Staff Support*

MI mobility impaired people  
VI visually impaired people  
HI hearing impaired people  
CI cognitive impaired people  
MHP people with mental health problems  
ESA people with env. sensitivities and allergies



**6 BP approaches have returned better overall assessment**



# Framework For Accessibility

## Assessment of Best Practices

### “Infrastructure Planning / Management”

#### Best Practice Approach:

- *Specialist Design (New & Retrofitting)*
- **Universal Design (New & Retrofitting)**
- **Active Surveillance**
- **Static Information**
- **IT Enhanced Dynamic Information**
- **IT Enhanced Ticketing Interfaces**
- *Staff Training / Support*

#### Target Groups

- MI mobility impaired people
- VI visually impaired people
- HI hearing impaired people
- CI cognitive impaired people
- MHP people with mental health problems
- ESA people with env. sensitivities and allergies

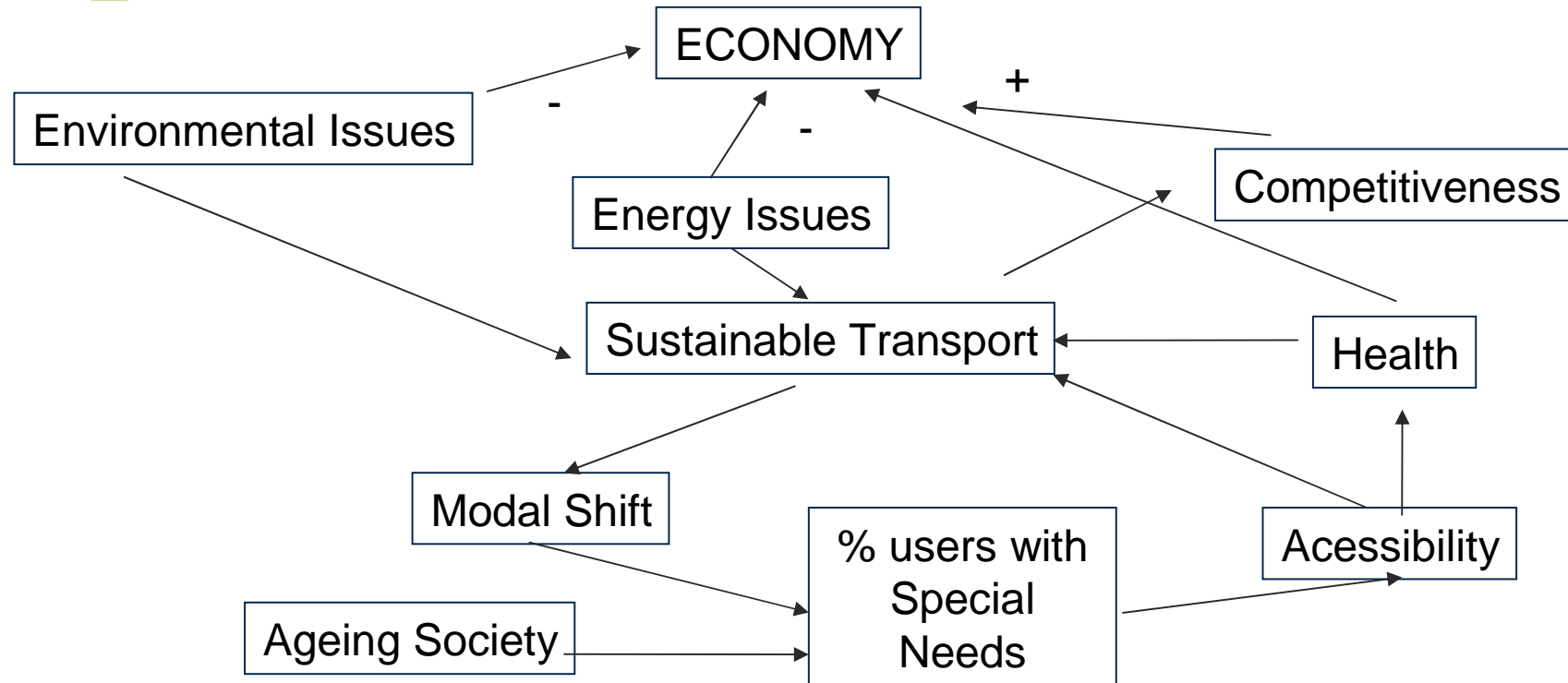


**5 BP approaches have returned better overall assessment**



# Framework For Accessibility

Accessibility in the scope of sustainable transport



**NEW CONSCIENCE FOR SUSTAINABLE TRANSPORT = OPPORTUNITY FOR ACCESSIBILITY**



# Framework For Accessibility

## Transferability Issues

**STEPWISE APPROACH:** transferability of accessibility measures cannot be predicted from a strict analysis - only contextual framework can determine success chances;

**PACKAGING:** Accessibility policies/measures should be coordinated with complementary/enhancing initiatives;

**DECISION MAKING:** transport practitioners at local level are in the best position to screen best practices and decide about implementation.



# Innovative Accessibility Solutions

The Information Society / ITS Role in the Scope of EuroAccess

- ITS Implementations towards 2010: straightforward improvements that can be done upon existing systems
- ITS Implementations towards 2015: “the connected traveller in the city, region and world of tomorrow”
- Issues of Ageing / Impairing Condition vs use of IT

**EXAMPLES:** Methods of orientation and wayfinding within buildings - audible systems for visually impaired people and graphical interfaces for cognitively impaired people.



# Conclusions

## Key points

- It is necessary to put the emphasis creating “**seamless public transportation**” that is “accessible for all”
- Necessary to **match planning and user’s perspectives**
- Opportunities should be seized e.g. revamping the mobility systems (e.g. new tram line, new station, new rolling stock)
- **Co-operation between operational service providers, infrastructure managers and local authorities**, essential to realise the full potential of measures
- Measures should match and support each other (**packaging**)



# Conclusions

## Key points

- Stakeholders must rise to **meet the commercial opportunities** of providing transport services for people with reduced mobility,
- **Institutional and organizational cooperation** is needed to maximize **accessible mainstream public transport services**
- Operators should **work together** to develop **common organizational and funding structures**,
- Specialized services should **become mere complements** to accessible public transport and not substitute.



# Conclusions

## *Stakeholders' Involvement*

**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, associating with assessment of *quality of service*

**Transport service undertakings** which operate transport services should also be led to define accessibility objectives, associating with assessment of *quality of service*



# Conclusions

## *Stakeholders' Involvement*

### NATIONAL LEVEL

- **Social partners**, such as trade unions, business unions etc – identify and cooperate in finding solutions to increase the access to employment by disabled people.
- **Consumer associations** – take an active role in knowing and defending the rights of special user groups near transport stakeholders

### EUROPEAN LEVEL

- **European Commission:** Bridge the (still) existing gaps in terms of information and awareness on accessibility and involvement in legislative, regulatory and monitoring issues
- **Manufacturers:** Manufacturers which provide the technologies needed for transport service operation and ICT/ITS support



# Policy Recommendations

## *Achieving Policy Convergence...*

### Identified **EU Policy Areas** related to “*Accessibility for All*”

#### **Transport/Energy Policies**

#### **Cross-cutting policies**

Growth and Jobs  
Sustainable Development

#### **Employment and social rights**

#### **Environment, consumers and health**

Health  
Human diseases

#### **Science and technology policies**

Information Society  
i2010 - A European Information  
Society for growth and  
employment  
ICT Research



# Policy Recommendations

## *Transport Policy*

- Promote **physical and logical integration** of transport operations
- Promote **better articulation/integration of transport operation with infrastructures**
- **Enhance the Role of Transport Authorities** in promoting effective adoption of accessibility features at regional/local level
- **Set the generalised adoption of Universal Design in transportation systems (INFRA+VEHICLES)** as one of the **most effective** as well as **efficient** solutions in the long run
- **Embed the “accessibility dimension” in the Workplace Travel Planning Arrangements and Guidelines** currently being adopted across Europe in the scope of *Intermediate Accessibility Schemes*
- ***Integrate “Accessibility for All” in core objectives of ITS Policies***



# Policy Recommendations

## *Cross-cutting policies: Growth and Jobs*

- **Promote accessibility as a key criteria 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.
- **INCLUDE the issue of improved accessibility design and IT solutions** as a pre requisite to take disabled users on board of the active EU workforce,
- **PROMOTE local initiatives and involvement of SMEs in the deployment of best practices**, including the funding of accessibility design features against e.g. Fiscal benefits

**NOTE: It might also apply to Policies on Regions and local development: Regional policy: EU regional development, EU regions**



# Policy Recommendations

## *Cross-cutting policies: Sustainable Development*

- Highlight the role of Accessibility for All through the adoption of best practices in the policy documents addressing specific priorities, such as :

*Climate change and clean energy*

*Sustainable transport*

*Public health*



# Policy Recommendations

*Environment, consumers and health: Health, Diseases*

- **Setup specifications** for the mandatory use of materials in vehicles/ infrastructure, that are suitable for group ESA
- **Propose the adoption of web-based and visual/audible broadcasting of information** about levels of typical allergens in the atmosphere surrounding major transport facilities and interfaces (inside, exterior)



# Policy Recommendations

## *Employment, social affairs and equal opportunities*

- Setup Targets for Accessibility / Usability
- Promote the active involvement of employers in fostering local, regional and national developments by Adopting/Funding Best Practices on accessibility in their context (e.g funding works in bus stops on the routes to workplace - embedding the concern in policy documents addressing priorities, such as :

- Diversity and non-discrimination
- Disability issues
- Social inclusion
- Social protection



# Policy Recommendations

## *Science and technology policies: Information Society*

- *i2010 - A European Information Society for growth and employment*
  - *ICT Research*

- **Promote actively (including funding) of the early adoption of IT solutions** in the scope of accessibility for all
- **Disseminate the role and potential of the Accessibility Market** among industry and R&D entities for systems systems that may adjust information features to specific target groups



# Conclusions

## Next Steps

- More emphasis must be assigned to **barrier reduction** and **evidence-based** studies.
- Develop methodologies for **ex-ante assessment** of accessibility measures, in order to define effectiveness and efficient targets.
- In connection with the previous point, it is suggested to develop a set of coherent **Key Performance Indicators (KPI)** on accessibility to monitor accessibility initiatives, allowing for adjustments to help realising the full potential of the initiatives undertaken





# Thank you for you attention.

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



Carlos Marques

