



Project no.: **44289**
Project acronym: **PTaccess**
Project title: **Public Transport Systems' Accessibility for People with Disabilities in Europe**

Specific Support Action

CALL IDENTIFIER: FP6-2005.SSP-5A
Priority Area 2.4: Quality of life issues relating to handicapped/disabled people
Task 1: Accessibility of public transport systems for people with disabilities]

Title of Report:

D.1.1

State of the Art regarding Information and Data on accessible Public Transport

Status: draft

Start date of project:	1. February 2007	Date of preparation:	29. May 2007
Duration:	24 months	Version:	0.1
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		Quality assurance by:	JMP
		Dissemination level:	PU (public)

Project co-funded by the European Commission within the Sixth Framework Programme (2002-2008)

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1 Introduction

One specific area, for which there is still lack of EU level data, is the accessibility of public transport for people with disabilities.

PTaccess aims to fill this gap in knowledge and obtain actual information on the current state of accessibility of urban and rural public transport systems in the EU.

The objective of Work package 1 of the PTaccess project is to give an overview of the status quo regarding the accessibility of urban and rural public transport systems for disabled people in 25 EU member states. For each of the 25 EU member states this overview will include:

- the relevant national legal, institutional, and financial framework conditions for accessible public transport; and
- the current status regarding the accessibility of public transport for people with disabilities from the point of view of:
 - National representatives of people with disabilities (i.e. people with motor, visual, hearing, and learning/cognitive impairment);
 - National representatives of urban and rural transport operators; and
 - National representatives of local and regional governments.

To meet this aim and obtain first-hand information regarding the accessibility of public transport in Europe PTaccess will conduct three interviews (one with a representative of people with disabilities, one with a representative of public transport operators and one with a representative of governmental authorities) in each of 25 EU member states.

The interview questions will be designed to add value to the comprehensive data that has been collected as part of this State of the Art review. The review has involved examining existing and ongoing projects, initiatives and available data and information concerning accessible public transport for 27 of the EU member states.

This report summarises available data and information regarding the accessibility of public transport for people with disabilities in Europe.

2 State of the art of information and data regarding the accessibility of public transport on European level

2.1 Framework conditions for accessible public transport on European level

Laws and regulations

In the **White Paper “European transport policy for 2010: time to decide”** the European Commission envisaged the establishment of passengers’ rights in all modes of transport.

(http://ec.europa.eu/enterprise/services/tourism/doc/conferences/accessible_tourism_2007/daca_en_presentation.pdf)

Directive 2001/85/EC:

This Directive, adopted by the European Parliament and the Council of the European Union, relates to special provisions for vehicles used for the carriage of passengers comprising more than eight seats in addition to the driver’s seat. The principal aim of the Directive is to guarantee the safety of passengers. Therefore, it also considers necessary the provision of technical specifications. These specifications are established to ensure accessibility for persons of reduced mobility to the vehicles. This is accomplished through technical solutions applied to the vehicles or by combining them with appropriate local infrastructure to guarantee access.

In accordance with the Directive 2001/85/EC, member states are free to choose the most appropriate solution to achieve improved accessibility in vehicles other than those of Class I (vehicles with a capacity exceeding 22 passengers and constructed with areas for standing passengers). However, if vehicles other than those of Class I are equipped with devices for PRM and/or wheelchair users, they shall comply with the requirements for technical devices concerning:

- Steps and their height, minimum depth, maximum slope, width and shape;
- Priority seats for passengers with disabilities and space for passengers with reduced mobility;
- Communication devices which shall be placed adjacent to any priority seat and within any wheelchair area;
- Pictograms for vehicles fitted with wheelchair spaces and/or priority seats;
- Floor slope that shall have a non-slip surface;
- Wheelchair accommodation provisions;
- Stability of wheelchairs through restraining systems;
- Door controls;
- Lighting; and
- Provisions for boarding aids such as kneeling systems, lifts and ramps.

Directive 1996/48/EC and 2001/16/EC

This Directive on high-speed rail interoperability (1996/48/EC) and conventional rail systems (2001/16/EC) links to the carriage of persons with reduced mobility and establishes basic parameters for zones of access, platforms, and carriage access.

In addition to this Directive, a consultation paper on International Rail Passenger Rights and Obligations was drafted by the European Commission in 2002¹. Amongst the proposed measures, the document clearly sets out services required by people with reduced mobility including additional information requirements, training of railway staff with regard to assistance, consultation with disability organisations, and implementation of interoperability specifications regarding accessibility.

(Source: BVG, 2003)

Since 2003, the European policy has a key focus on a European Action Plan: Equal opportunities for people with disabilities. One passage refers to the accessibility of public transport systems: "... the Commission's "White Paper on European Transport Policy for 2010: a time to decide" (COM (2001) 370 final) recognises, that accessible public transport is an integral part of accessibility in the wider sense. The Commission will therefore promote increased use of accessible public transport, which is an important contribution to the ability to work."

(Source: COM (2003) 650 final, page 22)

Article 13 of the EU Treaty provides a clear legal base for the EU to act to combat discrimination on grounds of disability. The Charter of Fundamental Rights provides for positive action towards disabled persons to ensure their independence, social and occupational integration and participation in the life of the community.

(Source: http://www.edf-feph.org/apdg/about_en.htm)

Statistical Data

To get an overview how many people with disabilities are living in Europe, the following table shows the percentage of people with disabilities in Europe per country. As WP 3 of PTaccess deals with the correlation between social inclusion and accessible public transport, subdivisions for the employment status have been made. All numbers are from 2002 and were published 2003 by EUROSTAT.

Reading guide for the table:

The column "**Total**" shows the percentage of the population aged between 16-64 stating that they have a long-standing health problem or disability.

The column "**Employed**" shows the percentage of the total employed population (aged between 16-64) stating that they have a long-standing health problem or disability.

The column "**Unemployed**" shows the percentage of the total unemployed population (aged between 16-64) stating that they have a long-standing health problem or disability.

The column "**Inactive**" shows the percentage of the total inactive population (neither employed nor registered as unemployed) (aged between 16-64) stating that they have a long-standing health problem or disability.

Country	Total	Employed	Unemployed	Inactive
Belgium	18.4	12.8	22.4	28.0

¹ International Rail Passengers' Rights and Obligations, Consultation paper of the Directorate-General for Energy and Transport, October 2002

Country	Total	Employed	Unemployed	Inactive
Denmark	19.9	13.6	19.9	45.0
Germany	11.2	7.3	15.8	19.7
Spain	8.7	4.2	6.0	17.4
France	24.6	21.3	26.6	31.3
Ireland	11.0	6.7	10.1	20.7
Italy	6.6	4.4	4.9	10.2
Luxembourg	11.7	8.7	9.3	17.7
Netherlands	25.4	19.8	32.4	42.8
Austria	12.8	9.4	17.1	20.9
Portugal	20.1	15.8	21.2	31.1
Finland	32.2	27.1	26.0	51.6
Sweden	19.9	19.5	20.7	21.0
United Kingdom	27.2	20.4	28.0	48.7
Czech Republic	20.2	14.5	28.0	32.3
Estonia	23.7	18.3	24.9	34.9
Cyprus	12.2	8.3	19.6	21.5
Lithuania	8.4	2.9	6.2	21.2
Hungary	11.3	2.3	4.3	25.5
Malta	8.5	5.0	8.0	13.5
Slovenia	19.5	14.2	25.0	30.1
Slovakia	8.2	2.7	5.2	20.4
Romania	5.8	2.5	3.1	12.0

Table 1 Percentage of population aged 16-64 stating that they have a long-standing health problem or disability (LSHDP), fielded in activity in 2002 (source: EUROSTAT, 2003)

Networks and stakeholders

- **European Disability Forum (EDF)** - <http://www.edf-feph.org/>

EDF is a non-governmental and non-profit organisation that works at an international level and is mainly run by disabled people. The mission of the EDF is to ensure disabled citizens have full access to fundamental and human rights through active involvement in policy development and implementation in the European Union.

- **European Network of Independent Living (ENIL)** - <http://www.enil.eu/>

ENIL contributes towards improving the lives of disabled people through individual empowerment. ENIL works on building a European Network on Independent Living and on developing European concepts, principles, and definitions related to Independent Living.

- **European Institute for Design and Disability (EIDD)** – <http://www.design-for-all.org/>

This organisation enhances the quality of life of disabled people through 'design for all'.

- **ECMT Working Group on Access and Inclusion** - <http://www.cemt.org/topics/handicaps/index.htm>

The ECMT (European Conference of Ministers of Transport) working group on Access and Inclusion has been established in 1985 and plays an important role in bringing together governments and experts to exchange ideas on transport for people with reduced mobility and the ageing population. This Group has produced many reports and recommendations which provide guidance on achieving barrier-free travel. Political support for this work has been given through the adoption of several formal resolutions by the Council of Ministers. With the decision of Ministers at their 2006 Dublin Council to transform the ECMT into an International Forum, the Access and Inclusion Group held its final official meeting in September 2006 in Vienna. The Group will remain a network of experts who will be consulted when the work of the International Transport Forum requires input on accessibility issues.

- **European Parliament - Disability Intergroup** - <http://www.edf-feph.org/apdg/index-en.htm>

Established in 1980, its full name is the All Party Disablement Group. The Disability Intergroup is an informal grouping of MEPs from all nationalities and the all major political groups working within the European Parliament on disability policy. It has no formal powers and is not a formal committee of the Parliament. In the 1999-2004 European Parliament there were approximately 40 MEPs who are very active on disability issues and the about 100 MEPs who liked to be kept informed of the Intergroup's activities through the monthly newsletter. The Intergroup meets in Strasbourg to discuss issues of concern to disabled people, disability groups and the EU institutions. The Intergroup members take follow-up action on priorities for disabled people, such as in putting forward Parliamentary questions to the Commission, tabling amendments to Parliaments reports on EU policy and programmes of interest and concern to disabled people.

The Disability Intergroup works closely with the European Disability Forum, the umbrella organisation for the European disability movement, to ensure strong dialogue between the MEPs active on the Intergroup and the representative disability NGOs based at European, national and local level. The European Disability Forum provides the Secretariat for the Disability Intergroup.

2.2 Projects and studies in Europe dealing with the accessibility of public transport for people with disabilities

- **UNIACCESS (2004 – 2006)**

This project stands for ‘Design of Universal Accessibility Systems for Public Transport’. The main goal of this project was to promote and support the networking and co-ordination of research and innovation activities in the field of universal design of accessibility systems for public transport. <http://w3.euve.org/uniaccess/index.asp>

- **REASONABLE ACCESS (2005 - 2006)**

‘Good Practice for Providing Reasonable Access to the Physical Built Environment for the Disabled’
The proposal addresses a pan European strategic need to determine the policy, technical expression and business case implications concerning the question of reasonableness as applied to the provision of access and accommodation to disabled persons in the physical built environment. The objectives of the proposed work follow a sequence that commences at the source of the reasonableness issue, that is, the policy decision to ensure equal opportunities for all and the ensuing legislative instruments, embodied in national legislations and EC directives relating to discrimination with respect to persons with disability. The ultimate goal, as in all matters dealing with discrimination against persons with disability should be to provide an output that will benefit the services that are enjoyed by persons with disability. In this case it is envisaged that the final deliverable of the work will be a "Good Practice Guidance" dealing with reasonableness of access and accommodation and a document that puts forward the Business Case for reasonable provision. The former will deal with the technical expression of reasonableness in the physical built environment, while the latter will deal with the socio-economic realities of the issue.

<http://www.reasonableaccess.info>

- **MASCARA (2005 – 2007)**

”Demand Responsive Transport Service for increasing social cohesion in urban/rural areas”
The MASCARA project aims to become a vehicle for the promotion and widespread implementation of site-specific Collective Demand Responsive Transport Services (DRTS) as a key component of social cohesion, sustainable and competitive development in European Regions.

<http://www.mascaraproject.com/>

- **EUROACCESS (2007 - 2008)**

This project is working “For a European Accessibility of public transport for people with disabilities”. The main aim of this project is to compile the legal frameworks concerning accessibility of public transport systems for the EU member states, and to elaborate recommendations for common legal frameworks for accessible public transport.

- **ECLIPSE (2005 - 2007)**

“European Cooperation and Learning to Implement Transport Solutions to combat Exclusion”. The aim of this project is to address the issue of the transport impacts on social exclusion.

www.eclipse-eu.net

- **BVG** (2003): ‘Accessibility of Urban Transport to People with Reduced Mobility’

This study provides an overview of the situation with regard to access to urban public transport by people with reduced mobility. The study was conducted by the public transport operator of Berlin, Germany (Berliner Verkehrsbetriebe) and was funded by the European Commission.

- **COST** - European Cooperation in the field of Scientific and Technical Research (1995): ‘COST 322, Low Floor Buses’.

<http://cordis.europa.eu/cost-transport/src/cost-322.htm>

- **COST** - European Cooperation in the field of Scientific and Technical Research (1999): ‘COST 335, Passengers’ Accessibility of Heavy Rail Systems’.

<http://cordis.europa.eu/cost-transport/src/cost-335.htm>

- **COST** - European Cooperation in the field of Scientific and Technical Research (2005): ‘COST 349, Accessibility of Coaches and Long-Distance Buses for People with Reduced Mobility’.

<http://cordis.europa.eu/cost-transport/src/cost-349.htm>

- **ECMT** (2006) “Improving Transport Accessibility for All: Guide to Good Practice”.

The ECMT has prepared this Guide to Good Practice in order to facilitate such an exchange of experience. It addresses both, countries where improvements to accessibility are under way, and countries that are currently making that commitment towards better accessibility.

- **ECMT** (2006) “Improving Access to Public Transport. Guidelines for Transport Personnel”.

These guidelines are designed to encourage understanding of the specific problems experienced by disabled and older passengers when using the transport system, and to provide guidance on how best to respond to their needs.

- **ECMT** (2004) “Improving Access to Public Transport”.

This report resulted from a joint ECMT-UITP task force. It explores how improved co-operation between public transport service providers and local authorities, along with a close sustained dialogue with members of the disabled community, can ensure better accessibility to public transport. With a focus on experience in four cities: Gothenburg (Sweden), Grenoble (France), Prague (Czech Republic) and Liverpool (UK), the report identifies the critical elements of partnerships between public authorities at different levels of government and public transport operators.

- **ECMT (2002)**, ‘Transport and Ageing of the Population’.
- **ECMT (1999)** ‘Charter on Access to Transport Services and Infrastructure’.
- **ECMT (2007)** “Cognitive Impairment, Mental Health Problems and Transport” - The study explores the transport experience of individuals with cognitive impairment and mental health problems and what transport policy makers, operators and authorities can do to address the needs of individuals with these disabilities and problems. The report will be finalised in 2007.
- **ECMT (2004)** A Report on "Implementation at the National Level of Measures to Improve Accessibility" was submitted to Ministers at their Council in Ljubljana. The report highlights best practice in national-level initiatives to implement accessibility improvements in the transport system as well as efforts to encourage effective implementation of measures in local and regional areas. It also identifies and assesses barriers to implementation -- such as those of an institutional, financial or policy nature; and proposes ways in which these implementation barriers can be overcome -- more specifically, what national governments can do to facilitate accessibility improvements.
- **ECMT (2000)** “Tactile Surfaces and Audible Signals”. A study on policy considerations of tactile surfaces and audible signals for visually impaired people. This study was sent to the ISO, with a request that it finalises its work in these areas in order to facilitate the move towards harmonisation of facilities for blind and partially sighted people.
- **UITP (2002)**, ‘Wheelchair access in metro systems’
- **UIC Working Group (1996)** “Accessibility of the Railway System” – the final Report “Mobility for all (“the missing millions”)”. This report includes some information regarding the state of accessibility of the railway system in Europe.

3 State of the art of information and data regarding the accessibility of public transport on national level

The following paragraphs about the state of the art of information and data regarding the accessibility of public transport on national level is a rough overview of available data and information which can be found in the internet. However, most information on national data exists only in the national language and is not published via internet.

WP1 of PTaccess will tackle exactly this problem. The PTaccess team will collect information and data regarding the accessibility of public transport for people with disabilities in 25 EU member states thus to elaborate a comprehensive overview of the status quo in Europe.

3.1 Austria

3.1.1 Framework conditions for accessible public transport

Laws and regulations

Federal law on the ordinance of local and regional public transport (**local and regional public transport law – ÖPNREV-G 1999**).

National law for the equality of disabled people ('Bundesbehindertengleichstellungsgesetz')

In January 2006, the national law for the equality of disabled people came into force. This law was informed through consultation with disabled people. The aim of the law is the elimination of discrimination against people with disabilities. It also sets out to ensure that people with disabilities can participate in the life of society on an equal basis with others. A focus lies on the accessibility of public space, particularly public transport.

(source: <http://www.bmvit.gv.at/verkehr/gesamtverkehr/barrierefreiheit.html>)

Organisational framework, networks and stakeholders

There are legal provisions mandating representation of persons with disabilities in drafting policy and working with governmental institutions. Organisations representing people with disabilities are consulted when laws and regulations with a disability aspect are being prepared. Consultations occur only on a national level. In addition, the government gives financial support to organisations representing persons with disabilities.

(source: http://www.independentliving.org/standardrules/WFD_Answers/Austria.html)

National disability organisations:

There are several disability organisations in Austria; among the largest Austrian disability organisations are:

- Österreichische Arbeitsgemeinschaft für Rehabilitation (ÖAR) – Austrian National Council of Disabled People
- Selbstbestimmtes Leben Initiativen Österreich (SLIÖ) – independent living Austria

- Österreichischer Zivilinvalidenverband (ÖZIV)
- Kriegsofer- und Behindertenverband Österreich (KOBV-Ö)

3.1.2 Information on accessibility of public transport

Country-wide public transport

Trams

All Austrian cities, in which trams are available, aim to operate low-floor vehicles (with automatic or manual ramps). However, there is still a wide range of vehicles that are not accessible.

Buses

As with trams, all Austrian cities aim to operate a complete fleet of low-floor buses. However, there are still many vehicles that are not accessible (particularly the regional buses)....

Train

Austrian mainline rail is not very accessible for some disabled people. Most carriages have step access from the platform, and only some regional trains provide low-floor entrances. Additionally, a problem rises again as the gap and the level-distance between platform and vehicle is often too great for those with limited mobility.

(source: <http://www.oear.or.at/ge/content.asp?SKU=10002&CID=10346>)

Specific city examples

Underground

Vienna is the only Austrian city with an underground system. Accessibility to the underground is adequate as nearly all stations offer lifts. However, the gaps between the platforms and the trains are often too wide making it difficult for those with limited mobility to access the trains. Additionally, on some lines, there are still trains with step access into the carriages. All stops and interchanges are announced in advance.

(source: <http://www.oear.or.at/ge/content.asp?SKU=10002&CID=10346>)

Additional information:

Accessibility in Vienna:

<http://www.wl-barrierefrei.at>

<http://www.wien.info/wtv/access.rtf>.

National rail transport operator:

http://www.oebb.at/vip8/pv/de/Barrierefreies_Reisen/index.jsp

Internetplatform accessible Tourism in Austria:

<http://www.ibft.at/de/start>

3.1.3 Projects and studies dealing with accessibility of public transport

ENTER (2007-2008)

A national Austrian project dealing with the accessibility of rail-based public transport (trains, light rail, subways, trams) for people with reduced mobility.

Reiter Karl, Haselsteiner Barbara, (2000) – Mobilität für Menschen mit Behinderungen.

Kuratorium für Verkehrssicherheit (2002) – RollstuhlfahrerInnen in Wien - Situationsanalyse, empirische Erhebung und Handlungsansätze für eine selbstbestimmte Mobilität

Kuratorium für Verkehrssicherheit (2002) - Gemeinsam Mobil - Dokumentation der Pilotschulung "Barrierefreier Zugang für Fahrgäste im Rollstuhl" mit RollstuhlfahrerInnen und dem Fahrpersonal der Wiener Linien

ÖBB (2002) - Barrierefreie Infrastruktur – Planungsrichtlinie

Workshopreihe "Barrierefreier ÖV" zur Konzeption eines Netzes von barrierefreien Bahnhofsknoten in der Steiermark (since 2004),

3.2 Belgium

3.2.1 Framework conditions for accessible public transport

Belgium has a distinct lack of accessible public transport systems for disabled people. The various tiers of federal government, coupled with the age of many of its buildings and the language and cultural barriers between the various communities, make effective legislation difficult to implement.

(source: <http://www.able-travel.com/guides/belgium.htm>)

Laws and regulations

The law of 17 July 1975 and the decree of 9 May 1977 (Ministry of Public Works) concern the access to public buildings by disabled people. This legislation applies to airport buildings, to stations permanently staffed by SNCB personnel, and to urban public transport buildings. For all these buildings, a construction permit is not granted unless the standards for accessibility are respected (as set out in the decree). The legislation concerns new installations but also applies to buildings which are undergoing substantial renovations.

(source: CEMT, 2000)

The policy for disabled people has been federalised, although the federal state has retained powers over some aspects of this policy. Each body has exclusive powers over the areas attributed to it by the Constitution. The federal state can only take action in the areas of responsibility attributed to federal bodies, and vice versa. The Constitution sets out mechanisms to prevent and resolve conflicts of competence between the various levels of power in Belgium. There is no formal procedure for the co-ordination of the various policies for disabled people. Various methods are nevertheless used to ensure that policy for disabled people in Belgium is coherent. Joint ministerial conferences, bringing together the various ministers responsible for particular areas, are regularly organised. There are also informal contacts between authorities and working parties regularly set up to study aspects of legislation and their impacts on disabled people.

Organisational framework, networks and stakeholders

Under the Law of 8 August 1980, which sets out institutional reforms, the various Communities (French-, Flemish- and German-speaking) are responsible for policy for disabled people, including their vocational training, re-training and re-deployment. There is an exception, however, where the federal state is responsible. This exception deals with rules on and financing of benefits for disabled people, including individual dossiers, and the rules governing the finance awarded to employers who employ disabled people under work programmes for disabled workers. Some powers vested in the French-speaking Community, including policy for disabled people, have been transferred to the Walloon Region and to the French Community Commission of the Brussels Capital Region. The main bodies responsible for policy for disabled people are the “Vlaams Fonds voor Sociale Integratie van Personen met een Handicap” (Flemish Fund for the Social Integration of Disabled Persons), the “Agence wallonne pour l’intégration des personnes handicapées” (Walloon Agency for the Integration of Disabled Persons) and the “Dienststelle der deutschsprachige Gemeinschaft für Personen mit einer Behinderung” (Office of the German-speaking Community for Disabled Persons). The federal state is responsible for provisions on social security, benefits for the disabled and some aspects of work programmes for disabled people.

(source: http://ec.europa.eu/employment_social/missoc/2003/012003/be_en.pdf)

National disability organisations:

There are several disability organisations in Belgium; among the largest Belgian disability organisations are:

- Belgian Disability Forum (BDF)
- DYSMELIA: non governmental and non profit organisation that works on national level and is mainly run by disabled people. DYSMELIA is a self-help group of persons with dysmelie (congenital absence of a portion of one or more limbs). <http://www.dysmelia.org/>
- AUTONOMIA is a national organisation in Belgium. <http://wal.autonomia.org/>

3.2.2 Information on accessibility of public transport

Country-wide public transport

Rail

Not all stations are wheelchair accessible and not all trains have toilet facilities for disabled people. Assistance can be arranged at stations, but to be guaranteed of assistance, it is advisable to book at least 24 hours in advance. In order that a personal assistant can travel free, one needs to be in possession of a ‘Begeleider kaart’, however, this card is only available to residents of Belgium.

Specific city examples

Buses

The City of Gent, and some stretches of the coast, has nearly 100% disabled access on buses and trams. In other regions only some routes have accessible vehicles.

In Brussels, a few buses and trams are accessible, and only a few Metro stations are accessible for those with disabilities.

(source : <http://www.able-travel.com/guides/belgium.htm>)

3.3 Bulgaria

3.3.1 Framework conditions for accessible public transport

Laws and regulations

With regard to protection of the rights of disabled people, the passing of the Anti-Discrimination Law at the end of 2003 and the submission to Parliament of new draft disability laws have been positive developments. Following the National Strategy for Equal Opportunities for Disabled Persons, adopted in June 2003, the Law for Integration of Disabled People was passed and published in September 2004.

(source: *NGO Alternative Report on Bulgaria's Progress Towards EU Accession, 2004*)

Regulation No 6 of the Ministry of Transport on transport services for disabled persons, dated December 12th, 1997

(source: *CEMT, 2000*)

The Law for Protection, Rehabilitation and Social Integration of Disabled People (2000) includes:

Article 28.(1) The Ministry of Transport and Communications and the Ministry of Regional Development and Public Works (according to the requirements of the Law of Movement on Roads and the Law of Territorial and Urban Development), shall develop standards and normatives for use of transport services by disabled and for alleviation for disabled in the road transport movement:

- Adapting of the means for public transport to the needs and abilities of disabled;
- Specialised public and private transport for severely disabled people;
- Special conditions for movement and free of charge places for stopping and parking of motor vehicles driven by disabled or vehicles transporting disabled people; and
- Light, sound and other signal facilities, directing and other technical facilities and appliances for persons with damaged sight or hearing.

(source: <http://www.dredf.org/international/bulgaria.html>)

Networks and stakeholders

National disability organisation:

The Bulgarian member organisation of the European Disability Forum is:

- National Council of People with Disabilities in Bulgaria (NCDPB).

3.3.2 Information on accessibility of public transport

Country-wide public transport

In Bulgaria only trains on some routes are accessible (for wheelchair users).

(source: <http://www.cemt.org/topics/handicaps/develop/BGdev02.pdf>)

Specific city examples

No information found.

3.4 Cyprus

3.4.1 Framework conditions for accessible public transport

The officially recognised disability policy in Cyprus is expressed in guidelines adopted by the Government and in guidelines adopted by the National Disability Council. The priority, in descending scale, is on: prevention, individual support, rehabilitation, accessibility measures, and anti-discrimination law.

(source: http://www.independentliving.org/standardrules/UN_Answers/Cyprus.html)

Laws and regulations

The rights of persons with disabilities are protected by a combination of special and general legislation. The general legislation applies to all categories of disabled persons with respect to employment, the right to marriage, the right to parenthood/family, access to court-of-law, and the right to privacy. Benefits guaranteed by law to persons with disabilities include health and medical care, training, rehabilitation and counselling, and financial security.

(source: http://www.independentliving.org/standardrules/UN_Answers/Cyprus.html)

Organisational framework, networks and stakeholders

A national co-ordinating committee is reporting to the Minister of Labour and Social Insurance who is the President of the Disabled Rehabilitation Council. The committee includes representatives from several Ministries, organisations of persons with disabilities, other NGOs, the private sector, and from organisations of employers and workers.

(source: http://www.independentliving.org/standardrules/UN_Answers/Cyprus.html)

There are no legal provisions mandating representation of persons with disabilities in drafting policy or for working with governmental institutions. Disability organisations are always consulted when laws and regulations with a disability aspect are being prepared. This occurs at national, regional and local level. Financial support is also given to disability organisations. In Cyprus the disabled persons' organisations advocate rights and improved services, mobilise persons with disabilities, identify needs and priorities, participate in the planning, implementation and evaluation of services and measures, contribute to public awareness, provide services, and promote/organise income generating activities.

(source: http://www.independentliving.org/standardrules/UN_Answers/Cyprus.html)

National disability organisations:

Cyprus' member organisation of the European Disability Forum is:

- Cyprus Confederation of Organisations of the Disabled (CCOD)

3.4.2 Information on accessibility of public transport

Country-wide public transport

Public transport usage in Cyprus has been steadily declining for a number of years. In Nicosia, for example, urban bus usage has fallen from approximately 13 million passenger trips per year in the early 1980s to 3.5 million by the year 2004. The modal split for buses is about 2% and the average daily seat utilisation/occupancy is about 18% against a European utilization of 66%.

The reasons for the decline in the use of public transport can be traced mainly to the poor quality of the service in combination with the steady increase in the standard of living and, thus, private car ownership and use. The registered number of private vehicles has increased from 200,000 in the early 1980s to 520,000 in 2004.

The Government is encouraging the formation of rural and urban peripheral bus companies. One of the main targets of the government is to ensure the right to public transport especially for older and disabled people.

(source: http://english.people.com.cn/200612/05/eng20061205_328583.html)

Specific city examples

No information found.

3.5 Czech Republic

3.5.1 Framework conditions for accessible public transport

The officially recognised disability policy is expressed in law, in guidelines adopted by the government and in policy adopted by NGOs. The emphasis in this policy is on prevention, rehabilitation, accessibility measures, individual support and anti-discrimination law.

(source: http://www.independentliving.org/standardrules/UN_Answers/Czech.html)

Laws and regulations

General regulations

MMR Public Announcement no. 369/2001 Coll. from October 10, (2001) concerns technical requirements ensuring the use of structures by persons limited in their ability of movement and orientation and defines technical requirements for the use of all public facilities and access to them by the physically disabled. This public notice concerns both new and reconstructed facilities and is used as a guideline when preparing regional planning, designing, building placement, project approval or decline, execution, and inspection approval of all structures.

Act 361/2001 Coll. also governs this issue on operating ground roadways (in particular Paragraph 67).

Act 266/1994 Coll. concerns railways, where specific amendments have been made by Ministry of Transportation Public Notice 174/2000 Coll. This Public Notice, which amends Public Notice 173/1995 Coll., makes public the railway transportation code as of 30 June 2000 (specific wording can be found in Public Notice 242/1996 Coll.). The Public Notice contains technical conditions, including technical conditions for physically disabled passengers.

MDS Public Notice 346/2000 Coll., which cancels Public Notice 177/1995 Coll., makes public the construction and technical code as of 1 October 2000 (specific wording can be found in Public Notice 243/1996 Coll.). This Public Notice also sets the general conditions for access to railway platforms. ČSN 734959 - Platforms then defines this in greater detail.

(source: <http://www.cemt.org/topics/handicaps/develop/CZdev03.pdf>)

Specific Regulations

Public Transport as its Own Right of Way - Railways - Underground - Tramway

- ‘Track transport rules’, Decree No173/1995 (came into force on 1 December 1995).
- Technical specifications for Public Transport as its Own Right of Way vehicles, including ones adapted for disabled people.
- ‘Track building and technical rules’, Decree No. 177/1995.
- Regulations covering transport accessibility (wheelchairs, blind people, etc.).

(source: CEMT, 2000)

Organisational framework, networks and stakeholders

A co-ordinating committee reports to a central body, chaired by the Prime Minister. The committee includes representatives of Ministries, organisations of persons with disabilities, and the private sector. The government expects the co-ordinating committee to participate in policy development but not to perform other tasks.

There are legal provisions mandating the representation of persons with disabilities in drafting policy and for working with governmental institutions. Organisations of persons with disabilities are consulted when laws and regulations are being prepared. Consultations occur only at the national level. The government gives financial and organisational/logistic support to existing or new organisations of persons with disabilities

(source: http://www.independentliving.org/standardrules/UN_Answers/Czech.html)

National disability organisations

The Czech member organisation of the European Disability Forum is:

- Czech National Disability Council (CNDC)

3.5.2 Information on accessibility of public transport

Country-wide public transport

Discounts for older people and holders of ZTP and ZTP/P identity cards are handled in the Czech Republic (applicable for both trains and buses) according to the price measure issued by the Ministry of Finance (the individual transport companies are not entitled to set these conditions). According to the price measures, these discounts are provided only to Czech citizens having permanent residence in the Czech Republic.

(source: <http://www.cemt.org/topics/handicaps/develop/CZdev03.pdf>)

Specific city examples

Since 2000 the number of low-floor buses equipped with ramps has increased significantly in Prague. Some metro-stations have been upgraded and lifts have been installed. Currently 32 of the city's 54 metro stations, mostly outside the city centre, now have lifts.

Prague is currently renewing its tram-fleet by ensuring that all vehicles are accessible (i.e. low-floor access and ramps). Prague aims that by 2013 all tram-routes will have wheelchair access.

(source: <http://www.praguepost.com/articles/2007/02/14/trams-aid-disabled-riders.php>)

3.6 Denmark

3.6.1 Framework conditions for accessible public transport

Laws and regulations

There is no general framework legislation on accessibility in the transport sector. However, there is a general political commitment to work towards making all public facilities, including transport facilities, accessible to people with reduced mobility. Thus, a politically high-level committee consisting of different ministers was established at the end of 1999 to address accessibility issues. The minister of transport is a member of this committee.

(source: CEMT, 2000)

Codes of practice, recommendations

Buses

When inviting tenders for transport services, most regional authorities specify mandatory technical requirements to ensure accessibility for the persons with reduced mobility. Typically, the bus operators are required to use buses with space for a minimum of one wheelchair. Also, requirements regarding the size and location of steps can be specified.

Railways

In the government's contract for 2000 to 2005 with the Danish State Railways, the Danish State Railways are bound to give due consideration to accessibility (e.g. when buying new trains or renovating platforms).

Driver's education

Most regional authorities responsible for the transport of persons with severely reduced mobility require that drivers have completed a training programme for the assistance of people with disabilities. All taxi drivers are trained to assist people with reduced mobility.

(source: CEMT, 2000)

Organisational framework, networks and stakeholders

A national co-ordinating committee reports to the Ministry of Social Affairs. The committee includes representatives of many ministries and of organisations of persons with disabilities. In addition, the National Association of Local Authorities in Denmark and The Association of County Councils has one member each.

The implementation of the UN Standard Rules is the overall objective and the yardstick by which everything is monitored and measured.

The 'Danish Council of Organisations of Disabled People', the national umbrella organisation, contains approximately 27 member organisations covering all groups of disabled people. There are legal provisions mandating the representation of people with disabilities in drafting policy and working with governmental institutions. Organisations representing people with disabilities are often consulted when laws and regulations with a disability aspect are being prepared. Consultations occur at the national, regional and local level. The government financially supports existing or new organisations of people with disabilities.

(source: http://www.independentliving.org/standardrules/RI_Answers/Denmark.html)

National disability organisations:

The Danish member organisation of the European Disability Forum is:

- De Samvirkende Invalideorganisationer - Danish Council of Disabled People (DSI)

3.6.2 Information on accessibility of public transport

Country-wide public transport

Buses

In Copenhagen most buses have step-free entrances with folding ramps for mobility impaired customers. Also more and more regional traffic companies introduce low-floor buses on their routes.

Trains

From 6am to midnight, disabled people can receive help entering and exiting the platforms and boarding and alighting the train. However, a booking for this assistance has to be made at least two days in advance. Also, wheelchairs measuring more than 1.25 m require a lift onto the platform in order to board the train. People with visual impairments can bring their guide dogs, free of charge, on the train; however, out of consideration for people with allergies, they must respect the animal free zones in some carriages. The wheelchair seats are located in 'flex areas' near the adapted toilets on the trains. On trains with low-floor carriages (Øresund-trains), one can easily board with a wheelchair either on one's own or with the help of an attendant/train staff. Alternatively, if utilising a new double decker train, there may be a built-in lift which is operated by the train staff.

Specific city examples

Local trains in Copenhagen (S-trains)

One cannot order assistance for boarding the S-trains. If a disabled person wishes to travel with S-trains, they must place their wheelchair on the platform facing the front coach so the driver can be signalled for required assistance in boarding/alighting.

Local trains in Copenhagen (Metro)

The Metro is designed to be accessible to all. The guiding philosophy is that disabled people should be able to use the Metro with as little assistance as possible. At the station, there are wheelchair bays on forecourts, lifts from street level to platform, ticket dispensers (in a maximum height of 1200mm), platform doors at tunnel stations, and uniform floor surfacing with 'guide ways'. On the trains there are step-free entrances 'flex areas', tone and light signals before the doors close, anti-trapping devices on door edges, and sufficient room for guide dogs. Also, names of the stations are announced both over the loud speaker tannoy system and on information displays.

(source:

<http://www.visitdenmark.com/international/en-gb/Menu/turist/inspiration/tilgaengelighed/transportation.htm>)

3.7 Estonia

3.7.1 Framework conditions for accessible public transport

Laws and regulations

According to Article 28 of the Constitution of the Republic of Estonia, disabled people are under special care of the state and local governments.

In 2000, the Parliament (Riigikogu) passed an Act on Public Transport which included the following:

1. Financial support from the State Budget is foreseen for procurement of vehicles for disabled people, utilised for public transport or for adopting public service vehicles for transport of people with disabilities. In the latter case the cost for adoption can be recovered up to 100%.
2. In domestic rail, road and water transport (including commercial lines), disabled children, 16 years and older people with severe disabilities and guide dogs accompanying people with visual impairments are entitled to travel free of charge. Persons, accompanying disabled children or people with heavy disabilities are entitled to receive reimbursement up to 50% of the travel fare. Local governments and city- and county councils can establish additional facilities (e.g. for travel of older people). In Tallinn (and some other cities), public transport is free for individuals over the age of 65 years.
3. In international transport, an operator can grant facilities based on international agreements. Facilities, granted by an operator on commercial transport, can not be reimbursed.

(source: CEMT, 2000)

Organisational framework, networks and stakeholders

There is a national co-ordinating committee reporting to the Prime Minister's office. The committee includes representatives from the following Ministries: Finance, Health and Social Affairs, Employment, Education, but also representatives from organisations of disabled people, other NGOs and from a diaconal organisation. The Government expects the committee to participate in policy development.

Legal provisions mandate the representatives of persons with disabilities to participate in policy-making and to work with Governmental institutions. When laws and/or regulations with a disability aspect are being prepared, the views of organisations of disabled people are sometimes taken into account. This occurs at the national, regional, and local level. The Government gives financial and organisational/logistic support to people with disabilities. Disabled people participate in Government to a very limited extent, in legislature, judiciary and political parties to some extent and in NGOs to a greater extent. The disabled persons' organisations have the role to advocate rights and improved services, mobilise people with disabilities, identify needs and priorities, participate in the planning, implementation and evaluation of services, contribute to public awareness, and provide services.

(source: http://www.independentliving.org/standardrules/UN_Answers/Estonia.html)

National disability organisations:

The Estonian member organisation of the European Disability Forum is:

- Estonian Chamber of Disabled People (EPIK)

3.7.2 Information on accessibility of public transport

Country-wide public transport

Although some railway stations have ramps, this is not a general rule. Trains do not have accessible toilets and some platforms are so low that wheelchair travellers will need to be lifted on and off.

Specific city examples

In Tallinn, several new buses, trams and trolley buses with low floors have been introduced. Their routes are marked in yellow on Estonian and English language timetables.

(source: <http://www.able-travel.com/guides/estonia.htm>)

3.8 Finland

3.8.1 Framework conditions for accessible public transport

Laws and regulations

All relevant legislation is at national level (Acts, Decrees, decisions taken by Ministries).

General Regulations

The Constitution Act of Finland (1919, amended in 1995 by the Ministry of Justice): prohibits discrimination against all people, including disabled people. The purpose of this act is to prohibit discrimination by the authorities or private enterprises; actively promote the creation of legislation and other actions towards real equality; and improve the possibilities of individuals appealing directly in court and other authorities to defend their fundamental rights.

Act on Services and Assistance for Disabled people (1987) and Decree on Support and Assistance for Disabled people (1987) (Ministry of Social Affairs and Health): Application of these texts is the responsibility of the municipalities. The provisions on transport entered into force in 1992. The Decree provides that the severely disabled are entitled to 18 recreational journeys a month plus all journeys related to work and study.

Act on Passenger Transport: According to this Act, municipalities shall aim at combining their special transport operations. They shall also develop public transport so that it will better serve all, in particular disabled people, older people and children. The objective of Section 3, subsection 3 is the promotion of accessibility of public transport in municipalities but this section is not mandatory.

Note: These journeys are normally made using taxis, but given the need to reduce costs, there is now an effort being made to limit the need for specialised transport by developing the accessibility of public transport. Experiments concerning the integration of municipal specialised transport have been carried out by the Ministries of Transport and of Social Affairs, the aim being to make savings without amending the 1987 Decree.

Specific regulations

Transport terminals (text prepared by the Ministry of the Environment)

Since 1973, building legislation, concerning new buildings and the renovation of existing buildings, has taken account of the needs of disabled people. In 1985, recommendations and practical rules dating from 1979 were amended. Under a 1994 amendment, the fact that buildings should take the needs of disabled people into consideration is based on the principle of equality.

Road transport (text prepared by the Ministry of Transport and Communications)

- Amendment of the Acts and Decrees applicable as from August 1994. These texts emphasise the interdependence between infrastructure planning and the planning of public transport: the aim is to promote public transport and improve connection possibilities. Municipalities are required to take account of the needs of disabled people at the planning stage.
- Decree on the manufacture and fitting out of buses and coaches (mandatory standards, size and visibility and, in particular, number and route name).
- Decisions concerning the manufacture and fitting out of buses and coaches, laying down mandatory technical rules for all vehicles in service (in particular, as regards the height and location of steps, lighting and seats).

(source: CEMT, 2000)

Organisational framework, networks and stakeholders

There is a national co-ordinating committee reporting to the Ministry of Social Affairs and Health. The committee includes representatives of seven Ministries, organisations of disabled people, the National research and Development Centre for Welfare, and Health and from the Finish Federation of Municipalities. The co-ordinating committee is expected to participate in policy development, promote the participation of disabled people in society, and promote awareness in raising actions.

There are legal provisions mandating the representation of people with disabilities in drafting of policy and for working with Governmental institutions. The National Council on Disability brings together functionaries and people from organisations of people with disabilities. When laws or regulations with a disability aspect are being prepared, the views of the organisations of people with disabilities are often taken into account. Consultations take place both at the national and local level. The Government financially supports existing or new organisations. People with disabilities participate to a very limited extent in Government and legislature and to a great extent in political parties and NGOs. The organisations in Finland have a role to advocate rights and improved services, mobilise disabled people, identify needs and priorities, participate in the planning, implementation and evaluation of services and measures, contribute in public awareness, and provide services.

(source: http://www.independentliving.org/standardrules/UN_Answers/Finland.html)

National disability organisations:

There are several disability organisations in Finland; among the largest Finnish disability organisations are:

- Finnish Disability Forum (FDF)

- STAKES, the National Research and Development Centre for Welfare and Health, Finland - Helsinki. STAKES works at the national level. STAKES produces information and guidance in the field of welfare and health and forwards this on to decision-makers.
- Kynnys ry - Threshold - Independent Living Centre in Helsinki that works at the national level and is run solely by disabled people. Human Rights NGO of People with Disabilities.
- ABILIS, Finland - Helsinki. Non-governmental, non-profit, organisation that works at the international level and is run solely by disabled people.

3.8.2 Information on accessibility of public transport

Country-wide public transport

Standard access for people with limited mobility (wide entrances and ramps instead of steps) is often in place, and sensory problems are also often catered for.

Train

Trains have various accessibility features, including wider doors, accessible toilets, grab-handles, call buttons, braille seat numbers, complementary colours and induction loops for people who use hearing aids. However, travellers with visual and mobility impairments who need assistance should inform the transport operator one week in advance.

Specific city examples

Bus, Tram and Metro

Many older, and all new, buses in Helsinki have low floors and ramped access for wheelchairs. There are also 'service lines' using minibuses adapted for disabled and older people. Inner city routes with accessible buses are shown in colour on timetables, and adapted inter city vehicles are shown with the letter 'M'. Trams with lowered floors can be entered only if the stop has a platform. All Metro stations are wheelchair accessible and for visually impaired people there are timetables in braille.

3.8.3 Projects and studies dealing with accessibility of public transport

- Ministry for Transport and Communications (2003): The Accessibility Strategy Towards Accessible Transport in Finland

3.9 France

3.9.1 Framework conditions for accessible public transport

Laws and regulations

General regulations

The Handicapped Person's Orientation Act (30 June 1975) specifies that regulations should be adopted progressively to adapt, plan and manage all public transport services (both infrastructure and vehicles).

The Internal Transport Orientation Act (30 January 1982) provides that within the framework of the right to transport, special measures may be taken in favour of people with disabilities. The right to transport includes the right to information on the services offered.

Act No. 91-663 (13 July 1991) and Decree No. 94-84 (26 January 1994), together with the implementing Order and Circular, confirm and detail further the accessibility obligation for all facilities in which the public is received (in particular, public transport stations and stops). This applies both to new constructions and to modifications or extensions of existing ones. The different measures concerned have been set out in the "Code de l'Urbanisme" and the "Code de la Construction".

Specific regulations

Stations, stops and airport terminals

The Order of 31 May 1994 and Circular of 7 July 1994 (application of the above Decree of 26 January 1994) contains the rules and regulations governing the duty to ensure accessibility for people with disabilities (new or upgraded facilities).

Buses

A Mandatory Note of 8 June 1993 and letters of 12 July 1996 and 2 June 1998 issued by the DSCR (Direction de la Sécurité et de la Circulation Routières) sets out the number of wheelchairs to be allowed in urban buses (a maximum of 2) and the ways in which the spaces for these wheelchairs should be configured. Specific articles in annex 5 of the decree of 2 July 1982 on public transport set out the rules governing the transport of disabled people in road vehicles and the required adaptation to these vehicles.

(source: CEMT, 2000)

Organisational framework, networks and stakeholders

There is no national co-ordinating committee or any similar body.

There are legal provisions setting out the mandatory requirement for disabled people to be actively involved in drafting policy and for working with governmental institutions. Consultations with organisations of people with disabilities take place at the national, regional and local levels. The government gives financial support to existing or new organisations representing disabled people.

(source: http://www.independentliving.org/standardrules/UN_Answers/France.html)

National disability organisations:

The French member organisation of the European Disability Forum is:

- Conseil Français des personnes Handicapées pour les questions Européennes (CFHE) - French Council of Disabled People for European Affairs

3.9.2 Information on accessibility of public transport

Country-wide public transport

Trains

The French high-speed trains, TGV, have a compartment that is accessible for a wheelchair user. Also other major trains have accessible places for wheelchair users.

The Eurostar train to London is accessible and the main French railway stations are accessible.

Railway staff are available to provide disabled people with assistance. This service is free but must be booked in advance.

Specific city examples

Paris Metro and RER

Some of the Metro stations in Paris are accessible by lifts. The RER, the other underground railway network connected to the Metro, is much more accessible (especially line B) by lift. These lifts must be operated by the RER staff. The staff can be contacted by the emergency microphone.

Buses

There are very few low-floor buses available in Paris, however their number is increasing.

(source: <http://www.accessibleurope.com/accessiblefrance/geninfos.html>)

Information on accessible public transport in France (only in French):

<http://www.infomobi.com/>

3.10 Germany

3.10.1 Framework conditions for accessible public transport

The officially recognised disability policy is expressed in law, in guidelines adopted by the government, in policy adopted by political parties, and in policy adopted by NGOs. The emphasis of this policy is on rehabilitation, prevention and individual support.

Laws and regulations

General regulation

The Basic Act of 15 November 1994:

- Provides that ‘no one should be placed at a disadvantage because of his disability’. This has consequences not only in terms of case law but in terms of duties for the legislative and executive powers. As far as transport is concerned, it means that no measures may be taken which places disabled people at a disadvantage, and that special measures need to be taken to ensure that the freedoms of these people are not restricted.
- Asserts the principle of the ‘Welfare State’ with the right of disabled people to be integrated into society. Any special measures taken must serve human dignity, promote equal opportunity and the family, and allow disabled people a free choice with regard to how they earn a living.

Special regulation

Railways, underground, tramways

Construction and operating regulations specify that all facilities and carriages (suburban, main line, tramways, magnetic levitation trains) must be designed and built to be as accessible for all people with disabilities to use.

(source: CEMT, 2000)

Organisational framework, networks and stakeholders

A co-ordinating committee reports to the Ministry of Social Affairs. The committee includes representatives of the Ministries of Health and Social Affairs, of Employment and of organisations for people with disabilities, other NGOs and from the private sector. The government expects the co-ordinating committee to participate in policy development.

Organisations representing disabled people are sometimes consulted when laws and regulations with a disability aspect are being prepared. Consultations occur at the national, regional and local levels. The government financially supports existing or new organisations. People with disabilities participate to a very limited extent in government, legislatures, judicial authorities, political parties and NGOs. The role of organisations that represent disabled people is to advocate rights and improved services, mobilise people with disabilities, identify needs and priorities, and contribute to public awareness.

(source: http://www.independentliving.org/standardrules/UN_Answers/Germany.html)

National disability organisations:

The German member organisation of the European Disability Forum is:

- Deutscher Behinderten Rat (DBR) - German Disability Council

3.10.2 Information on accessibility of public transport

Country-wide public transport

The website www.oepnv-info.de gives detailed information regarding the accessibility of various public transport modes (especially train) for all federal states of Germany. You get detailed information on accessible stations and vehicles and any potential barriers to access for disabled people.

Specific city examples

Information on accessible public transport in Munich: <http://www.mvg-mobil.de/barrierefrei.htm>

3.10.3 Projects and studies dealing with accessibility of public transport

BVG, 2003, The Accessibility of Urban Transport to People with Reduced Mobility

STUVA (editor), 2003, Barrier-free public transport in Germany. VDV Schriftenreihe

Freistaat Sachsen, 2007, Technische Forderungen "ÖPNV für Alle"

Deutscher Behinderten Rat - DBR, Standards der Barrierefreiheit für den Öffentlichen Personen Nahverkehr.

Becker, Schramm (2003), Barrierfreie Schienenpersonennahverkehr – Beschreibung und Bewertung der Anforderungen mobilitätseingeschränkter Menschen. Technische Universität Darmstadt.

3.11 Greece

3.11.1 Framework conditions for accessible public transport

Laws and regulations

The rights of people with disabilities are protected by a combination of special legislation and general legislation. General legislation applies to people with different disabilities with regard to education, employment, the right to marriage, the right to parenthood/family, political rights, access to court-of-law, the right to privacy and property rights. Benefits guaranteed by law to disabled people include health and medical care, employment, and participation in the decision making process about measures that may directly affect them. However, even if legal provisions exist, the implementation of these rights is constrained by limited available resources.

Organisational framework, networks and stakeholders

There is no national co-ordinating committee or any similar body.

There are legal provisions mandating the representation of people with disabilities drafting policy and for working with governmental institutions. Disability organisations are often consulted when laws and regulations with a disability aspect are being prepared. Consultations occur at the national and local levels. The government financially supports existing or new organisations representing disabled people. Disabled people participate to

some extent in judicial authorities and NGOs, and a greater extent in government, legislatures and political parties. The role of disability organisations is to advocate rights and improved services, mobilise people with disabilities, identify needs and priorities, participate in the planning, implementation and evaluation of services and measures concerning the lives of disabled people, contribute to public awareness, provide services, and promote/organise income generating activities.

(source: http://www.independentliving.org/standardrules/UN_Answers/Greece.html)

National disability organisations:

The Greek member organisation of the European Disability Forum is:

- National Confederation of Disabled People (ESAEA)

3.11.2 Information on accessibility of public transport

Country-wide public transport

Buses

Buses in Greece are generally not very accessible, but newer vehicles on major routes should have a space for at least one wheelchair.

Trains

Trains in Greece are, generally, not very accessible.

(source: http://gogreece.about.com/od/disabledtravel/a/greekaccess_2.htm)

Specific city examples

No information found.

3.12 Hungary

3.12.1 Framework conditions for accessible public transport

Laws and regulations

General Regulations

Constitution Act No. XX/1949, Chapter XII provides that disabled people have the same rights as other citizens. The Court of Justice for the Constitution is responsible for ensuring that such rights are enforced.

Government Decree N° 253/1997 (XII.20) concerning ‘National Requirements on Resettlement and Building Activity’ (OTEK) specifies that all places frequented by disabled people, including workplace and highways, must be accessible to people in wheelchairs.

The Hungarian Parliament adopted Law N° LXXVIII on 15/07/97 concerning the building and protection of the built environment. The new “National Requirements on Resettlement and Building Activity” (OTEK), which is undergoing editing to become a government regulation, will reflect the resettlement on a wide scale with strict rules and measures from 1 January 1998. The spirit and prescriptions of this law must have a positive influence on the practice of Hungarian architecture. The local building authorities are obliged to review their building activities in this context. The principles of the European Concept for Accessibility (ECA), which were drawn up in 1996 by national experts, provided the basis for these governmental regulations.

Specific Regulations

On 16 March 1998 the Parliament of Hungary adopted Act 1998/XXVI (Act on Equal Rights and Opportunities for Disabled People). Transport of “people with serious mobility disabilities” is regulated by Government Decree 164/1 1995 (XII.27) ‘on transport subsidies and allowances for people with serious mobility disabilities’. In Hungary there is a complex package of transport concessions for the disabled provided by Government Decree 287/1997 (XII.29).

By its Resolution 100/1999 (XII.10), the Hungarian Parliament approved the National Programme for the Integration of Disabled People which is complemented by a medium-term action plan included in Government Resolution 2062/2000 (III.24).

(source: CEMT, 2000)

Organisational framework, networks and stakeholders

There is no national co-ordinating committee or any similar body.

There are no legal provisions requiring the representation of people with disabilities in drafting policy or for working with governmental institutions. Organisations of people with disabilities are sometimes consulted when laws and regulations with a disability aspect are being prepared. Consultations occur only at the national level. The government financially supports existing and new organisations of people with disabilities.

(source: http://www.independentliving.org/standardrules/UN_Answers/Hungary.html)

National disability organisation:

The Hungarian member organisation of the European Disability Forum is:

- National Council of Federations of People with Disabilities (FESZT)

3.12.2 Information on accessibility of public transport

Country-wide public transport

No information found.

Specific city examples

Budapest Bus and Tram

Wheelchair access on trams and buses in Budapest is largely non-existent. The public transport operator has introduced a limited number of low-floor buses on central routes, along with some 'Localo' vehicles for outlying suburban services. In addition, some 'wheelchair friendly' buses operate on routes around the city, although to use them you have to contact the operator in advance.

Budapest Metro

Although metro stations in Budapest have platforms built to the same height as carriages, access to most stations is by escalator. If accompanied, stations on the M1 metro line are more accessible as there are stair lifts.

(source: http://www.budapestby.com/tourist_information/disabled_travellers.htm)

3.13 Ireland

3.13.1 Framework conditions for accessible public transport

Laws and regulations

Equal Status Act 2000: This Act sets out the definition of discrimination on grounds of disability with regard to service provision (Section 4). The Act also sets out enforcement procedures for any violations of discrimination (Part III). In addition, the **Equality Act 2004**, makes some amendments to the Equal Status Act 2000. None of the amendments affect the definition of discrimination on the grounds of disability, but there are some amendments concerning enforcement of discrimination.

Disability Act 2005: This Act requires most public bodies to be accountable for making accessibility provisions. These provisions include:

- Ensure that the provision of access to their service by people with and without disabilities is integrated;
- Ensure that services and goods they are supplied with are accessible to people with disabilities;
- Ensure that contents of the communications with people with disabilities are provided in an accessible format;
- Establish procedures for making and investigation of complaints from people with disabilities; and
- Make their buildings accessible to people with disabilities.

(SOURCE: <http://www.justice.ie/en/JELR/Pages/WP07000525>, Accessed May 2007)

Department of Transport National Development Plan (NDP) and Accessibility Plan: The Department of Transport had, as part of its National Development Plan (NDP), guidelines spelled out relating to accessibility. These guidelines, for the 2000-2006 agenda, stated that:

- All new and upgraded rail and bus facilities and vehicles financed under the NDP should be accessible;
- Public Transport Accessibility Committee will be set up;
- NDP provided funds for accessibility retrofitting.

From 2006 onwards, the Department of Transport has developed an Accessibility Plan. The Accessibility plan covers accessible upgrades and alterations for the heavy rail, light rail/metro, urban bus, scheduled coach, Rural Transport Initiative (RTI), air travel, and marine travel.

SOURCE: Hughes, N. (2006) "Transport Access for All". Presentation to ECMT Access and Inclusion Group, Vienna. Accessed May 2007: <http://www.cemt.org/topics/handicaps/develop/IRLdev06.pdf>

Networks and stakeholders

National disability organisations:

There are several disability organisations in Ireland. Among the largest Irish disability organisations are:

- People with disabilities in Ireland Ltd (PWDI)
- European Network of Independent Living, ENIL, Ireland
- Galway Centre for Independent Living, Ireland

3.13.2 Information on accessibility of public transport

Country-wide public transport

Trains (Irish Rail)

Stations

All stations have access to one platform, and some have access to both platforms, and most services will use this platform. For operational reasons, some services will need to use the other non-accessible platform and a disabled persons need to inform Irish Rail that they are planning to make a trip so that they can provide assistance. Most mainline stations have portable ramps and some have wheelchairs to assist people with walking difficulties to transfer to and from trains. Most mainline, suburban and all DART (Dublin Area Rapid Transport) stations have PA announcements (public address announcements) for those who have a visual impairment, providing information about the next train to arrive at the platform. Tactile tiles have been put in place in some stations to assist the visually impaired. All new lifts are being equipped with braille coded buttons and include a talking lift mechanism for the visually impaired. Real Time Passenger Information Displays are being introduced in the DART stations and a programme has been developed to introduce induction loops at booking offices for the hearing impaired.

The mainline and suburban trains require a ramp to permit boarding from the platform to the carriages. A special portable ramp is used for this purpose. These are currently available at all terminal points and major junctions and are being made available at other smaller stations. DART trains can be accessed directly from platforms and the trains have wide doors and a large vestibule area to accommodate wheelchairs. At some stations there is a gap between the platform and the carriage. This may create difficulty for the mobility and visually impaired and assistance may be required. With regard to on-train facilities, Irish Rail provides a dedicated space in the dining car of each train specifically designated for the mobility impaired. The dining car was chosen because there is a dining car on all InterCity trains, there is always a staff presence, refreshments are available, and a telephone is also provided nearby. All dining cars in the fleet have been modified to provide wheelchair access and accommodation. In the event of numerous wheelchair users travelling, advance notice is required to facilitate the removal of seats and tables from a coach so that the necessary accommodation can be provided. A small number

of services are operated by coaches, which are not accessible to wheelchair users, so advance notice or enquiry will ensure that customers are not disappointed. Guide dogs and hearing dogs for the hearing impaired may be taken into buffets and restaurants on trains and in stations.

Specific city examples

Buses (Dublin Bus)

Many bus routes are operated using fully accessible vehicles. The buses are equipped with:

- Low floor single step entry;
- Kneeling suspension to further reduce entry step height;
- Retractable ramp at entrance door;
- Priority space for wheelchair user, which may also be used for a buggy;
- Wider gangways for customer comfort;
- Increased headroom;
- Improved interior lighting and heating;
- Improved grip bars;
- Palm activated bell pushes;
- High visibility electronic destination display on front of buses; and
- Much lower engine exhaust emissions.

(source: http://www.irishtourist.com/general_information/disabled_visitor_information.shtml)

3.14 Italy

3.14.1 Framework conditions for accessible public transport

Laws and regulations

General regulations

- Act No. 115 (30 March 1971), Section 27: enables disabled people to participate in the life of the community, and states that public transport must be accessible to people with disabilities. An implementing Decree was to have been implemented within one year, specifying the procedures for application, but this Decree has not been adopted.
- Framework Act for the integration of Disabled people No. 104 (5 February 1996). Section 26 restates and strengthens Act No. 151 (10 April 1981), Section 2. Regional authorities are responsible for accessibility regulating action through the communes.

- Act No. 160 (24 October 1996) covers access of disabled people to public buildings, services, etc. and states, in Section 24, that means of transport and infrastructures must be accessible to disabled people.

(source: CEMT, 2000)

Networks and stakeholders

National disability organisations:

There are several disability organisations in Italy. Among the largest Italian disability organisations are:

- Consiglio Nazionale sulla Disabilità (CNSD) - National Council on Disability
- Consiglio Italiano delle persone con Disabilità per i rapporti con l'Unione Europea (CI-DUE) - Italian Council of People with Disabilities for Relations with the European Union
- ALTHA – association for leisure, travel and spare time for youngsters and adults with disabilities.
- Avitoscana Independent Living Association

3.14.2 Information on accessibility of public transport

Country-wide public transport

Generally the accessibility of public transport systems in Italy is still very poor. For trains assistance services must be booked at least 24 hours in advance.

Specific city examples

Information on accessible public transport in Rome

<http://www.coinsociale.it/tourism/accessiblerome/trasporti.php>

3.15 Latvia

3.15.1 Framework conditions for accessible public transport

Laws and regulations

The “Latvian National Action Plan for Reduction of Poverty and Social Exclusion (2004-2006)” relates to the importance of the accessibility of public transport systems. As an aim they state to develop new public transport networks and improve access to existing services (regularity of transport, intensity, price of service, physical access to transport vehicles and infrastructure).

(source: http://ec.europa.eu/employment_social/social_inclusion/docs/nap_incl_2004_lv_en_version.pdf)

Networks and stakeholders

National disability organisations:

There are several disability organisations in Latvia. Among the largest Latvian disability organisations are:

- The Latvian Umbrella Body for Disability Organisations (SUSTENTO)
- Apeirons Centre for Independent Living

3.15.2 Information on accessibility of public transport

No information found.

3.16 Lithuania

3.16.1 Framework conditions for accessible public transport

Laws and regulations

There are three laws creating the basis for the disability policy: The 1990 Act concerning protection of the rights of the disabled: The 1991 Law of social integration of the disabled and The 1995 Act concerning the proclamation of 1996 as the year of the disabled.

Organisational framework, networks and stakeholders

The main institutions responsible for representing the needs of disabled people are the Ministry of Social Affairs and Labour and the Governmental Council of Disabled People. The State Secretary to the Ministry of Transport and Communications is a member of the Governmental Council of Disabled People Affairs.

There are legal provisions mandating the representatives of people with disabilities to participate in policy-making and to work with Government institutions. The views of organisations of people with disabilities often are taken into account when laws, regulations and/or guidelines are being prepared. This occurs more often at the national level and less so at the regional or local level. Existing or new organisations receive financial and organisational/logistic support as well as ‘legal, methodical’ support. People with disabilities participate in political and public life to a very limited extent, except in NGO's, where they participate to a greater extent. The organisations of people with disabilities have the role to advocate rights and improved services, mobilise people with disabilities, identify needs and priorities, participate in the planning, implementation and evaluation of services and measures, and contribute to public awareness.

(source: http://www.independentliving.org/standardrules/UN_Answers/Lithuania.html)

National disability organisations:

The Lithuanian member organisation of the European Disability Forum is:

- Lithuanian National Forum of the Disabled (LNF)

3.16.2 Information on accessibility of public transport

Country-wide public transport

The website www.visitlithuania.net states that public transport in Lithuania is not accessible.

(source: http://www.visitlithuania.net/travelportal/cgi/page.cgi?p=tips_trips#disable)

Specific city examples

No information found.

3.17 Luxembourg

3.17.1 Framework conditions for accessible public transport

The officially recognised disability policy in Luxembourg is expressed in law and in guidelines adopted by the Government. The emphasis is on rehabilitation, individual support, prevention, accessibility measures, and anti-discrimination law.

Laws and regulations

The rights of people with disabilities are protected by general legislation. The general legislation applies to people with different disabilities with respect to education, employment, the right to marriage, the right to parenthood/family, political rights, access to court-of-law, right to privacy, and property rights.

Organisational framework, networks and stakeholders

A national co-ordinating committee, established in 1994, is reporting to the "Ministre aux Handicapés et aux Accidentés de la vie." The committee includes representatives of the Ministries of: Health and Social Affairs, Employment, Transport, Housing and Education. The Government expects the national co-ordinating committee to participate in policy development. The committee is not expected to perform other tasks.

Organisations are often consulted when laws and regulations with a disability aspect are being prepared. Consultations take place at the national level. The Government financially supports existing or new organisations. People with disabilities participate to a very limited extent in Government, legislature, judiciary, political parties but to a great extent in NGOs. In Luxembourg the disabled people' organisations have a role to advocate rights and improved services, identify needs and priorities, participate in the planning, implementation and evaluation of services and measures concerning the lives of people with disabilities, contribute to public awareness, and provide services.

(source: http://www.independentliving.org/standardrules/UN_Answers/Lux.html)

National disability organisations:

Luxembourg's member organisation of the European Disability Forum is:

- INFO-HANDICAP-Conseil National des Personnes Handicapées

3.17.2 Information on accessibility of public transport

Country-wide public transport

The website www.welcome.lu is a helpful website for disabled people visiting Luxembourg, however the website is only available in French, and the brochures and information on accessible public transport are only downloadable in German and English.

In general the accessibility of public transport in Luxembourg is relatively high, as Luxembourg has been making efforts to bring mobility to all.

Trains

The train stations are equipped with ramps; however, a notice 24 hours in advance is recommended. The Luxembourg railway station telephones are located throughout stations. These can be used for requesting help if no booking was made in advance.

The site www.welcome.lu provides a list of accessible railway stations.

Specific city examples

Buses

The bus services in Luxembourg City have specially equipped low-floor buses.

(source: <http://www.luxembourg.co.uk/accessible.html>)

3.18 Malta

3.18.1 Framework conditions for accessible public transport

Laws and regulations

Malta uses its equal opportunity act to promote accessibility for all.

(source: <http://www.knpd.org/>)

Networks and stakeholders

National disability organisations:

There are several disability organisations in Malta. Among the largest Maltese disability organisations are:

- Malta Federation of organisations of persons with disabilities (MFOPD)
- Arka Foundation

3.18.2 Information on accessibility of public transport

Country-wide public transport

The Maltese public transport system is not accessible for people with disabilities.

(source: <http://www.realtamadwarek.org/archives/edition4/Mambo/content/view/40/1/>)

Specific city examples

No information found.

3.18.3 Projects and studies dealing with accessibility of public transport

Camilleri, Joseph M. (2000): 'Aiming for the stars? A public transport system for all', a presentation. National Conference on Public Transport, organised by the Public Transport Authority, Malta and held on Monday, 13th March, 2000 at the Corinthia Palace Hotel, San Anton. MALTA.

3.19 Netherlands

3.19.1 Framework conditions for accessible public transport

Laws and regulations

Road transport including special transportation services

- A Ministerial Regulation on subsidising public transport by road and tramways stipulates that a proportion of the grants should be earmarked for improving accessibility of vehicles and infrastructure.
- Disabled Transport Provision Act. The responsibility for special transportation services for disabled people or other people with a medical condition is devolved to the municipalities.
- Legislation is currently being drafted to make it compulsory for all operators/car owners carrying passengers in wheelchairs to equip their vehicles with restraints complying with the Dutch norm.

(source: CEMT, 2000)

Organisational framework, networks and stakeholders

A national co-ordinating committee reports to several ministries and to the sub-council of the Cabinet. The committee includes representatives of several ministries, organisations of people with disabilities, and other NGOs. The government expects the committee to participate in policy development and to perform other tasks, like exchange of information, discussion of major issues, and identification of gaps in the legislation, as well as efforts to try to eliminate obstacles within the responsibility of the government.

There are no legal provisions requiring the representation of people with disabilities in drafting policy or for working with governmental institutions. However, an agreement/decree, which established the Interministerial Steering Group on policies for the disabled, an advisory body of the Dutch government and her standing

commissions, includes regular consultations, also in the process of legislation, with the disability umbrella organisations. Also the relevant Ministries for the disabled (Ministries of housing, of Environment, of Education, of Social Affairs and of Transport) have regular consultations with the umbrella organisations. Organisations of people with disabilities are often consulted when laws and regulations with a disability aspect are being prepared. Consultations occur at the national, regional and local level. The government gives financial and consultative support to existing or new organisations of people with disabilities.

(Source: http://www.independentliving.org/standardrules/UN_Answers/Netherlands.html)

National disability organisations:

There are several disability organisations in the Netherlands. Among the largest Dutch disability organisations are:

- Vereniging Gehandicapten Platform Nederland (VGPN) - National Disability Council of the Netherlands
- ANGO
- Kantel Konsult

3.19.2 Information on accessibility of public transport

Country-wide public transport

In the past, much effort has been made to improve accessibility. Access to trams and buses has been improved and ramps are now present on roads. However, in older cities, such as Amsterdam, some buildings and services are inaccessible for wheelchair users. Most museums, government buildings and train facilities have been modified.

Trains

Most Dutch Railways stations are accessible for people with disabilities. Special facilities include removable bridges for wheelchairs, guidelines for visually impaired, and plug-in sockets for hearing aids. Train schedules are available in several formats (e.g. spoken text and braille), and the website accommodates digital braille readers.

Trains are accessible to most wheelchairs, although some restrictions are applied to width and weight. When required, special assistance can be pre-booked, and the booking must be at least 3 hours in advance.

<http://hollandsouth.angloinfo.com/countries/holland/disabled.asp>

Information for people with disabilities travelling in the Netherlands by train can be obtained from the NS-website (Netherlands-Railways): <http://www.ns.nl>

Specific city examples

Amsterdam:

The metro stations have lifts, many trains have wheelchair access, and most train stations and public buildings have accessible toilets. Train timetables are published in braille. Most trams are inaccessible to wheelchair users because of their high steps.

(source: <http://www.amsterdamby.com/transport/trans11.htm>)

Rotterdam:

<http://www.accessible.rotterdam.nl/>

3.19.3 Projects and studies dealing with accessibility of public transport

CROW (the national information and technology platform for infrastructure, transport and public space) has conducted several studies regarding accessible public transport in Dutch: “Toegankelijkheid collectief personenvervoer” (2005-2007).

3.20 Poland

3.20.1 Framework conditions for accessible public transport

Laws and regulations

- Constitution Act of Republic of Poland (1997) prohibits all discrimination, including that based on disability.
- Act on Vocational and Social Rehabilitation and Employment of Disabled (1997) refers to the ‘disabled persons with significant degree of physical or mental impairment limiting their capacity to work.’ The act confirms the necessity to implement the principle of equal opportunity for disabled people and the employment policy aiming at vocational and social rehabilitation.
- Disabled Rights Charter (1997), the Resolution of Sejm states: ‘disabled persons have rights to an independent and active life with no environmental barriers. This includes therefore freedom of movement when walking or using different transport means’. Sejm requires Polish Government and self-governed authorities to take on activities to realise these tasks and give annual reports on their implementation.
- Land Use Act (1994) includes recommendations taking into account the needs of disabled people in planning and designing of land use.
- Building Regulation Act (1994) states the minimum conditions required for access to/from public and high-rise apartment buildings by disabled people, particularly those in wheelchairs.
- Act on Standardisation (1993) states that ‘Polish Standards determine the requirements of protection of life, health and environment considering the needs of disabled people’

- Road Traffic Law (1997) contains the statement that a disabled person possessing a driving licence as well as a driver transporting a disabled person may be exempt from restrictions of certain road signs such as ‘no stopping’ or ‘no vehicles’.
- Transportation Act (1984) as amended in 1988 and 1994, states that carriers should designate seats for disabled people and undertake all measures to make use of transportation vehicles, terminals, stops and platforms easier to use by disabled people, including wheelchairs users.

(source: CEMT, 2000)

In 2004, new legislation was enacted which addresses the following requirements:

- Timetables in public transport with obligatory information about accessible vehicles for disabled people;
- Technical conditions of trams, trolley buses and school buses including requirements of accessing these means of transport for disabled passengers;
- Parking cards for disabled people and for institutions/organisations which are engaged in care, rehabilitation, and education of disabled people; and
- Rules for the organisation of regional rail transport with obligatory requirements for access to a coach by a disabled passenger.

(source: <http://www.cemt.org/topics/handicaps/develop/PLdev04.pdf>)

Networks and stakeholders

National disability organisations:

The Polish member organisation of the European Disability Forum is:

- Polish Disability Forum (PDF)

3.20.2 Information on accessibility of public transport

Country-wide public transport

In many small towns public transport is not easily accessible to disabled people. As a result of EU requirements, this situation is improving. In the larger cities old buses are being gradually replaced by modern ones with access and seating for disabled people.

(source:

http://www.poland.travel/Artykuly/Generic/jak_podrozowac/komunikacja_w_miescie/transport_publiczny/pot_category_view)

Specific city examples

In Warsaw disabled people can also travel by the underground which is easily accessible via lifts to the platforms. The underground trains are equipped with seats for disabled passengers.

(source:

http://www.poland.travel/Artykuly/Generic/jak_podrozowac/komunikacja_w_miescie/transport_publiczny/pot_category_view)

3.21 Portugal

3.21.1 Framework conditions for accessible public transport

Laws and regulations

General regulations

A joint Order of the Ministry of Planning and Territorial Development, the Ministry of Public Works, Transport and Communications, and the Ministry of Labour and Social Security (1 July 1986) contains technical recommendations to assist disabled people in accessing public service areas such as stations (for rail, waterway, sea or urban transport) and airports.

Specific regulations

- Portaria No. 83/82 of the Ministry of Housing, Public Works and Transport stipulate the conditions for designating and carrying into effect places reserved for disabled people.
- Regulatory Decrees of the Ministry of Finance Nos. 25/92 and 40/93 establishes the specifications for vehicles adapted for the access and transport of disabled people, and provides for reduced taxes on the import of such vehicles.
- In town planning, a statutory order No 123/97 of 22 May establishes technical norms for accessible buildings and public roads and adopts the international symbol of accessibility.
- Decree-Law No. 43/76 of the Ministry of Transport and Communications specifies that disabled people from the armed forces are entitled to reduced fares on trains and domestic air routes.
- A whole series of Portaria, Decree-Laws, Regulations and Orders govern and facilitate the use of private vehicles by disabled people, including tax-free purchases in certain cases, vehicle marking and special parking rights.
- Portaria No. 83/82 and Decree No. 18/82 of the Ministry of Housing, Public Works and Transport, establishes the conditions of travel on all modes of public transport for visually disabled people with guide-dogs.
- Decree No. 118/99 of the Ministry of Labour and Solidarity establishes the rights of people with visual disabilities with guide-dogs accessing transport and public places and conditions for their animals.

(source: CEMR, 2000)

Organisational framework, networks and stakeholders

A co-ordinating committee reports to the Ministry of Social Affairs. The committee includes representatives of many Ministries, organisations representing disabled people, other NGOs, and the private sector. The government expects the co-ordinating committee to participate in policy development.

In addition to the national umbrella organisation CNOD (Confederação Nacional dos Organismos de Deficientes), some NGOs joined other Federations. These include the Portuguese Federation of Deaf People and Sports Federation of Disabled People. Legal provisions require the representation of disabled people in drafting policy and for working with Governmental institutions. Disabled people are also represented at the National Council of Rehabilitation. Disability organisations are often consulted when laws and regulations with a disability aspect are being prepared at the national level. The Government financially supports organisations of disabled people. Organisational/logistic and juridical and technical support is also given. In Portugal the disabled persons' organisations have a role to play in advocating the rights of disabled people and service improvements,, mobilising disabled people, identifying their needs and priorities, participating in the planning, implementation and evaluation of services and measures, contributing to public awareness, providing services, and promoting/organising income generating activities.

(source: http://www.independentliving.org/standardrules/UN_Answers/Portugal.html)

National disability organisations:

There are several disability organisations in Portugal. Among the largest Portuguese disability organisations are:

- Confederação Nacional dos Organismos de Deficientes (CNOD) - National Confederation of Organisations of Disabled People.
- Aequalitas – Vida Autónoma.

3.21.2 Information on accessibility of public transport

No information found.

3.22 Romania

3.22.1 Framework conditions for accessible public transport

Laws and regulations

Law N° 53/1992 published in the official Journal 119/ June 1992 concerns measures for the special protection of disabled people.

(source: CEMR 2002)

Organisational framework, networks and stakeholders

There is a national co-ordinating committee, but this does not report to a particular Ministry or a central body. Instead, the co-ordinating committee reports to the State Secretariat for Handicapped Persons. The committee includes representatives of several Ministries and organisations of people with disabilities.

(source: http://www.independentliving.org/standardrules/DPI_Answers/Romania.html)

National disability organisations:

Romania's member organisation of the European Disability Forum is:

- National Disability Council (CNDR)

3.22.2 Information on accessibility of public transport

No information found.

3.22.3 Projects and studies dealing with accessibility of public transport

“Towns for All” – the first national public campaign on accessibility

3.23 Slovakia

3.23.1 Framework conditions for accessible public transport

Although there is not yet enough effective legislation in Slovakia to force country-wide accessibility, disability organisations are pushing for this and recent European Union entry has helped to speed up the process.

(source: <http://www.able-travel.com/guides/slovakia.htm>)

In 1994, a government committee for disabled people published the Standard Rules in Slovak language and distributed them to NGOs in order to convey the message of full participation in matters of accessibility for disabled people.

(source: http://www.independentliving.org/standardrules/DPI_Answers/Slovak.html)

Laws and regulations

The rights of people with disabilities are protected by general legislation. However, the general legislation does not apply to people with mental health disabilities with respect to education, employment, the right to marriage, the right to parenthood/family, political rights, access to court-of-law, the right to privacy and property rights.

Organisational framework, networks and stakeholders

A national co-ordinating committee is reporting to the Ministry of Labour, Social Affairs and Family in Slovakia. The committee includes representatives from many Ministries, from organisations of people with disabilities, other NGOs and social and health insurance organisations.

There are legal provisions mandating the representation of people with disabilities in drafting policy and for working with governmental institutions. Organisations of people with disabilities are sometimes consulted when laws and regulations with a disability aspect are being prepared. Consultations occur at the national and local levels. The government financially supports organisations of people with disabilities. People with disabilities participate to a very limited extent in judicial authorities and political parties, to some extent in government and legislatures and to a great extent in NGOs.

(source: http://www.independentliving.org/standardrules/DPI_Answers/Slovak.html)

National disability organisations:

There are several disability organisations in Slovakia. Among the largest Slovak disability organisations are:

- Slovak Disability Council (NROZP)
- Union of Physically disabled youth - <http://www.ztpm.sk/j-englis.html>

3.23.2 Information on accessibility of public transport

Country-wide public transport

Rail travel requires an advanced booking (of five-days) on the only fully accessible routes (those to Prague and Vienna).

Specific city examples

In Bratislava only a few buses are designed to accommodate wheelchairs.

(source: <http://www.able-travel.com/guides/slovakia.htm>)

3.24 Slovenia

3.24.1 Framework conditions for accessible public transport

Laws and regulations

The rights of people with disabilities are protected by a combination of special legislation and general legislation. General legislation applies to people with different disabilities with respect to education, employment, the right to marriage, the right to parenthood/family, political rights, access to court-of-law, the right to privacy and to property rights.

(source: http://www.independentliving.org/standardrules/InclInt_answers/Slovenia.html)

Networks and stakeholders

There are legal provisions mandating the representation of people with disabilities in drafting policy and for working with governmental institutions. Organisations representing people with disabilities are always consulted when laws and regulations with a disability aspect are being prepared. Consultations occur only at the national level. The government financially supports organisations of people with disabilities by means of a special law about lottery.

(source: http://www.independentliving.org/standardrules/InclInt_answers/Slovenia.html)

National disability organisations:

There are several disability organisations in Slovenia. Among the largest Slovenian disability organisations are:

- Slovene National Council of Disabled People's Organisations (NSIOS) - <http://www.nsios.si/>
- YHD – Association for theory and culture of handicap - <http://www.yhd-drustvo.si/eng/>

3.24.2 Information on accessibility of public transport

Country-wide public transport

Trains

The Slovene Railway is still using the old rolling stock. In the last few years, however, the Slovene Railway has been improving the accessibility of their trains by adding accessibility features such as audio and visual announcements, etc. Not all stations are accessible and only a few stations have facilities to help disabled people with boarding/alighting.

(Source: <http://www.handyworld-si.com/eng/article.php?story=AdaptingTheSloveneRailwaytotheneed>)

Specific city examples

Buses

In Ljubljana a number of low-floor buses are available, and some of them are additionally equipped with ramps at the middle door. Low-floor buses cover most, if not all, routes in Ljubljana. Still, the buses with entrance platforms are scheduled for routes which are the most frequently used by disabled people.

(source: <http://www.handyworld-si.com/eng/article.php?story=Publiccitytransport>)

3.24.3 Projects and studies dealing with accessibility of public transport

In 2004, Ljubljana won the European Mobility Award. Ljubljana's local authorities launched several permanent measures in line with the European Mobility Week Charter, including:

- Increasing of the number of parking places for people with disabilities;
- Installing ramps for wheelchair users in the passenger centre of the local public transport operator; and
- Organising a round table, in close cooperation with the Slovenian National Council of Disabled People, on bus and bus stop accessibility and the attitude of drivers towards disabled users.

(source: http://www.disabilityworld.org/04-05_04/access/ljubljana.shtml)

3.25 Spain

3.25.1 Framework conditions for accessible public transport

Laws and regulations

- Act 13/1982 on the social integration of disabled persons (“Minusválidos”), a chapter of which deals with the accessibility of transport.
- Royal Decree 556/1.989 - Minimum building measures to ensure access.

The Spanish State has adopted a decentralised structure. Regulatory powers dealing with urbanism, housing and transport are gradually being delegated to the 17 autonomous communities. All of these communities have, within this context, issued acts stating technical norms as to accessibility and the elimination of physical barriers, especially in transport systems.

(source: CEMT, 2000)

Organisational framework, networks and stakeholders

A co-ordinating committee is reporting to the Ministry of Social Affairs. The committee includes representatives of the Ministries of Finance, of Health and Social Affairs and of Education.

There are legal provisions mandating the representation of people with disabilities in drafting policy and for working with governmental institutions. Organisations of people with disabilities are sometimes consulted when laws and regulations with a disability aspect are being prepared. Consultations occur at national, regional and local level. The government provides financial support to existing or new organisations of people with disabilities.

National disability organisations:

There are several disability organisations in Spain. Among the largest Spanish disability organisations are:

- Comité Español de Representantes de Personas con Discapacidad (CERMI) - <http://www.cermi.es/cermi/>
- Asociación Iniciativas y Estudios Sociales (AIES) - <http://www.asoc-ies.org/>

3.25.2 Information on accessibility of public transport

Country-wide public transport

No information found.

Specific city examples

Barcelona

Many buses in Barcelona are accessible (for wheelchair users). The accessible buses are equipped with an electric ramp and tilting system.

Only a few metro stations have lifts and only one line is totally accessible for wheelchair users. Furthermore, there is a gap between the train and the platform, which varies in its size from station to station.

(source: <http://www.globalaccessnews.com/spain04.htm>; <http://www.accessiblebarcelona.com/>)

3.25.3 Projects and studies dealing with accessibility of public transport

Luigi dell'Olio (2005), Improving Accessibility to Public Transport for People with Reduced Mobility: Case of Oviedo

3.26 Sweden

3.26.1 Framework conditions for accessible public transport

The Swedish Parliament has decided to make Sweden accessible to everyone by 2010. The demands are meant to 'simply eliminate obstacles in official premises and public spaces' for everyone. The city of Stockholm has begun an accessibility project for visitors with mobility impairments.

Accessibility to popular public places is part of the project, as is collaboration with SL (Stockholm Transport), which has been charged with making public transportation more accessible. This includes subway station elevators, and loudspeakers that announce the information posted on signs.

(source: <http://goscandinavia.about.com/b/a/000062.htm>; <http://www.turismforall.se/english/index.htm>)

Laws and regulations

General regulations

- **Facilities for Disabled people on Public Transport Act (1979):** This law requires that vehicles used in public transport shall be adapted to the needs of disabled people. In 1992, responsibility for implementing this law was transferred from the Board of Transport to the Swedish Road Administration. Before making regulations on both new and older vehicles, consultation must take place with associations for disabled people.

- **Planning and Building Act (1987) and ‘Technical Requirements for Building Act’.** These laws indicate that new constructions and their surroundings must be designed to take account of the needs of all people with reduced mobility. Existing public transport installations must be adapted when the building undergoes repair. Municipalities are mainly responsible for implementation of these rules (with the exception of ports and airports), with the Minister of the Interior having the overall supervisory responsibility.
- **Responsibility for Public Transport Act (1998):** The law regulates local and regional public transport within communities and counties. Among other things, it stipulates that the public transport authority (PTA) has to improve the adaptation of the public transport system to the needs of disabled people. In the compulsory yearly public transport plan, the PTA shall describe measures taken to improve transport for disabled people. If the PTA is given the responsibility for the Special Transport Services (STS) or National Special Transport Services (NSTS) from the municipalities, these services shall also be included in the plan. This law replaces the old law from 1978.

Specific regulations

Special Transport Services (STS) Act (1998): The law stipulates that the municipalities have to provide STS to citizens with a permanent disability to enable them to use public or individual means of travel. The municipality is given the jurisdiction to transfer the responsibility for the STS to the PTA. This introduces an economic incentive that will stimulate the adaptation of the public transport system and the co-ordination of the different services and also lead to decreased costs for STS. STS is removed from the Social Welfare Act.

National Special Transport Services (NTS) Act (1998): The law stipulates that the municipalities have to subsidise travel to another municipality in the country for citizens with disabilities which make it impossible for them to use public transport at normal costs or if they cannot travel without a companion. Home to work trips are excluded. The government sets the fares, corresponding to the cost of a budget ticket on a train. The new law replaces a law from 1993.

(source: CEMT, 2000)

Organisational framework, networks and stakeholders

A national co-ordinating committee is reporting to a particular Ministry. The committee includes representatives only of the Ministry of Health and Social Affairs.

There are legal provisions requiring the representation of people with disabilities in drafting policy and for working with governmental institutions. Disability organisations are consulted when laws and regulations with a disability aspect are being prepared. Consultations occur at the national, regional and local levels. The government gives financial and organisational/logistic support to organisations of people with disabilities.

(source: http://www.independentliving.org/standardrules/UN_Answers/Sweden.html)

National disability organisations:

There are several disability organisations in Sweden. Among the largest Swedish disability organisations are:

- The Swedish Disability Federation (HSO) – www.hso.se
- Independent Living Institute www.independentliving.org

- The Swedish Handicap Institute – www.hi.se
- De Handikappades Riksförbund (DHR), Swedish national organisation for people with mobility impairments – www.dhr.se

3.26.2 Information on accessibility of public transport

Country-wide public transport

Tourism for all (Turism för alla) is an organisation that provides information on accessible tourist destinations in Sweden and abroad. www.turismforalla.se

Specific city examples

Stockholm underground

The Stockholm underground system (T-banan) has reasonable accessibility for wheelchair users. At most stations, there are lifts and/or ramps. (source: <http://www.dhr.se/start.asp?sida=1799>)

However, the ramps leading to the underground stations are extremely steep.

Stockholm taxis / buses

Not all the taxis in Stockholm are able to accommodate wheelchairs. There are also very limited possibilities for larger cars/buses to accommodate disabled people whilst they are sitting in their wheelchairs.

(source: <http://www.dhr.se/start.asp?sida=1799>)

The City of Stockholm plans to be the most accessible capital in the world by 2010. Stockholm has begun an accessibility project which is actively working to make street environments accessible and easy to navigate for people with mobility impairments. Within this project there is close co-operation with SL (Stockholm Transport), who are charged with making public transportation more accessible. This includes installing lifts in all subway stations and loudspeakers that announce the information posted on the public transportation signs.

(source: http://www.sweden.se/templates/cs/Article____14605.aspx)

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- Stahl, Agneta, Public Transport or a Special Service or a Mix?
- Project: Accessibility in public transport for people with cognitive functional impairments (REKO), 2003 – 2007, University of Lund (Agneta Stahl)

3.27 United Kingdom

3.27.1 Framework conditions for accessible public transport

Laws and regulations

General regulations

Disabled Persons Act 1981, S1(1): Imposes an obligation on local authorities to take into account the needs of disabled people in executing works in the pedestrian environment. There is no requirement for positive action, but local authorities must demonstrate that these needs have been considered.

Transport Act 1985, S63(8), S93(7), S106, S125: S63(8): Imposes an obligation on local authorities to take into account the needs of disabled people in the provision of transport services throughout the country. S93(7) provides local authorities with powers to offer concessionary fares to certain groups of disabled people. Local authorities can make grants available under S106 for the provision of transport services which meet the needs of disabled people. S125 established Disabled people Persons Transport Advisory Committee (DPTAC) and determines its working procedures.

(source: CEMT, 2000)

Disability Discrimination Act (DDA) 1995 & 2005

- Part 3 – gives disabled people “right of access” to goods, facilities and services (stations, bus stops, airports).
 1. Since 1996: unlawful for service providers to treat disabled people less favourably than other people for a reason related to their disability.
 2. Since 1999: service providers are required to take reasonable steps to change practices, policies or procedures, which make it impossible or unreasonably difficult for disabled people to use a service e.g. travel information, audible announcements, ticket machines.
 3. Since 2004: service providers have had to take reasonable steps to remove, alter or provide reasonable means of avoiding physical features (e.g. footbridges and underpasses) that make it difficult for disabled people.
 4. Since December 2006: regulations to apply part 3 to public transport, vehicle hire and breakdown services came into force and the transport operators have to ensure that they do not
 - Discriminate against disabled people;
 - Treat disabled people less favourably; and
 - Fail to make a reasonable adjustment to the way they provide their services.
- Part 5 – enables national standards for physical accessibility to be applied to buses, coaches, trains, trams and taxis

(source:

http://ec.europa.eu/enterprise/services/tourism/doc/conferences/accessible_tourism_2007/dotchin_en_presentation.pdf)

Transport Act 2000: includes the provision of concessionary bus fares for disabled people.

Specific regulation

Railways Act 1993, is the legal basis for privatisation of British Railways. The Act also contains certain provisions for disabled people, including providing protection for a discount fare scheme for disabled people.

All operators are required to have regard to the needs of disabled people as a condition of being granted a licence to operate. There is a Rail Regulator responsible for policing this requirement and for publishing a Code of Practice in consultation with DPTAC. The Franchising Director must require participation in discount fare schemes for disabled people.

(source: CEMT, 2000)

Northern Ireland

Disability Discrimination (Northern Ireland) Order 2006 (<http://www.opsi.gov.uk/SI/si2006/20060312.htm>) strengthens and extends the coverage of the Disability Discrimination Act 1995, increasing the scope of legislation to include more people with disabilities. For example, people diagnosed with cancer, HIV and multiple sclerosis (MS), but not yet showing signs of their illness, will now be protected by disability legislation for the first time. People with mental ill health will no longer have to prove their condition is ‘clinically well-recognised’.

The new laws also provide extra protection for disabled people in other areas such as private clubs and in discriminatory job advertisements. Also disabled people living in rented premises will now find it easier to have their homes adapted to meet their needs.

Transport will become more accessible to disabled people as all trains will have to be fully accessible by 2020. The legislation also introduces an important provision that will enable lifting of the transport exemption from Part III of the Disability Discrimination Act 1995 for land-based public transport, vehicle hire, breakdown services and leisure and tourism transport vehicles.

The Order also extends current legislation to bring the functions of public authorities within the scope of disability legislation for the first time and imposes a new duty on them to promote positive attitudes towards disabled people and encourage their participation in public life. The extension of the Act in this way will impose further duties on the public sector not to discriminate against disabled people across the whole range of its public activities.

(source: <http://www.ofmdfmi.gov.uk/new-disability-discrimination-order>)

Organisational framework, networks and stakeholders

The Office for Disability Issues (ODI) is the focal point within the national government to co-ordinate disability policy across all government departments.

The Disability Rights Commission (DRC) was established in April 2000 to ‘stop discrimination and promote equality of opportunity for disabled people.’ Founded through an Act of Parliament, the DRC co-ordinates the implementation of the Disability Discrimination Act and other legislation/policy that affects disabled people. The DRC works not only with disabled people directly, but also with employers, transport operators, educational

institutions, and any other organisation or body that has an impact on any person's, including a disabled person's, day-to-day lives.

(source: www.drc-gb.org/about_us/what_we_do.aspx, accessed May 2007)

Although the DRC currently handles this co-ordination aspect, it will be superseded in October 2007 by the Commission for Equality and Human Rights (CEHR). CEHR will still provide the same coordination service, but will also incorporate the old Commission for Racial Equality and Equal Opportunities Commission with the DRC.

(source: www.cehr.org.uk/content/purpose.rhtm, accessed May 2007)

National disability organisations:

There are several disability organisations in the United Kingdom. Amongst the largest British disability organisations are:

- Disabled Persons Transport Advisory Committee (DPTAC) – www.dptac.gov.uk
- UK Coalition for Disability Rights in Europe (UKCDRE)
- Royal Association for Disability and Rehabilitation (RADAR) – www.radar.org.uk
- SKILL, national bureau for students with disabilities – www.skill.org.uk
- Department for Transport Mobility and Inclusion Unit – www.dft.gov.uk/transportforyou/access/miu/

3.27.2 Information on accessibility of public transport

Country-wide public transport

Trains

Some but not all trains in the UK are accessible for wheelchair users. Many stations have adapted toilets, and many ticket office windows have been fitted with induction loops to help people who have a hearing aid.

The Eurostar train to/from Europe is accessible (2 wheelchair spaces per train). The train arrives/departs from Waterloo station, which is also fully accessible.

A booklet, "Rail Travel for Disabled Passengers", giving advice and information for people with disabilities, is available from major train stations and travel centres. There is also a hotline for information about travelling in London: 020 7941 4600 (telephone/text phone).

Specific city examples

London Underground

The London Underground was built in the nineteenth Century and at that time accessibility was not considered as an important issue. In recent years London Underground has taken steps to improve the accessibility of the

underground stations and carriages. The plan is that by 2010, 25 % of all underground stations will have step-free access and this will increase to one third of stations by 2013.

Buses

New legislation introduced on 4 December 2006 means that disabled people have the right to be treated fairly, and the right for reasonable adjustments, on buses, coaches, trains and taxis.

Since August 2000 all buses coming into service have been required to be accessible. By 2017 all buses in Britain must comply with these regulations. Latest figures from the Department for Transport show that 47% of buses are already accessible.

Transport for London (TfL) is improving the accessibility of buses within London. All vehicles within London are now compliant with the Disability Discrimination Act.

(source: http://www.accessibleurope.com/accessibleunited_kingdom/geninfos.html;
<http://www.directenquiries.com/content/tabid/58/news.aspx>; <http://www.disabledgo.info>;
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<http://www.mygojo.co.uk/> - GOJO is a British campaign to help people with disabilities using public transport

3.27.4 Additional information

Department for Transport www.dft.gov.uk/access

DPTAC - Disabled Persons Transport Advisory Committee, access for all www.dptac.gov.uk

Direct Gov: www.direct.gov.uk

4 Conclusions

PTaccess analysed existing available data and information regarding the accessibility of public transport systems in Europe. This analysis covered research on recent and ongoing projects and studies dealing with the accessibility of public transport systems in Europe, as well as a comprehensive desktop-search regarding available information and data. This search focussed on the framework conditions for accessible public transport in each of the 27 EU member states (e.g. laws and regulations, organisational framework) and, also, on available information regarding the accessibility of public transport systems in each of these countries.

The analysis has shown that there are only very little data and information readily available for each of the member states. The main gaps identified in the course of the analysis are:

- For some countries only little or no information is available;
- Often only incomplete information can be found;
- A lot of information and data are dated and therefore not necessarily applicable; and
- The information and data are not immediately comparable with each other.

The results of this initial analysis highlight the information gaps and underline the importance of the PTaccess project.

Getting a comprehensive overview of the current scenario regarding the accessibility of public transport systems is of high importance, since this forms the basis for the development and implementation of concrete, goal-oriented, and appropriate measures and regulations in the future.

PTaccess therefore will survey the actual state of the accessibility of Public Transport Systems in each of 25² EU member states.

The main aim is to obtain actual, complete, and comparable data and information in order to get a comprehensive overview of public transport systems' accessibility in each of the surveyed countries. This overview shall include the national legal, institutional and financial framework conditions, as well as the current state of the accessibility of public transport for people with disabilities.

² In the proposal phase, when the project was drafted, as well as in the negotiation phase, when the description of work was elaborated, the European Union comprised 25 Member States. So the project budget was calculated to conduct interviews in 25 Member States. In the meantime 2 more countries (Bulgaria and Romania) joined the European Union, so the European Union now comprises 27 Member States. The project will try to obtain information for the two new member states wherever it is possible (like in this deliverable), however it is not feasible to conduct additional interviews in each of these tow countries.

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