

**MIND THE ACCESSIBILITY GAP!  
RETHINKING ACCESSIBLE TOURISM IN EUROPE**

**GOOD PRACTICES REVIEW: SME'S, DESTINATIONS, TRAINING**

**CASE 2  
ECONOMIC DEMAND STUDY:  
*BARCELONA METRO***

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**FERROCARRILS DE LA GENERALITAT DE CATALUNYA (FGC)** manages part of the Barcelona's metro, regional trains, tourist mountain trains and cable cars and ski resorts transporting more than 80 Mi of passengers every year.









# THE CASE STUDY IS CENTRED IN BARCELONA METRO SECTION









Location, defined position  
of Gap Closer

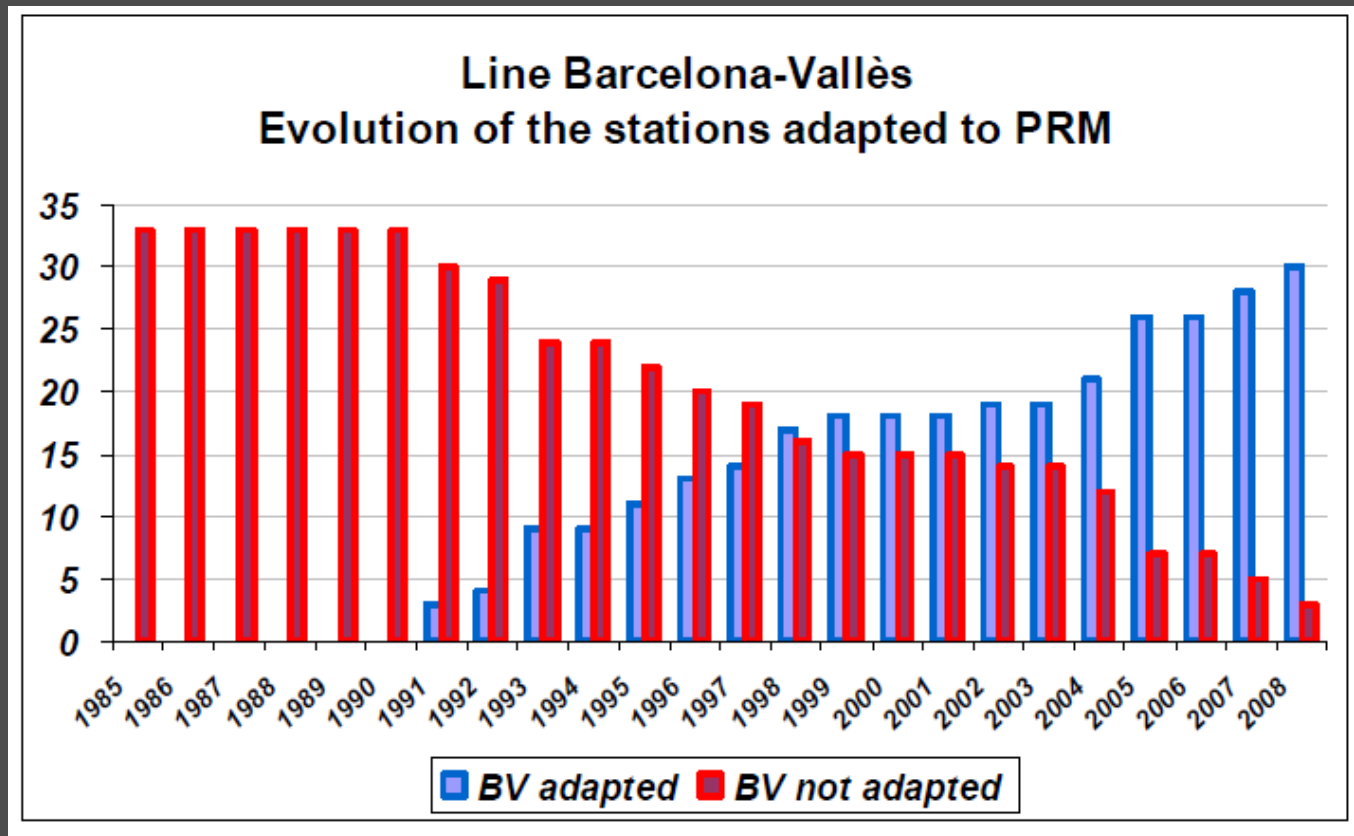






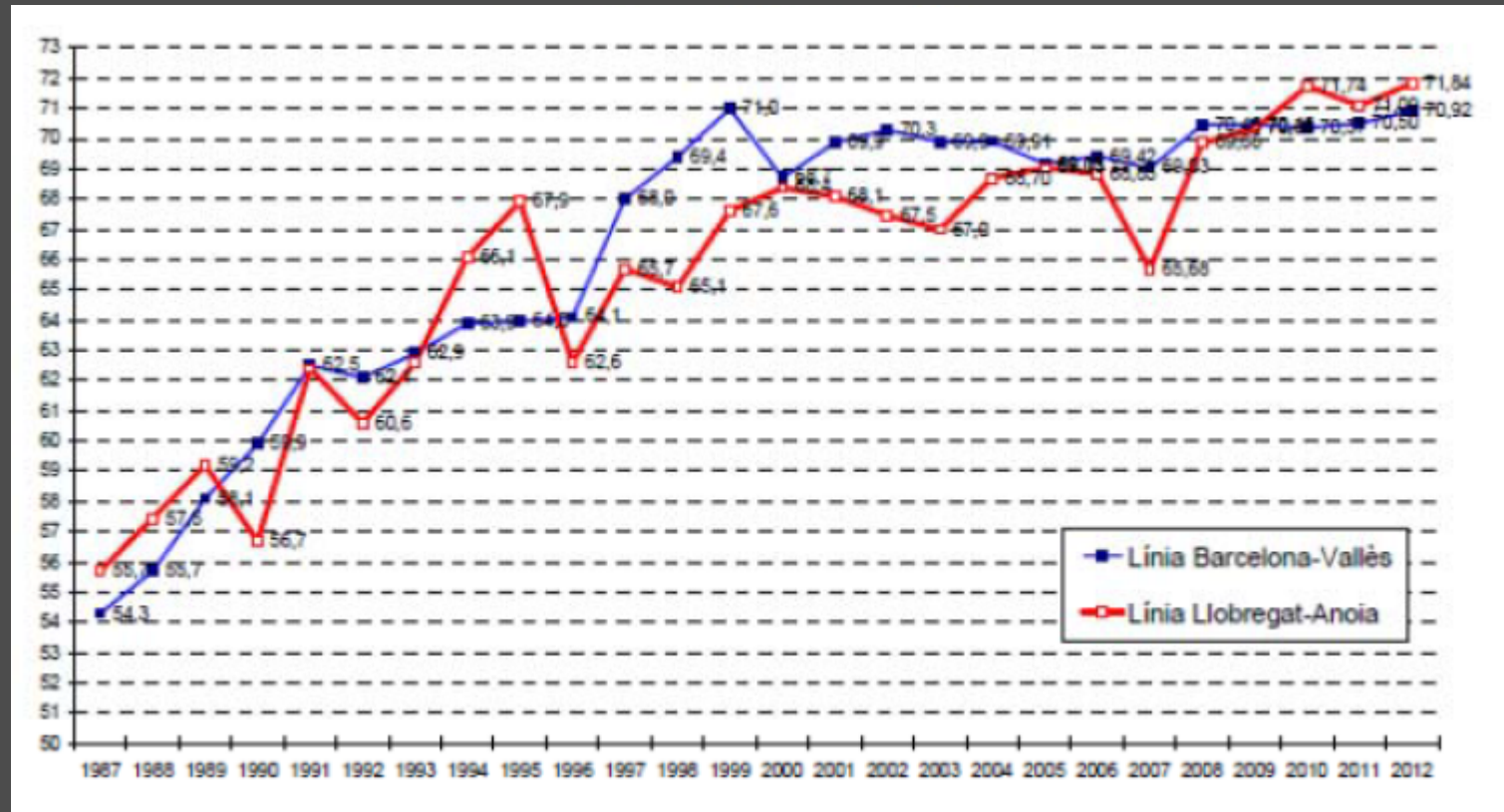


The will to implement Design for All criteria has been present since the 90's





The clients satisfaction has grow along the years at the same pace.



- Although other factors (like mobility trends, tourism and immigration, etc.) have intervened in the overall mobility data; while population have increased **5.3%** in the period 1997-2006, the number of journeys have **increased by 69%**.
- Comparing the period 2001-2006 with the other metro company in the city who started the accessibility improvements three years later:
  - ✓FGC increased its number of customers **by 23%** while the other increased the number of passengers **by 16%**.

- **17.1M€ invested** by FGC in stations' accessibility, resulted in an investment of **1,36€ for each new passenger** in the following year, this implied a pay back in less than two years.  
(based on an increase of 16% in passenger numbers as estimated by the company)



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**THANK YOU VERY MUCH  
FOR YOUR ATTENTION**