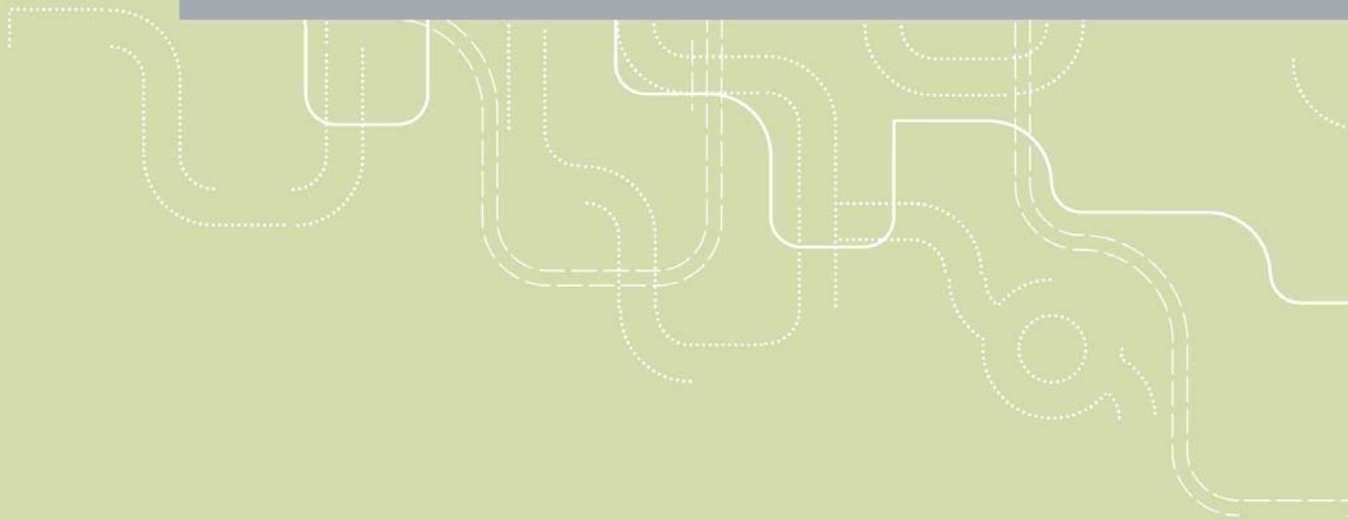


Accessible public transport

A view of Europe today – policies, laws and guidelines



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Aud Tennøy and Merethe Dotterud Leiren

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This report is the deliverable from work package 1 Review of current policies and regulations within the project For a European Accessibility of Public Transport for People with Disabilities (Euro Access), funded by the DG Research of the European Commission, under the 6th Framework Programme. For more information, see www.euro-access.org/. The report describes ca. 350 documents containing current policies, action plans and strategies, legal frameworks (laws, acts, provisions, regulations, guidelines etc.), and other means (concessionary fares, economic incentives, budget requirements, special transport services, strategic plans, training etc.) in the EU countries, Iceland and Norway. The report will be used in later analysis in the Euro Access project. The references are organised as an inventory, listed by topic and country, and may be useful for others dealing with accessibility of public transport system.

This report is available only in electronic version

Tittel: Tilgjengelighet til kollektive transportsystemer. Politikk og regelverk i Europa

Forfatter(e) Aud Tennøy; Merethe Dotterud Leiren

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Sammendrag:

Denne rapporten er resultatet av arbeidet i arbeidspakke 1 Gjeldende politikk og lovverk i prosjektet For a European Accessibility of Public Transport for People with Disabilities (Euro Access). Prosjektet er finansiert av Europakommisjonens Generaldirektorat for forskning, under sjette rammeprogram. For mer informasjon om Euro Access, se www.euro-access.org/. Rapporten beskriver kort ca. 350 dokumenter som omfatter politikk, handlingsplaner og strategier, lovverket (lover, bestemmelser, reguleringer, håndbøker med mer) og andre virkemidler (prisreduksjoner, økonomiske insentiver, budsjettkrav, spesialtransport, strategiske planer, trening, utvikling av indikatorer etc.) i EU-landene, Island og Norge. Referansene er organisert som et oppslagsverk, listet etter tema og land. Hensikten er at rapporten skal kunne brukes i senere analyser i Euro Access, og at den skal kunne fungere som oppslagsverk for andre som arbeider med kollektivtrafikkens tilgjengelighet. Rapporten finnes kun i elektronisk utgave

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Preface

This report is the deliverable from work package 1 *Review of current policies and regulations* within the project *For a European Accessibility of Public Transport for People with Disabilities* (Euro Access), a project under the Sixth Framework Programme of the European Commission, Scientific Support to Policies.

The objective of the Euro Access project is to contribute to the development of EU policy on the accessibility of public transport systems in member states, in order to promote social integration and active participation in society by people with disabilities. The Euro Access approach is to propose a framework for the transferability of good practice between EU countries, based on knowledge of current policies and legal frameworks in the countries, the needs and expectations of people with disabilities, and best practices in the field of accessible public transport systems.

The overall goal of work package 1 *Review of current policies and regulations* is to provide an inventory of current policies and legal frameworks regarding the accessibility of public transport systems for disabled people, which will be part of the data material used in the later and more analytical parts of Euro Access. The main source of information used in this report is a questionnaire completed by the ministries responsible for public transport in the 27 EU countries and two EFTA countries. Other important sources of data are policy and regulatory documents, as well as previous work and general literature on the topic.

We would like to thank those who answered the numerous and detailed questions in the questionnaire. We would also like to thank Mary Crass at the International Transport Forum (formerly the European Conference of Ministers of Transport (ECMT)), who organised the distribution of the questionnaire and contacted people in the ministries.

All partners in Euro Access have been involved in developing the questionnaire and gathering the data on which the report is based. The Institute of Transport Economics (TØI) has headed the work and written the report. The work at TØI was carried out by Merethe Dotterud Leiren and Aud Tennøy, with the latter as leader of Work package 1 and project leader at TØI. We would like to thank the reviewers, Ann Frye at Ann Frye Ltd and Nick Tyler at University College London, for valuable comments and corrections.

Oslo, March 2008

Institute of Transport Economics

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Summary:

Accessible public transport

A view of Europe today – policies, laws and guidelines

Introduction

This report is the deliverable from work package 1 *Review of current policies and regulations* within the project *For a European Accessibility of Public Transport for People with Disabilities*¹ (Euro Access), funded by the DG Research of the European Commission, under the 6th framework programme.

The Euro Access project

The objective of the Euro Access project is to contribute to the development of EU policy on the accessibility of the transport systems in the 27 member states, and two EFTA countries (Iceland and Norway). The aim is to promote social integration and active participation in society of people with disabilities.

The main goals of the Euro Access project are: to establish an inventory of current policies and legal frameworks and guidelines on accessibility of public transport systems in the EU; to raise awareness of user needs and expectations for an accessible public transport system for people with disabilities; to highlight best practice in the EU on national policies, technical innovations, services provided and their potential correlations with the employment of people with disabilities, and; to make recommendations for a common legal framework in the EU on the accessibility of transport systems.

Accessible public transport systems are in the project (and in this report) understood to be systems which integrate all people – including those with mobility, sensory, cognitive impairments, mental health problems, environmental sensitivities and allergies – when delivering public transport services. This includes not only being able to get on and off vehicles, but also being able to understand how the public transport system works, being able to get to and from terminals or stops, to buy a ticket and travel with confidence. Urban as well as rural areas are covered. All surface public transport is covered: train, bus, metro, tram, taxi etc., local as well as long distance and international transport (e.g. intercity train and coach services).

About this work

The overall objective of Euro Access' Work package 1: *Review of current policies and regulations*, of which this report is the result, is to provide an inventory of current policies and regulations regarding accessibility of public transport systems for disabled people. The findings of this report will be one of the data sources that will be used in the later analyses in the Euro Access project.

¹ For more information, see the Euro Access web site: <http://www.euro-access.org/>

The work package has the following objectives:

- To provide an inventory of current EU policy and legislation concerning accessibility of public transport systems
- To provide an inventory of policies, strategies and action plans promoting improved accessibility of the public transport systems in 27 EU member states and two EFTA countries
- To provide an inventory of current legislation - laws, provisions, regulations, standards and guidelines - concerning accessibility of public transport systems in those countries
- To describe pricing strategies and other means used to improve accessibility of public transport systems
- To analyse in particular national provisions governing accessibility to the public transport system for people with disabilities in relation to employment and education

The main data sources for this work are: an extensive questionnaire to ministries responsible for public transport; policy and regulatory documents concerning accessibility of public transport systems, and; general literature on the topic.

The report is descriptive. We have reviewed some documents, in order to give a short description of objectives and contents, but due to e.g. time resources, language problems and accessibility to the documents, we have not been able to read most of the documents that are mentioned in the report (about 350 documents). Thus, there are no judgements on the quality of the documents, or to what extent the policy documents, regulatory documents etc. may deliver accessibility of public transport systems for disabled people.

EU policy and regulations

The EU has developed and is continuing to work on an action plan called Equal opportunities for people with disabilities: A European Action Plan (Commission of the European Communities 2003)². The plan states that contributing to shaping society in a fully inclusive way is the overall EU objective. In this respect, the fight against discrimination and the promotion of the participation of people with disabilities into the economy and society play a fundamental role.

Reducing transport barriers is one way of decreasing social exclusion and poverty among disabled people. Accessible public transport systems are crucial for independent living, social inclusion and sustainable development. Accessibility of public transport for people with disabilities will be increasingly important in order to provide a society with equal rights.

Since 2000, the EU has implemented and developed several directives and regulations aiming at making public transport systems more accessible and useful for all. These include specific directives as well as regulations concerning various modes of transport, and more general directives.

Policies, strategies and action plans

Policies, strategies and action plans demonstrate countries' will to change the status quo. Most of the countries in this survey have, or are in progress of making, policies aimed specifically at accessibility of public transport systems, as well as action plans to support and implement the policies.

² <http://europa.eu/scadplus/leg/en/cha/c11414.htm>

Countries work with policies and action plans for accessibility of public transport systems in various ways. They also differ in how far they have come. Some countries have clear policy objectives, defined actions on how to implement these, and have provided the necessary funding. Some have passed acts or laws with accompanying provisions which place strong requirements on new construction, purchase of public transport etc. General policy documents show that other countries will focus more on accessibility of public transport systems, while yet other countries describe preliminary work that will eventually result in specific policy documents, action plans, acts or requirements. In some countries, there seems to be no clear or focused attention to accessibility of public transport systems.

Laws, provisions and regulations

Translating a will to change into a legal framework is an important means to achieve real improvements. The respondents were asked whether they have laws, provisions or regulations that require accessibility to public transport for all/disabled people. The ambition has been to include all areas of the legal frameworks specifically dealing with accessible public transport on roads.

Countries have incorporated requirements for accessibility of public transport for disabled people in various areas. Most of the countries have general regulatory texts on accessibility. Most countries also have planning and building acts that incorporate the needs of disabled people to access buildings etc. This is most crucial to construction of terminals, bus stops and railway stations. Half the countries also have a transport or a public transport act that recognizes accessibility for disabled people. Half of them also have regulations on accessibility of vehicles based on EU directive 2001/85/EC.

Standards and guidelines

The respondents were asked whether there are standards and guidelines in place for public authorities, operators and others on how to make public transport systems accessible for all people or for disabled people.

Most countries have or are in progress of developing detailed guidelines connected to their planning and building legislation, which are important for accessibility to and in terminals and other buildings, and which require accessibility to be assessed when planning and building large constructions. Guidelines which describe accessible vehicles are widespread. Most countries have or are in progress of developing some kind of guidelines for planning and design of roads and streets. These will have an impact on accessibility of public transport systems, not least when it comes to bus stops and the journey from e.g. home to terminal.

Reducing barriers to employment, education and independent living

The respondents were asked if there is anything in the policies or legal frameworks concerning provision of public transport services to disabled people that is specifically aimed at ensuring that transport is not a barrier to employment, education, study or independent living. More than half of the respondents answered no to this question, and few respondents submit substantial information.

However, based on the questionnaires and on reviewed documents, we find that most countries do have a special focus on reducing transport as a barrier to work, study and independent living. Firstly, reducing transport as a barrier to education, study and independent living is expressed, explicitly or implicitly, as a general objective of policies and legal frameworks. Secondly, special transport services are organised in order to allow people who are not able to use ordinary transport services to work, study and live independent lives. Thirdly, several countries have particular projects and schemes directly focused on reducing transport as a barrier.

Other initiatives

In addition to policies and legal frameworks, some initiatives may be taken in order to encourage or require improvement of the accessibility of public transport systems. The respondents were asked to give details of if and how various means are used in their countries: pricing systems for reducing individual economic barriers; special transport services; budget requirements; economic incentives; strategic plans; training of disabled people, service personnel as well as planners, architects etc.; and development of indicator systems for measuring development of accessibility of public transport systems.

Almost all countries have or are in progress of developing some kind of concessionary fares for disabled people, in order to reduce individual economic barriers to ordinary public transport systems. Public authorities finance the reduced fares in various ways.

Many respondents view special transport services as a contribution to the improvement of accessibility of the public transport system. The various systems are described in the report.

A majority of the respondents report that budget requirements and/or economic measures and incentives are used in order to improve the accessibility of public transport systems. Almost half of the respondents describe that budget requirements are included in the legal framework, requiring accessibility to be considered and implemented in procurement of vehicles and design and construction of infrastructure, buildings and other constructions influencing accessibility. Many respondents describe how public authorities at various levels set requirements for accessibility through tendering processes, concession processes and other consultations between authorities and contractors. Various funds specifically designed to improve the accessibility of public transport systems are described by at least six respondents. How these funds are arranged and focused varies.

We asked if it is required that authorities or operators (bus, railway and taxi) develop strategic plans to take into account people with disabilities. A minority answered that operators are required to develop strategic plans on accessibility, while a majority answered that it is required that authorities develop such plans.

14 countries have requirements, programmes, plans or other initiatives aimed at training drivers and other personnel who are in contact with travellers. Eight countries have measures on how to train planners and others involved in planning, designing and constructing physical environments. Only four countries have initiatives to train disabled people in how to use public transport.

Only a few respondents report that their country has developed or is in progress of developing indicator systems in order to monitor developments of the accessibility of public transport systems.

Status, approach and influence

In an attempt to get an overview of the status of policies and legal frameworks regarding accessibility of public transport systems, we asked the respondents to respond to the following questions: What is the overall status of your work in this field? Which groups are policies and legal frameworks in this field mainly focused on? Which groups have influence on the development of the legal frameworks on accessibility of public transport? The respondents were invited to tick the most appropriate answer in tables, and to add comments.

None of the respondents answered that the work is completed or that the work has hardly started in their country. 11 respondents answered that their country has come a long way, five say that they are in a state of rapid improvement and ten that they are improving, but slowly. The comments to this question mostly deal with the discrepancy between what is achieved in the legal framework and what is achieved *in situ*, and why this discrepancy

exists. Other comments emphasise certain projects and achievements as examples of status or progress.

There is a shift going on in the discussions on accessibility, from focusing on disabled people and especially mobility impairments, towards accessibility for all people. A large majority of the respondents find that policies as well as legal frameworks in their countries are directed towards most disabilities (mobility, sensory, cognitive...) or towards all people (universal design, design for all). The comments in answer to this question all emphasised the ongoing shift of focus from mobility impairments to all kinds of impairments, and from accessibility for disabled people to accessibility for all.

User groups (defined as disability organisations, senior citizen groups etc.) and the EU are the groups that are seen as having a high degree of influence on development of the legal framework by the highest percentage of respondents, followed by politicians, the public administration, experts and developments in other countries.

References - inventory

The extensive references are organised as an inventory. They are listed by country, under the main headings: general references; EU policy and legislation; policies, strategies and action plans; legal and technical frameworks, and; other initiatives. The inventory may be useful for others dealing with accessibility of public transport systems.

Sammendrag:

Tilgjengelighet til kollektive transportsystemer

Politikk og regelverk i Europa

Bedre tilrettelegging og fysisk tilgjengelighet til det kollektive transportsystemet har økende fokus i Europa for å fremme sosial integrasjon og aktiv deltakelse av funksjonshemmede i samfunnet. TØI deltar i EU-prosjektet Euro Access, og har studert hvordan gjeldende politikk og lovverk er utformet på dette området i EUs 27 medlemsland samt EFTA-landene Island og Norge.

De fleste landene har politikk og strategier som gir uttrykk for at de ønsker å forbedre dagens situasjon med hensyn til tilgjengelighet, men landene er kommet svært ulikt når det gjelder å utforme lover, regelverk, handlingsplaner og tiltak.

Veiledere til plan- og bygningsloven, og for utforming av gater og veier som fokuserer på de funksjonshemmedes behov, er utbredt. Halvparten av landene har også en lov om transport eller kollektivtransport som erkjenner behovet for tilrettelegging, og like mange har et regelverk for design av busser som skal sikre tilgjengelighet for alle.

Nesten alle land har, eller er i ferd med å utvikle systemer for prisreduksjon for personer med nedsatt funksjonsevne. Spesialtransport er også et viktig virkemiddel. Mange land stiller spesiell krav om tilgjengelighet når de kjøper transporttjenester. Noen har også krav om at operatørene skal utvikle strategiske planer for å imøtekomme funksjonshemmedes behov. 14 land har programmer rettet mot opplæring av sjåførere og annet personell som er i direkte kontakt med de reisende og åtte land har målsettinger om opplæring av de som er involvert i planlegging og bygging av de fysiske omgivelsene. Bare fire land har initiativer for opplæring av personer med nedsatt funksjonsevne i å bruke de kollektive transportsystemene.

Euro Access

Prosjektet For a European Accessibility of Public Transport for People with Disabilities¹ (Euro Access) er finansiert av Europakommisjonens Generaldirektorat for forskning, under sjette rammeprogram. Målsettingen i Euro Access er spesifisert i en rekke delmål: etablere en oversikt over gjeldende politikkdokumenter, lovverk, veiledninger etc. for tilgjengelighet til det kollektive transportsystemet i EU-landene; øke forståelsen av brukernes behov for og forventninger til tilgjengelige kollektive transportsystemer; fremheve de beste eksemplene på nasjonal politikk, tekniske innovasjoner og kollektivtilbud, samt potensielle sammenhenger mellom tilgjengelig kollektivtilbud og funksjonshemmedes yrkesdeltakelse, og; utarbeide anbefalinger for et felles lov- og regelverk for tilgjengelige kollektivsystemer i EU.

¹ For mer informasjon om Euro Access, se www.euro-access.org/.

Tilgjengelige kollektive transportsystemer innebærer i dette prosjektet (og i denne rapporten) at hele reisekjeden (å forstå hvordan kollektivtransportsystemet fungerer, å komme seg til og fra holdeplass eller terminal, å kunne bevege seg rundt i og finne frem i terminaler, å komme seg av og på transportmiddelet, å kjøpe billett, å få nødvendig informasjon underveis på reisen, å føle seg komfortabel med reisen) er tilgjengelig for alle, også dem med nedsatt bevegelse, syn, hørsel, forståelse og psykiske helseproblemer, samt allergikere og astmatikere.

Prosjektet omfatter både urbane og rurale områder. All landbasert kollektivtransport er inkludert: jernbane, buss, t-bane, trikk, drosje etc. Arbeidet omfatter både lokal, regional, nasjonal og internasjonal kollektivtransport. Arbeidet omhandler i hovedsak ordinær kollektivtransport, ikke spesialtransport.

Om arbeidet presentert i denne rapporten

Hovedmålsettingen i Arbeidspakke 1 *Gjeldende politikk og lovverk*, presentert i denne rapporten, er å etablere en oversikt over gjeldende politikk (policy) og lovverk for tilgjengelighet til kollektive transportsystemer for personer med nedsatt funksjonsnevne. Rapporten og resultatene vil være en viktig datakilde i senere analyser i Euro Access.

Følgende oppgaver skulle løses i Arbeidspakke 1:

- Å etablere en oversikt over EUs politikk (policy) og regelverk for tilgjengelighet til kollektive transportsystemer
- Å etablere en oversikt over politikkdokumenter, strategier og handlingsplaner i de 27 medlemslandene, samt Island og Norge
- Å etablere en oversikt over gjeldende lovgiving – lover, forskrifter, reguleringer, standarder, håndbøker etc. for tilgjengelighet til kollektive transportsystemer
- Å beskrive andre virkemidler som brukes for å bedre tilgjengeligheten til kollektive transportsystemene
- Å analysere de nasjonale regelverkene som regulerer tilgjengeligheten til kollektive transportsystemer i forhold til arbeid og utdanning

Hoveddatakilden i arbeidet har vært et omfattende spørreskjema som ble besvart av de nasjonale departementene med ansvar for kollektivtransport. Tidligere undersøkelser, informasjon tilgjengelig på internett og generell litteratur er brukt som bakgrunnsinformasjon og for kryss-sjekking og komplettering av data.

Rapporten er deskriptiv. Vi har gjennomgått noen av dokumentene for å kunne gi korte beskrivelser av målsettinger og innhold, men på grunn av tidsressurser, språkproblemer og manglende tilgjengelighet til dokumentene har vi ikke kunnet lese de fleste av dokumentene som nevnes eller beskrives i rapporten (ca 350 dokumenter). Beskrivelsene av de fleste dokumentene er dermed basert på beskrivelser gitt av dem som svarte på spørreskjemaet. Dermed har det heller ikke vært mulig å vurdere kvaliteten på dokumentene, eller i hvilken grad de kan eller vil bidra til at tilgjengeligheten til de kollektive transportsystemene forbedres.

Politikk og regelverk i EU

EU's handlingsplan: "Equal opportunities for people with disabilities: A European Action Plan" (Commission of the European Communities 2003) sees som EU's viktigste politikkdokument på dette feltet. Handlingsplanen peker på "White Paper on European Transport Policy for 2010: a time to decide" (EC 2001), men denne er lite konkret når det gjelder tilgjengelige kollektivsystemer.

Handlingsplanen fastslår at nedbygging av transportbarrierer er et virkemiddel for å redusere sosial eksklusjon av personer med nedsatt funksjonsevne. Tilgjengelige kollektive transportsystemer er avgjørende for at mennesker med funksjonshemninger skal kunne leve selvstendig og delta aktivt i samfunnslivet. Det er stadig økende fokus på fysisk tilgjengelighet som viktig for å oppnå et rettferdig samfunn med like muligheter.

EU har implementert en rekke direktiver og reguleringer som har betydning for tilgjengelig kollektivtransport på 2000-tallet. Dette gjelder blant annet bussdirektivet (2001/85/EC) og direktivet om interoperabilitet på intereuroppeiske høyhastighets jernbanesystemer (2004/50/EC), men også innkjøpsdirektivene (2004/17/EC og 2004/18/EC) som krever at universell utforming skal spesifiseres som krav ved offentlige innkjøp.

Politikkdokumenter, strategier og handlingsplaner

Politikkdokumenter, strategier og handlingsplaner gir uttrykk for ønsker om å endre dagens situasjon. De fleste respondentene i denne undersøkelsen svarte at deres land har, eller er i ferd med å utvikle, politikkdokumenter og handlingsplaner for bedring av tilgjengeligheten til kollektive transportsystemer.

Tilnærming, dybde og fokus varierer, det samme gjelder hvor langt man har kommet i arbeidet. Noen land har klare politiske målsettinger, definerte handlingsplaner for å nå målene og midler avsatt for gjennomføring. Noen har vedtatt lover med tilhørende forskrifter som setter strenge betingelser for utforming av nye konstruksjoner, kjøp av transporttjenester etc. Generelle politikkdokumenter viser at noen land ønsker mer fokus på tilgjengelige kollektivsystemer, mens andre land beskriver forberedende arbeider som etter hvert kan resultere i strategier, handlingsplaner, lover eller andre former for krav. I noen av landene ser det ikke ut til at det er noen klar eller fokusert målsetting om å bedre tilgjengeligheten til de kollektive transportsystemene.

Lover og regelverk

Omforming av ønsker om endringer til konkrete krav i lov- og regelverk er et viktig virkemiddel for å oppnå faktiske endringer. Respondentene ble spurt om de har lover, forskrifter eller andre reguleringer som krever at kollektive transportsystemer er tilgjengelige for personer med nedsatt funksjonsevne.

Krav om tilgjengelighet til de kollektive transportsystemene er innarbeidet i lovverkene på mangfoldig vis. De fleste landene har generelle regelverk om tilgjengelighet. De fleste landene har også plan- og bygningslovgivning som krever tilgjengelighet til og i nye bygninger og anlegg, noe som er viktig for å oppnå tilgjengelige terminaler, stasjoner, holdeplasser med mer. Halvparten av landene oppgir å ha en lov om enten transport eller kollektivtransport, som erkjenner behovet for tilgjengelighet til de kollektive transportsystemene for personer med nedsatt funksjonsevne. Halvparten av landene har også reguleringer etc. for design av busser, basert på EUs direktiv 2001/85/EC (bussdirektivet).

Standarder og retningslinjer

Respondentene ble spurt om deres land har standarder, rettleidninger, håndbøker etc. for utforming og tilrettelegging som gjør de kollektive transportsystemene tilgjengelige for personer med nedsatt funksjonshemmede, til bruk for myndigheter, operatører og andre.

De fleste land har, eller er i ferd med å utvikle, veiledninger til sine plan- og bygningslovsystemer. Håndbøker og retningslinjer som beskriver krav til tilgjengelige

kjøretøyer er utbredte. De fleste landene har, eller er i ferd med å utvikle, veiledninger eller håndbøker for utforming av gater og veier.

Reduksjon av barrierer for yrkesdeltakelse, utdanning og et selvstendig liv

Respondentene ble spurt om det er noe i deres politikkdokumenter eller lovverk for tilgjengelige kollektive transportsystemer som er rettet direkte mot å redusere transport som barriere for yrkesdeltakelse, utdanning og et selvstendig liv. Mer enn halvparten svarte nei på dette, og få av dem som svarte ja ga utfyllende informasjon.

Basert på annen informasjon fra spørreskjemaene og på raske gjennomganger av enkelte dokumenter, fant vi at de fleste landene faktisk har et spesielt fokus på denne koblingen. For det første finner vi at målsettingen om å redusere transport som barriere mot yrkesdeltakelse, studier og et selvstendig liv er uttrykt, mer eller mindre eksplisitt, som generelle målsettinger i politikkdokumenter og i regelverk. For det andre er spesialtransporttilbudene organisert nettopp for at personer som ikke kan benytte de ordinære kollektivtransportsystemene skal kunne arbeide, utdanne seg og delta aktivt i samfunnslivet. For det tredje har flere land prosjekter som er direkte rettet mot å redusere transport som barriere.

Andre virkemidler

I tillegg til politikkdokumenter og lov- og regelverk finnes det en rekke andre virkemidler for å kreve eller oppmuntre til forbedring av de kollektive transportsystemenes tilgjengelighet. Respondentene ble spurt om å spesifisere om og hvordan de følgende virkemidlene brukes i deres land: prisreduksjoner for funksjonshemmede, økonomiske insentiver, prisreduksjoner, budsjettkrav, spesialtransport, strategiske planer, opplæring av forskjellige grupper og utvikling av indikatorsystemer for å måle utviklingen av kollektivtransportens tilgjengelighet.

Nesten alle landene har, eller er i ferd med å utvikle, systemer for prisreduksjon for personer med nedsatt funksjonsevne. Offentlige myndigheter finansierer dette på forskjellige måter.

Mange av respondentene anser spesialtransport som et virkemiddel for å gjøre kollektivtrafikken mer tilgjengelig. Mange og forskjellige systemer for spesialtransport er beskrevet i rapporten.

En majoritet av respondentene oppgir at de bruker budsjettkrav og/ eller økonomiske insentiver som virkemiddel for å bedre tilgjengeligheten til kollektivtransportsystemene. Dette inkluderer særlig forskjellige former for krav om tilgjengelighet ved kjøp av oppdrag, varer og tjenester.

Et mindretall av landene har krav om at operatører skal utvikle strategiske planer for å inkludere funksjonshemmedes behov, mens en majoritet oppga at det var krav om at offentlige myndigheter skal gjøre det.

14 land har krav, programmer, planer eller andre initiativ rettet mot opplæring av sjåfører og annet personell som er i direkte kontakt med reisende, men dette er ikke obligatorisk eller systematisk. Åtte land har målsettinger om opplæring av ingeniører, planleggere, arkitekter, transportplanleggere og andre involvert i planlegging og bygging av de fysiske omgivelsene. Bare fire land har initiativer for opplæring av personer med nedsatt funksjonsevne i å bruke de kollektive transportsystemene.

Bare noen få oppgir at det er arbeid i gang i deres land for å utvikle indikatorsystemer for å måle utviklingen av kollektivtrafikksystemenes tilgjengelighet.

Status, tilnærning, innflytelse

I et forsøk på å få et overblikk over situasjonen når det gjelder politikk og lovverk for bedring av de kollektive transportsystemenes tilgjengelighet, ble respondentene bedt om å svare på følgende tre oversiktsspørsmål: Hva er status for deres arbeid på dette feltet? Hvilke grupper er sterkest fokusert i politikk og regelverk? Hvilke grupper har innflytelse på utviklingen av lov- og regelverket for kollektivtrafikkens tilgjengelighet? Respondentene ble bedt om å krysse av for det mest passende av et sett med gitte alternativer, og å gi utfyllende kommentarer.

Ingen av respondentene svarte at arbeidet på dette feltet er fullført i deres land, eller at de knapt har startet arbeidet. 11 svarte at de har kommet langt, fem at de er inne i en periode med raske forbedringer og ti at det går fremover, men sakte. Kommentarene dreide seg i hovedsak om avviket mellom målsettinger og krav i politikkdokumenter og regelverk på den ene siden og hva som skjer i virkeligheten på den andre siden, samt hva dette avviket skyldes. Andre kommentarer understreket enkelte prosjekter eller forbedringer som eksempler på status eller utvikling.

Det pågår en endring i betraktningene rundt tilgjengelighet, fra fokus på funksjonshemmede og spesielt rullestolbrukere, mot tilgjengelighet for alle, eller universell utforming. En stor majoritet av respondentene svarte at deres politikk og regelverk er rettet mot alle slags funksjonshemminger, eller mot alle.

Brukergrupper (funksjonshemmedes organisasjoner, eldres organisasjoner med mer) og EU er de som av flest respondenter i undersøkelsen anses å ha stor innflytelse på utviklingen av lov- og regelverket, fulgt av politikere, den offentlige administrasjonen, eksperter og utviklingen i andre land.

Referanser - oppslagsverk

De mange (ca 350) referansene er organisert som et oppslagsverk, listet etter tema (Politikk og regelverk i EU; Politikkdokumenter, strategier og handlingsplaner; Lover og regelverk; Andre virkemidler) og land. Hensikten er at rapporten skal kunne fungere som oppslagsverk for andre som arbeider med kollektivtrafikk og tilgjengelighet.

1 Introduction

This report is the delivery from work package 1 *Review of current policies and regulations* within the project *For a European Accessibility of Public Transport for People with Disabilities*¹ (Euro Access), funded by the DG Research of the European Commission, under the 6th framework programme.

Partners in the Euro Access project are INRETS (Institut National de Recherche sur les Transports et Leur Securite), CERTU (Centre d'Etude et de Recherche en Transports Urbains), Ann Frye Ltd, University of Lund, TIS-PT (Transportes, Inovação e Sistemas, S.A) and TØI (Institute of Transport Economics). Subcontractors are FiT Consulting and UBZ (Umwelt-Bildungs-Zentrum Steiermark, Styrian Centre of Environmental Education).

1.1 Background

Accessibility is part of the Agenda adopted by the EU council of Lisbon 2000, which targeted 2010 as the goal for full accessibility. 39 million people in Europe are estimated to be disabled. Only 42 % of people with disabilities are employed, compared to almost 65 % of non-disabled people, and 52 % of people with disabilities are economically inactive, compared with the 28% of non disabled people. The demographic changes in Europe will continue, and there will be more people with reduced mobility (i.e. older and disabled people) in the future.

To address these problems a range of solutions must be developed. These include offering disabled people better training and qualifications, thus enhancing their possibilities to work. Other measures are needed in order to target the work environment itself, eliminating the various barriers which prohibit or reduce employment opportunities for disabled people.

Reducing transport barriers is one way of decreasing social exclusion and poverty among disabled people. Accessible public transport systems are crucial for independent living, social inclusion and sustainable development. Accessibility of public transport for people with disabilities will be increasingly important in order to provide a society with equal rights.

The EU's perspective for its disabled citizens is in accordance with the new approach to disability: moving away from seeing people with disabilities as the passive recipients of compensation to a new approach which recognises their legitimate demand for equal rights and full participation in society. The fight against discrimination and the promotion of the participation of people with disabilities into economic activity and social participation are clear objectives of EU policies. The leading edge of thinking and practice is steadily shifting beyond legal obligation and well-meaning philanthropy towards a solution oriented culture. It does not focus on a person's disability, rather it emphasises the changes that the society or a business can easily make to enable that person to contribute with his or her skills and productivity.

The change in the perception of the importance of mobility for people with disabilities is increasingly the result of, as well as a contributor to, wider socio-political policies that seek to ensure equality for all, including disabled people. Another aspect worth emphasising is that transport policy is not an isolated area. To be truly effective, it should be part of broader

¹ For more information, see the Euro Access web site: <http://www.euro-access.org/>

policies and legislation which include areas such as land-use, health, education and social policy.

The creation of fully accessible public transport is a complex process. It requires not just accessible vehicles – buses, coaches, trams, trains etc. – but also an accessible environment understood widely. In general people with disabilities tend to be less well off than their able-bodied peers. Thus, financial assistance is also important.

The Euro Access project aims to raise awareness between the EU countries, and two EFTA countries, allowing all countries to learn from best practices. Therefore, a transferability analysis is crucial for the success of this project. The dissemination phase becomes fundamental and raises awareness at political as well as operational level.

1.2 Euro Access – For a European Accessibility of Public Transport for People with Disabilities

The objective of the Euro Access project is to contribute to the development of EU policy on the accessibility of the transport systems in the 27 member states, and two EFTA countries (Iceland and Norway). The aim is to promote social integration and active participation in society of people with disabilities.

Accessible public transport systems are to be understood as systems which integrate all people – including those with mobility, sensory, cognitive impairments, mental health problems, environmental sensitivities and allergies – when delivering transport services. They include not only being able to get on and off vehicles, but also being able to understand how the public transport system works, being able to get to and from terminals or stops, to buy a ticket and travel with confidence. Urban as well as rural areas are covered. All surface public transport is covered: train, bus, metro, tram, taxi etc., local as well as long distance and international transport (e.g. intercity train and coach services).

The main goals of the Euro Access project are:

- To establish an inventory of current policies and legal frameworks and guidelines on accessibility of public transport systems in the EU.
- To raise awareness of user needs and expectations for an accessible public transport system for people with disabilities.
- To highlight best practice in the EU on national policies, technical innovations, services provided and their potential correlations with the employment of people with disabilities.
- To make recommendations for a common legal framework in the EU on the accessibility of transport systems

These strategic objectives will be achieved through a detailed inventory and additional surveys.

The Euro Access approach is to propose a framework for the transferability of good practice between EU countries, based on knowledge about current policies and legal frameworks in the countries, about the needs and expectations of people with disabilities and about best practices in the field of accessible public transport systems.

The Euro Access project is organised in three stages:

- Collection of data. During this first stage, the EURO-ACCESS partners will collect all the information relevant to the project. National legislation (where it exists) will be reviewed as well as national transport regulations and best practice regarding accessibility of public transport for people with disabilities.
- Analysis of the data. At this stage, the data collected will be organised in order to allow for comparison between countries.
- Recommendation stage. The design of policy recommendations will be done at a third stage as well as the dissemination of the project's results.

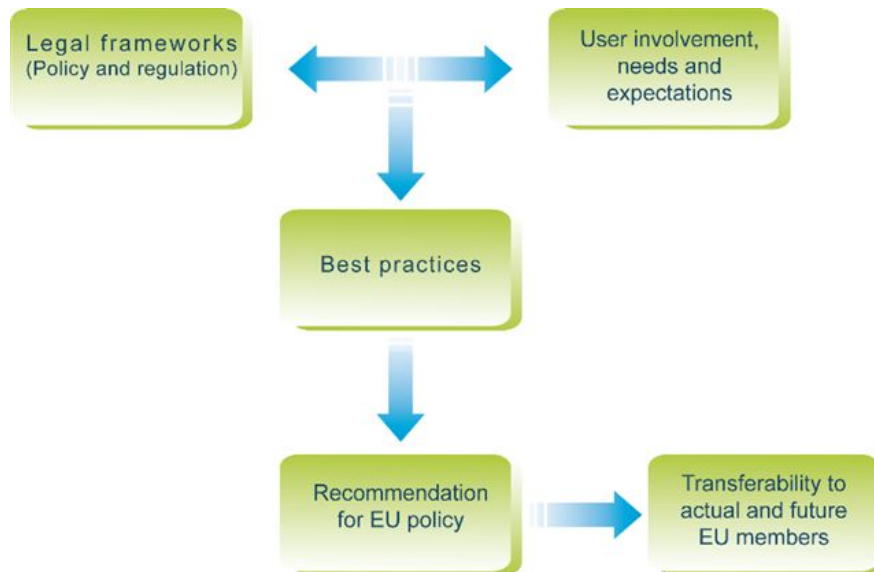


Figure 1: The Euro Access approach (Euro Access 2007).

1.3 Objectives of this work

The overall objective of Euro Access' Work package 1: *Review of current policies and regulations*, of which this report is the result, is to provide an inventory of current policies and regulations on accessibility of public transport systems for disabled persons.

The work package has the following objectives:

- To provide an inventory of prevailing EU policy and legislation concerning accessibility of public transport systems
- To provide an inventory of policies, strategies and action plans promoting improved accessibility of the public transport systems in 27 EU member states and two EFTA countries
- To provide an inventory of prevailing legislation - laws, provisions, regulations, standards and guidelines - on accessibility of public transport systems in those countries
- To describe pricing strategies and other means used in order to improve accessibility of public transport systems

- To analyse in particular the national provisions governing accessibility to the public transport system for people with disabilities in relation to employment and education

The inventory will be reported in a form that makes it possible to carry out regular updates when changes occur. The findings of this report will be one of the data sources that will be used in the later analyses in the Euro Access project.

1.4 Methodology and data collection

The main data sources for this work are: an extensive questionnaire to ministries responsible for public transport; policy and regulatory documents concerning accessibility of public transport systems, and; general literature on the topic. Based on these sources the report describes policies, strategies and action plans, legal and technical frameworks and other means for improving accessibility of public transport systems in the EU countries and two EFTA countries (Iceland and Norway). The review has been conducted and reported in order to form part of the basis for further analysis in the Euro Access project.

The report is descriptive. We have reviewed some documents, in order to give a short description of objectives and contents, but due to e.g. time resources, language problems and accessibility to the documents, we have not been able to read most of the documents that are mentioned in the report (about 350 documents). Thus, there are no judgements on the quality of the documents, or to what extent the policy documents, regulatory documents etc. may deliver accessibility of public transport systems for disabled people.

Each chapter begins with a small summary of the main findings of the chapter. These summaries form the basis of the executive summary of the report.

Superficial cluster analysis based on information in the various tables has been conducted, to test if there are significant variations between new and old EU members and regions (north, south and east). However, we found no significant patterns. This may be due to the fact that we have not been able to actually read or judge the many documents, thus our analysis is based on rather superficial data. Other analyses have not been conducted. The work presented in the report will be part of the basis for later analyses in the Euro Access project.

The extensive references (ca 350) are organised as an inventory. They are listed by country, under the main headings: general references; EU policy and legislation; policies, strategies and action plans; legal and technical frameworks, and; other initiatives. The inventory may be useful for others dealing with accessibility of public transport systems.

1.4.1 Data collection

The current state and development of EU policy and legislation concerning accessibility of public transport systems is described based on available literature, mainly EU documents.

An extensive questionnaire was developed, focusing on various means of encouraging and requiring improvements of the accessibility of public transport systems for disabled people (see questionnaire in appendix). The questionnaire is qualitative, which demanded a lot from those answering it. The main focus was on policies, strategies and action plans and on legal and technical frameworks. Other initiatives, such as pricing strategies, special transport services, budget requirements, economic incentives, requirements of strategic plans, training of various groups and development of indicator systems to measure the development of accessibility of the public transport systems were also covered. The questionnaire had a particular focus on reducing transport barriers in order to improve the opportunities for disabled people to work, study and live independently.

The questionnaire was developed by TØI in cooperation with the other partners in Euro Access and the sub contractors. The questionnaire was sent to key people in the ministries responsible for public transport through the network of the European Conference of Ministers of Transport (ECMT). Each partner and sub contractor of Euro Access was responsible for the follow up on a number of respondents.

We received completed questionnaires from 24 countries. Three of the questionnaires were completed by organisations other than ministries and departments responsible for public transport or their subsidiary offices. For four of the five missing countries we were allowed to use information from a questionnaire from the parallel project PTaccess. The completeness of the questionnaires varies. A quality assessment system was developed, in order to register and report the efforts, progress and quality of the survey. The quality assessment is reported separately. Please see appendix for an overview of who completed the questionnaire.

1.4.2 Data quality

Several sources have been used in order to complete and to cross check data and information. The main documents include the report *Legislation to improve access*² from the European Conference of Ministers of Transport (ECMT) (2000), the UN report *Government Action on Disability Policy. A Global Survey* (Michailakis 1997)³ and the draft report *D.1.1 State of the Art regarding Information and Data on accessible Public transport*⁴ from the ongoing project PTaccess (February 2007). The internet has been used intensively, for researching and cross checking names, references etc., as well as to find and review documents.

The questionnaire has been completed by one person or a small group of persons in each country. The knowledge, focus and understanding of those answering the questionnaires influence the kind of information we have received. Nonetheless, we believe that most relevant documents are mentioned or described in the report. Our knowledge, focus and understanding as researchers, in gathering, interpreting, cross checking and presenting the information, has also influenced the final result.

Several terms used in the questionnaire, such as ‘policy’ and ‘regulations’, were not defined, and may be understood and used in various ways. In order to get as much information as possible, we did not find strict definitions appropriate, as this may result in information being left out due to different understanding of the terms.

1.4.3 Language

Language has been a challenge in this work. The qualitative questionnaire required English translations of policy titles, names and content of regulatory documents etc. from the respondents of questionnaires. In some cases, partners in Euro Access have translated whole questionnaires or specific names and titles. As far as possible we have tried to find titles and documents on the internet or in other sources. This has not always been possible, as many of the documents could only be found in their original languages.

As far as possible we have provided internet-links to the documents mentioned in the report. These may be useful for those who doubt translations or are uncertain of which documents are referred to, and of course for those who are interested in reading the documents.

² <http://www.cemt.org/topics/handicaps/pdf/TPH0007rev1e.pdf>

³ http://www.independentliving.org/standardrules/UN_Answers/UN.pdf

⁴ <http://www.ptaccess.eu/Downloads.phtml?id=4>

Another language challenge is the frequent use in the report of terms which are not “politically correct”. This may be due to translations of titles into English, but may also reflect legal language in the countries. In the report, titles etc. are given as written in the questionnaire, unless we have been able to find another official translation.

2 EU policy and legislation

2.1 EU policy and strategies

The EU has developed and continues to work on an action plan called **Equal opportunities for people with disabilities: A European Action Plan** (Commission of the European Communities 2003)⁵. We will take this plan as a starting point when describing EU policy and strategies concerning accessibility of public transport systems.

The plan states that contributing to shaping society in a fully inclusive way is the overall EU objective. In this respect, the fight against discrimination and the promotion of the participation of people with disabilities into the economy and society play a fundamental role.

The EU's long-standing commitment towards its disabled citizens goes hand in hand with a new approach to disability: from seeing people with disabilities as the passive recipients of compensation, society has come to recognise their legitimate demands for equal rights. The EU sees disability as a social construct. The EU social model of disability stresses the environmental barriers in society that prevent the full participation of people with disabilities. These barriers must be removed. Accessibility and mobility issues are now dealt with in the light of equal opportunities and the right to participate. It is emphasised in the policy document that entry into employment is crucial for the integration of people with disabilities in the economy and society at large. Participating in the labour market allows people to earn a living and to participate more fully. It also gives individuals additional dignity and a greater degree of independence.

The Commission has identified the priority areas for the first phase of the action plan, which are grouped under the following four complementary headings:

- Access to, and remaining in, employment.
- Lifelong learning in support of employability, adaptability, personal development and active citizenship of people with disabilities.
- Using the potential of new technologies, which play a crucial role in ensuring equal opportunities and mobility in the economy, in empowering people with disabilities.
- Accessibility of the public built environment, which is a pre-condition for participation in the workplace and mobility in the economy and society.

In this context, the last point is the most interesting. The action plan highlights the Commission's **White Paper on European Transport Policy for 2010: a time to decide**⁶, which recognises that accessible public transport is an integral part of accessibility in the wider sense (EC 2001). The Commission will therefore promote accessible public transport, which is an important contribution to the ability to work.

⁵ <http://europa.eu/scadplus/leg/en/cha/c11414.htm>

⁶ http://ec.europa.eu/transport/white_paper/documents/doc/lb_texte_complet_en.pdf

2.2 EU legislation

2.2.1 Regulations and directives in the EU system

‘Secondary legislation’ is the third major source of Community law, after the treaties (primary legislation) and international agreements (EUR-Lex 2007⁷). Secondary legislation can be defined as “the totality of the legislative instruments adopted by the European institutions pursuant to the provisions of the treaties”. Secondary legislation comprises the binding legal instruments (regulations, directives and decisions) and non-binding instruments (resolutions, opinions) provided for in the EC Treaty, together with a whole series of other instruments such as the institutions’ internal regulations and Community action programmes. Here, we present short definitions of regulations and directives, as described in EUR-Lex (4th September 2007).

2.2.1.1 Regulations

Adopted by the Council in conjunction with the European Parliament or by the Commission alone, a regulation is a general measure that is binding in all its parts. Unlike directives, which are addressed to the Member States, and decisions, which are for specified recipients, regulations are addressed to everyone.

A regulation is directly applicable, which means that it creates laws which take immediate effect in all the Member States in the same way as a national instrument, without any further action on the part of the national authorities.

2.2.1.2 Directives

Adopted by the Council in conjunction with the European Parliament or by the Commission alone, a directive is addressed to the Member States. Its main purpose is to align national legislation.

A directive is binding on the Member States with regard to the result to be achieved, but leaves them to choose the form and method they adopt to achieve the Community objectives within the framework of their internal legal framework.

If a directive has not been transposed into national legislation in a Member State, if it has been transposed incompletely or if there is a delay in transposing it, citizens can directly invoke the directive in question before the national courts.

2.2.2 EU legislation concerning accessible public transport systems

Since 2000, the EU has implemented and developed several directives and regulations aimed at making public transport systems more accessible to and useable by all, through specific directives as well as regulations concerning various modes of transport, and in more general directives. We find that the following directives are the most important in this context:

- Special provisions for vehicles used for the carriage of passengers comprising more than eight seats in addition to the driver’s seat (Directive 2001/85/EC)
- On coordinating the procurement procedures of entities operating in the water, energy, transport and postal services sectors (Directives 2004/17/EC)
- On the coordination of procedures for the award of public works contracts, public supply contracts and public service contracts (2004/18/EC)
- On the interoperability of the trans-European high-speed rail system and conventional rail system (Directive 2004/50/EC)

⁷ http://eur-lex.europa.eu/en/droit_communaire/droit_communaire.htm#1.3

- On International Rail Passengers' Rights and Obligations (COM 2004/143) (proposal)

The following directives and regulations are concerned with accessible public transport systems as well, but are not relevant in the Euro-Access project which is dealing with public transport on land:

- On safety rules and standards for passenger ships (Directive 2003/24/EC)
- On the rights of disabled persons and persons with reduced mobility when travelling by air (Regulation (EC) No 1107/2006)
- Common rules on compensation and assistance to passengers in the event of denied boarding and of cancellation or long delay of flights (Regulation (EC) no 261/2004)

Short descriptions of the relevant directives are listed below.

Directive 2001/85/EC relating to special provisions for vehicles used for the carriage of passengers comprising more than eight seats in addition to the driver's seat⁸

The directive says that vehicles of Class I (city buses) shall be accessible for people with reduced mobility including wheelchair users, according to the technical provisions laid down in the detailed Annex VII. Member States shall be free to choose the most appropriate solution to achieve improved accessibility in vehicles other than those of Class I. However, if vehicles other than those of Class I are equipped with devices for people with reduced mobility and/or wheelchair users, they shall comply with the relevant requirements of Annex VII.

Directive 2004/17/EC on coordinating the procurement procedures of entities operating in the water, energy, transport and postal services sectors⁹ and 2004/18/EC on the coordination of procedures for the award of public works contracts, public supply contracts and public service contracts¹⁰

The directives clearly state in articles 34 and 29 respectively that Contracting authorities should, whenever possible, lay down technical specifications so as to take into account accessibility criteria for people with disabilities or design for all users.

Directive 2004/50/EC On the interoperability of the trans-European high-speed rail system and conventional rail system¹¹

The Technical Specification for Interoperability (TSI) connected to this directive is under revision, and several Ministries have referred to the revision of the TSI as being very important in the sense of making rail transport more accessible.

The TSI covers the Conventional and High Speed Rail Infrastructure and passenger Rolling Stock subsystems as described in Annex I to Directive 2001/16/EC modified by Directive 2004/50/EC, only for the Aspect "Accessibility for People with Reduced Mobility". It also deals with some elements of the "Telematics Applications for Passengers" subsystem, such as, for example, ticketing equipment.

The objective of the TSI is to enhance the accessibility of rail transport for people with reduced mobility. This includes the accessibility of the public areas of the infrastructure (including stations) controlled by the Railway Undertaking, Infrastructure Manager or Station Manager. Particular attention is devoted to: (i) the problems generated by the platform-train interface which require a holistic perspective between Infrastructure Rolling

⁸ <http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=CELEX:32001L0085:EN:NOT>

⁹ http://europa.eu.int/eur-lex/pri/en/oj/dat/2004/l_134/l_13420040430en00010113.pdf

¹⁰ http://eur-lex.europa.eu/LexUriServ/site/en/oj/2004/l_134/l_13420040430en01140240.pdf

¹¹ http://eur-lex.europa.eu/LexUriServ/site/en/oj/2004/l_220/l_22020040621en00400057.pdf

Stock; and (ii) the need for evacuation in the case of hazardous situations. “People with Reduced Mobility” mean all people who have difficulty when using trains or the associated infrastructure.

COM 2004/143 On International Rail Passengers’ Rights and Obligations¹² (proposal)

The proposal includes distinct provisions (articles 27 – 31) that give a person with reduced mobility the right to assistance, provided that the person has notified the railway in advance of his or her needs. The assistance includes boarding, changing to a corresponding service as well as disembarking. One article introduces the notion of the station manager, who is the person who provides assistance to persons with reduced mobility at the railway station. Another article gives persons with reduced mobility the right to request assistance from the railway company or the tour operator on board or when embarking or disembarking provided that he has notified his needs in advance.

¹² <http://ec.europa.eu/transport/rail/package2003/doc/com143-en.pdf>

3 Policies, strategies and action plans

Policies, strategies and action plans demonstrate countries' will to change the status quo. The respondents were asked if their countries have policies aimed specifically at improving the accessibility of public transport for all or for disabled people, and if they have action plans to support and implement the policies or which clearly state that they include this aim. The respondents were asked to indicate whether they have such policies and action plans, and to describe them briefly.

The term "policy" was not defined in the questionnaire, and may be understood and used in various ways. A policy may in some countries be a specific document which sets objectives and describes how to achieve them, often called a white paper, programme, plan or strategy. In other countries, policies are described or set in acts, laws or letters. In order to get as much information as possible about various policy documents, we did not think that a strict definition of the policy term was appropriate, as a strict definition may exclude documents because of different understandings of what a policy is.

The respondents may have found it difficult to decide whether to tick "yes", indicating that they have policies and action plans aimed *specifically* at accessibility of public transport systems for disabled people /for all. Several countries have more general plans, strategies, acts etc. focusing mainly on transport or on the situation for disabled people, where accessibility of public transport systems is included or mentioned in the document, but where it is not described or discussed in a specific or comprehensive way.

It seems that the respondents have understood our approach to asking the question. Most have judged whether they find that their country has policies and action plans "aimed specifically at accessibility of public transport for all/disabled people", and described these. Many have also described documents that to some extent deal with accessibility of public transport systems, but which the respondents do not think fit the description "aimed *specifically* at accessibility of public transport systems for disabled people /for all."

In the following section, we give an account of the respondents' judgements on whether they have developed or are in progress of developing policies and action plans aimed specifically at accessibility of public transport systems and describe such documents. We also report descriptions of various documents that are not judged to be in this category but which are still interesting in this context.

Several sources have been used in order to complete and to cross check data and information. The main documents include the report *Legislation to improve access*¹³ from the European Conference of Ministers of Transport (ECMT) (2000), the UN report *Government Action on Disability Policy. A Global Survey* (Michailakis 1997)¹⁴ and the draft report *D.1.1 State of the Art regarding Information and Data on accessible Public transport*¹⁵ from the parallel project PTaccess (February 2007). The internet has been used intensively, to search and cross check names, references etc., as well as to find and review documents.

Unless otherwise stated, the information and judgements referred to in this chapter are based on the questionnaires completed by the ministries responsible for public transport. The

¹³ <http://www.cemt.org/topics/handicaps/pdf/TPH0007rev1e.pdf>

¹⁴ http://www.independentliving.org/standardrules/UN_Answers/UN.pdf

¹⁵ <http://www.ptaccess.eu/Downloads.phtml?id=4>

length and depth of descriptions vary, according to whether and if so how the respondents have provided information on the various documents, and/or whether we have been able to find and read documents referred to (a lot of the documents are to be found only in the national language).

Table 1: Status of policies and action plans specifically aimed at accessibility of public transport systems for disabled people. The information in the table is provided by the respondents¹⁶.

Policies aimed at accessibility of public transport?			Action plans?		
Yes	In progress	No	Yes	In progress	No
Austria (1992 ¹⁷)	Belgium	Greece	Austria	Belgium	Austria
Bulgaria (2003)	Denmark	Italy	Bulgaria	France	Germany
Czech Republic (2005)	Iceland	Malta	Czech Republic	Iceland	Greece
Denmark (2003)	Slovakia	Lithuania	Denmark	Poland	Italy
Finland (2003)	Slovenia		Finland	Slovakia	Malta
France (2005)	Poland		The Netherlands	Slovenia	Lithuania
Germany (2006)			Ireland		
Ireland (2006)			Norway		
Norway (2004)			Poland		
Portugal (2007)			Portugal		
Romania (2007)			Romania		
Slovenia (2006)			Slovenia		
Spain (2003)			Spain		
Sweden (2006)			Sweden		
The Netherlands (2004)			United Kingdom		
United Kingdom (2006)					

Most countries have, or are in progress of making, policies aimed specifically at accessibility of public transport systems, as well as action plans to support and implement the policies. None of the main policy documents predates 2003 (except for Austria's).

Looking more deeply into the material (but still based on the diverse and often scarce information from the questionnaires), we find that the countries work with policies and action plans for accessibility of public transport systems in various ways. They also differ in how far they have come. Some countries have clear policy objectives, defined actions on how to implement these, and they provide the necessary funding. Some have passed acts or laws with accompanying provisions which set strong requirements on new constructions, purchase of public transport etc. General policy documents show that other countries plan to focus more on accessibility of public transport systems, while yet other countries describe preliminary work that will eventually result in specific policy documents, action plans, acts or requirements. In some countries, there seems to be no clear or focused attention on accessibility of public transport systems.

¹⁶ We did not manage to get information from Cyprus, Estonia, Hungary, Latvia and Luxembourg.

¹⁷ Dates for the latest policy documents are in brackets.

We asked at which levels (national, regional, county or municipal level) policies for accessibility of public transport systems are mainly set. All countries (except Poland) that answered this question include the national level. Finland, France, the Netherlands, Slovakia and Norway report that such policies are set at all levels. In Poland, such policies are set at regional and municipal levels, while they are set at national and regional levels in Germany.

We also asked if policies are aimed at urban areas, rural areas, both or if they do not distinguish between these. Most respondents (answering this question) answer that their countries' policies on accessibility of public transport systems are aimed at both urban and rural areas, or that they do not distinguish between these. The exceptions are Norway, Romania and Poland which mainly focus on urban areas.

3.1 Austria

The **Austrian Federal Government's Disability Concept**¹⁸ was agreed in 1992 (Federal Ministry for Labour and Social Affairs 1992). The document we have consulted is a later amended English translation¹⁹. This document lays the foundation of the Austrian disability policy. It states that the Austrian Federal Government believes that disabled people should, as far as possible, have the same opportunities for mobility as non-disabled people. Public transport should be prioritized more highly than special travel services. This will require: (a) all public transport and associated facilities to be designed to meet the needs of disabled people and (b) the use of technical aids where necessary. To compensate for the additional costs incurred as a result of disabilities, the Federal Government also intends to further extend the discount scheme for disabled people.

In 1997, a **constitutional amendment** formulated that nobody may be discriminated against because of his or her disability. As a result of the Treaty of Amsterdam, an anti-discrimination clause in favour of disabled people was incorporated in the EC Treaty. Thus, essential steps towards the equality and integration of disabled people were taken simultaneously at Austrian and European level.

The Austrian government decided to implement measures during the European year of disabled people 2003, and published the report **European Year of People with Disabilities 2003, Working Programme for Austria**²⁰, describing these measures (Federal Ministry for Social Security and generations 2002). The focus was on barriers to free access.

A report on the status of disabled people in Austria was published in 1998. The main topics of this report were leisure and mobility. In 2003, **Report from the Federal Government on the situation of disabled people in Austria**²¹ was published (Federal Ministry for Social Security and generations 2003).

According to the completed questionnaire, no specific action plan has been worked out to deliver the policies on accessible public transport in Austria.

3.2 Belgium

Development of policies and action plans aimed specifically at accessibility of public transport for all/for disabled people are in progress in Belgium. The work is related to enforcement of EU directives and accessibility regulations planned by the European Commission. According to the questionnaire, answers are incomplete because different

¹⁸ http://www.bmsk.gv.at/cms/site/attachments/5/3/2/CH0055/CMS1057914735913/behindertenkonzept_eng.pdf

¹⁹ Unfortunately, we have no date on this document.

²⁰ <http://www.bmsk.gv.at/cms/site/attachments/5/3/2/CH0055/CMS1057914735913/arbeitsprogramm.pdf>

²¹ <http://www.bmsk.gv.at/cms/site/attachments/5/3/2/CH0055/CMS1057914735913/behindertenbericht310703b1.pdf>

authorities (Federal state, Brussels capital region, Walloon region and Vlaamse Gewest) share the responsibility for accessibility of public transport systems.

3.3 Bulgaria

Answers in the Bulgarian questionnaire are given mainly with reference to rail transport. Policy documents mentioned in the questionnaire are **National strategy for equal rights for people with disabilities** (Council of Ministers 2003), **the Law for integration of people with disabilities** (01.01.2005) and **Regulation No 6 of the Ministry of Transport on transport services for disabled persons** (1997).

3.4 Cyprus

From the report Government Action on Disability Policy - A Global Survey²², we know that the officially recognised disability policy in Cyprus is expressed in guidelines adopted by the Government and in guidelines adopted by the National Disability Council (Michailakis 1997).

3.5 Czech Republic

The main Czech policy document on accessibility of public transport is the **National Plan for the Support and Integration of Persons with Disabilities 2006-2009**²³ (Government Board for People with Disabilities²⁴ 2005). The Plan is based on the goals and tasks laid down in the **Medium-Term Concept**, adopted in 2004 (Government 2004).

According to the National Plan, the Czech government acknowledges that in a modern society, it is impossible to achieve full inclusion without freedom of movement. It argues that insufficient mobility limits the rights of people with disabilities to take part in public life, which is detrimental for everyone. The problems of accessibility are influenced by a number of policies, including industry, information technology and regional development, as well as the environment, transport, social policy, safety and health protection.

So far, no comprehensive, coordinated solution has been reached for accessibility in the Czech Republic. However, in the past ten years a number of new prescriptive legal acts have been adopted. Today new constructions and changes to structures must, by law, include wheelchair access. The National Plan states that the current Czech legislation in the field of barrier-free construction is fully compatible with the EU standard.

The individual chapters of the National Plan contain a brief explanation of the field in question, the desirable target to be achieved, and individual, clearly formulated measures specifying the responsible department and the proposed deadline for achievement. Individual tasks and measures of the National Plan indicate that, despite the significant progress made in the past, the Czech Republic has still not achieved the goal of equal opportunities, including the elimination of discriminatory obstacles.

The prevailing National plan for the support and integration of persons with disabilities is the fourth plan decided on since 1992. The first **National Plan of Actions for the Handicapped Persons**²⁵ was adopted in 1992 (Government Board for People with Disabilities 1992). Its

²² http://www.independentliving.org/standardrules/UN_Answers/UN.pdf

²³ http://www.vlada.cz/assets/cs/rvk/vzpo/dokumenty/NPSI_2006.pdf

²⁴ The Government Board for People with Disabilities is a standing coordinating, initiative and advisory body of the Government of the Czech Republic on issues related to the support of people with disabilities. The Board was set up under Resolution of the Government of the Czech Republic No 151 of 8 May 1991.

²⁵ <http://www.vlada.cz/assets/cs/rvk/vzpo/dokumenty/npp-angl.pdf>

objectives include removal of the most serious cases of discrimination and the launch of systemic changes related to the support of people with disabilities. In 1993, an updated version of this document, the **National Plan of Measures to Reduce the Negative Impact of Disability**²⁶, was introduced (Government Board for People with Disabilities 1993). In 1998 the **National Plan on the Equalization of Opportunities for Persons with Disabilities**²⁷ (Government Board for People with Disabilities 1998) was introduced.

For future policies on accessibility of public transport systems to persons with limited mobility and orientation, the **National Development Programme Mobility for All** (described in the National Plan, no separate references are found) will be the starting point.

Among the measures related to transport in the National Plan we find: to define the programmes aimed at making transport accessible to persons with limited mobility and orientation as a separate part of activity by the State Fund for Transport Infrastructure; to develop existing grant programmes for the coverage of part of the capital cost of purchasing mass transport vehicles accessible to persons with limited mobility and orientation; to ensure that the set share of newly acquired rolling stock intended for passenger transport services provides access and use to persons with limited mobility and orientation; to initiate grant programmes of regions and municipalities which will allow for durable operation and development of specialized supplementary transport; and to support the participation of organizations of people with disabilities in the specification of technical requirements promoted within EU commissions.

At the homepages of the Government Board for People with disabilities, Governmental resolutions concerning the Board are listed²⁸.

3.6 Denmark

It appears that the **Action plan for disability policy**²⁹ from 2003 is the key policy document (Ministry of Economic and Business Affairs 2003). The action plan points to five key areas: Housing; Employment and education; Accessibility to physical environment (transport included); Public administration; and Leisure and quality of life. The action plan states that the overall policy objective in this field is an accessible society, where people with disabilities may participate on an equal basis. It refers to the UN Standard Rules. When discussing transport, “the whole journey” is the ideal. Several ongoing and completed initiatives are mentioned, such as purchasing low- floor trains for intercity traffic, improved accessibility on new train and underground stock and rebuilding stations and terminals.

The Ministry of Transport and Energy is currently **working on a policy-document concerning transport for disabled**, that the Minister will present before the end of 2007.

3.7 Estonia

The officially recognised disability policy in Estonia is expressed in law, in guidelines adopted by the Government and in guidelines adopted by the National Disability Council and in policy adopted by NGOs (Michailakis 1997).

²⁶ <http://www.vlada.cz/assets/cs/rvk/vvzpo/dokumenty/npo-angl.pdf>

²⁷ <http://www.vlada.cz/assets/cs/rvk/vvzpo/dokumenty/nvpv-ang.pdf>

²⁸ <http://www.vlada.cz/en/rvk/vvzpo/Usnesenivlady/default.html>

²⁹ <http://www.oem.dk/publikationer/html/handicap/index.htm>

3.8 Finland

The main policy and strategy document regarding accessible public transport systems in Finland is **Towards accessible transport. Accessibility Strategy of the Ministry of Transport and Communications**³⁰ (Ministry of Transport and Communications 2003). This policy paper was prepared in cooperation with different Ministries, the Association of Finnish Local and Regional Authorities as well as public organisations operating within the administrative sector of the Ministry. It draws up the policy and strategies in this field, and it has a detailed and thorough action programme.

The policy and strategy part of the document says that the possibility of independent mobility is an important factor affecting the quality of life. An accessible environment suitable for everyone offers citizens the opportunity to live independently and to be self-sufficient: to work, use services, enjoy free time and meet other people. The long-term transport policy guidelines emphasise the right of everybody to mobility and the opportunity to exert that right. The transport system shall also be designed and constructed so that children, the elderly and people with reduced functions can safely manage their daily travel needs.

The strategy plan states that the objective is a transport system suitable for all. Achieving the goal requires the administrative sector of the Ministry of Transport and Communications to take into account the mobility needs of all population groups and to work actively to remove existing shortcomings. This effort must be included in mainstream activities, such as preparing legislation and planning instructions and in maintaining and building the transport infrastructure.

The action programme included in the strategy document covers all modes of public transport, and all parts of the journey. It also includes service and maintenance, which several other action plans in this field are lacking.

To support the implementation of the strategy, the three-year **Research and Development Programme ELSA**³¹ was started in the autumn 2003 (Ministry of Transport and Communications 2007). The objective of the ELSA programme is to encourage the municipal sector, providers of transport services, the authorities and the general public to see the importance of accessibility. It should motivate the various stakeholders to take this aspect into account in their daily work, and to produce and disseminate information about good practice. The focus of the programme is particularly on accessibility of public transport and the pedestrian environment.

The aim of the programme is to gather research and development relating to accessibility under one umbrella. Examples of the topic areas for research and development projects possibly financed by the programme are³²: A more accessible pedestrian environment; Public-transport passenger information, payment systems, terminals and vehicles; Assistant services and travel dispatch centres; Transfer of passengers to aircraft; Passenger conditions for maritime transport and rail transport and equal rights of passengers; Clarity and manageability of the road transport environment; Driver licensing requirements for a disabled person as well as approval of vehicles; The economic significance of accessibility and effectiveness of measures promoting accessibility; and Development of evaluation methods for accessibility and user-friendliness.

³⁰ http://www.elsa.fi/strategia/pdf/strategy_english.pdf

³¹ http://www.elsa.fi/English/index_english.htm

³² <http://www.cemt.org/topics/handicaps/develop/FINdev06.pdf>

3.9 France

In France, **the Act on equal rights and opportunities, participation and citizenship of the persons with disabilities**³³ (2005) is the main policy document dealing with accessibility of public transport systems. The 2005 Act amended the 1975 acts on the disabled and on social and medical institutions. It was drawn up by the ministry of Health, family and disabled persons.

On the basis of a classification proposed by the World Health Organisation in 1980, revised in 1993, the concept of *disability* has been superseded by that of *situation of disability*, which is not limited to a functional handicap and impairments but takes into account the social disadvantage that results from a functional handicap or impairments, which are exacerbated by the social, material, human and technical environments.

The 2005 Act establishes: a right to compensation for disability; a right to education and training; a right to employment and; a right to access. The right to access includes the right of access to buildings as well as to public transport. The principle of access to new public housing and buildings open to the public was extended by the Act of February 11th 2005. Public buildings must not only be accessible, but must also ensure a continuous chain of access: e.g. access to railway stations, public transport, kerbs and ramps. All rented housing, public buildings and public transport should be made accessible by 2015.

The 2005 Act also completes the anti discrimination act in the penal code (art. 225) and the right to access to transport services (article 2 from LOTI act)³⁴.

The 2005 Act makes **provisions for a number of actions to support and implement what is laid down in the Act**, which can be considered as action plans. The most important actions regarding accessibility of the built environment are listed below.

By January 2011, public buildings must be assessed in order to determine if they are accessible, and necessary work to make them accessible must be undertaken before 2015.

All transport authorities should prepare a plan for making accessible the services for which they are responsible. This plan should be published by February 2008, and include a timetable for implementation of accessibility measures. These measures are distinguished by mode. If access cannot be achieved for technical reasons, the transport authority has to create an alternative transport service, within three years. This shall be suitable to meet the needs of people with disabilities.

The mayor of each commune, which is the lowest administrative level in France, has to publish a plan for making street infrastructure and public installations accessible by December 2009 (focusing on pedestrian areas, parking areas, bus stops and light rail stations). There is no deadline for these master plans or for making street infrastructure accessible.

Any vehicle purchased to replace the public transport fleet or to extend the public transport network, must be accessible. Accessibility requirements must be met as a condition of receiving public subsidies for such purchases.

At local level, a commission entitled *Local Commission for Accessibility* has been created in communes with more than 5000 inhabitants. The representatives of the commune, associations of transport users and associations of people with disabilities are *ex officio* members of this commission. The commission publishes a report each year, describing the state of accessibility of the commune (the built environment, street infrastructure, public areas, transport systems), which is distributed to all stakeholders mentioned in the report.

³³ http://www.coliac.cnt.fr/article.php3?id_article=33

³⁴ http://www.coliac.cnt.fr/article.php3?id_article=33

A national research programme has been launched, which includes as one of its objectives improving the applicability of the new law³⁵.

3.10 Germany

Three laws are listed as major policy documents on accessibility of public transport systems in Germany. They are the **Law on equality of treatment of disabled persons and to change other laws**³⁶ from 2002, the **Common law on equality of treatment of disabled persons**³⁷ from 2006, and **Federal laws on Equality of Treatment of disabled person in 15 states** (the exception is Lower Saxony, where the act is in draft). The Federal Government is responsible for the first two laws, while the states (“Länder”) are responsible for the 15 federal laws. According to the completed questionnaire, no action plans have been worked out to support or implement the policies.

The Institute for Barrier Free Design and Mobility completed the questionnaire on behalf of Germany.

3.11 Greece

In Greece, the general rights of disabled people are incorporated in law. There are no policy documents or actions plans aimed specifically at the accessibility of public transport systems.

3.12 Hungary

The officially recognized disability policy in Hungary is expressed in law and in guidelines adopted by the Government (Michailakis 1997).

3.13 Iceland

Policies and action plans concerning accessible public transport systems are under constant review.

In the **National transport policy 2007 – 2018**, which is expected to be approved by the Parliament next autumn, the special needs of disabled people are addressed. The policy states that all structures and equipment built and operated by the state must be designed in a way that makes it accessible to all. The policy states that as the average age of the population increases the number of people with reduced mobility will also increase. It will thus become more important to view accessibility for all as a mainstream theme from the start of the design process. Full accessibility will therefore become a requirement in accordance with best practice.

On March 30th 2007 Iceland became a party to the UN Convention on the rights of persons with disabilities. The Convention clarifies the rights of disabled people and states their right to be considered equal to others. Article 9 in the Convention concerns accessibility and states that disabled people shall have equal access - to their physical surroundings, to transport, to information and to communication.

The Ministry of Social Affairs is responsible for the subject of disabled people in Iceland. A Committee under the auspices of the Ministry is currently making an assessment of accessibility in Icelandic society. The assessment is based on the 22 rules of the United

³⁵ www.predit.prd.fr.

³⁶ http://www.rechtliches.de/info_Gesetz_zur_Gleichstellung_behinderter_Menschen_und_zur_Aenderung_anderer_Gesetze.html

³⁷ http://www.voeb.de/frameset.html?http://www.voeb.de/content_frame/presse_service/con_press_pu_agq.html

Nations on what constitutes an accessible society, rule number five deals with access to transport and information. The committee aims to clarify the situation of disabled people and to draw up a plan on how to achieve equality in accordance with the rules of the UN.

The Ministry of Social Affairs has drawn up a **policy and a plan for services for handicapped people in the period 2007 to 2016** (current information is in Icelandic only). This policy concerns the issues for which the Ministry itself is responsible, as well as those of other Ministries. The policy applies to both levels of administration in Iceland (governmental and municipal). The special transport service for disabled people not able to use other means of transport, is dealt with in the policy.

3.14 Ireland

The Department of Transport has finalised and published a Sectoral Plan under the Disability Act, entitled **Transport Access for All**³⁸, which addresses the accessibility needs of people with mobility, sensory and cognitive impairments across all transport modes (Department of Transport 2006). This plan sets out a series of policy objectives and targets for accessible transport across all modes of transport – measures to make trains, buses, taxi and hackney services, as well as air and marine transport, accessible. Significant resources for accessibility are being provided under **Transport 21**³⁹ (the Government's 10-year transport investment programme launched in November 2005⁴⁰) to facilitate further progress. Accessibility is being built into new public transport infrastructure projects and funding is also being provided to continue the phased retrofit of existing infrastructure.

3.15 Italy

There are no policy documents or actions plans aimed specifically at accessibility of public transport systems. References to disabled people are incorporated in laws and regulations. In the **Regulation to Implement Article 27 of the Law of 30 March 1971, no 118 in the interests of Disabled People on Barriers in the Built Environment and on Public Transport**⁴¹, elimination of any architectural barriers or obstacles in public places and new buildings are planned. New buses, tram, metro and stations must be accessible for disabled people.

The questionnaire on Italy was completed by FIT consulting srl (contractor in the Euro-Access project), through in depth desk studies.

3.16 Latvia

The **Latvian National Action Plan for Reduction of Poverty and Social Exclusion (2004-2006)**⁴² is a plan for reduction of poverty and social exclusion. It is recognised that disabled people are an important group at risk of social exclusion. One of several policy objectives of the plan is to provide access to public transport services for everybody. Under the heading "Strategic approach, main objectives and targets", one chapter is dealing with development of transport. It says that public transport services are essential for ensuring the mobility of people. Public transport services are needed in order to reach workplaces, educational institutions, state and municipalities as well as institutions providing health care and social services. To ensure access to public transport services for everybody, the following target is

³⁸ <http://www.transport.ie/viewitem.asp?id=7760&lang=ENG&loc=845>

³⁹ http://www.transport21.ie/WHAT_IS_TRANSPORT_21/TRANSPORT_21/Navigation.html

⁴⁰ Transport 21 has been endorsed by the recently published National Development Plan 2007-2013: www.ndp.ie.

⁴¹ http://orsaminore.dreamhosters.com/handy/documenti/it_dpr-780427.html

⁴² http://ec.europa.eu/employment_social/social_inclusion/docs/nap_incl_2004_lv_en_version.pdf

to be reached: To develop new public transport networks and improve access to existing services (frequency and reliability of transport, price of services, physical access to transport vehicles and infrastructure). Indicators will be: Increase in the number of new public transport lines and routes; and Increase in the number of public transport vehicles adapted for people with mobility problems.

Information about Latvia was found through internet-searches.

3.17 Lithuania

A draft Programme on **Adaptation of Transport Infrastructure and Environment to Needs of Disabled** was introduced almost 10 years ago (Ministry of Transport 1998). The Government has not yet approved this document. However, in 2003 some of the main aspects of the programme were integrated in **the National Programme on Social Integration of Disabled for 2003-2012** (Ministry of Social Security and Labour 2002). However, the respondents considered that Lithuania does not have policies or action plans aimed specifically at accessibility of public transport systems.

3.18 Luxembourg

The officially recognized disability policy in Luxembourg is expressed in law and in guidelines adopted by the Government (Michailakis 1997).

3.19 Malta

Accessibility for disabled people is included in the **Equal Opportunities (Persons with Disability) Act**⁴³ of 2000. The respondent does not describe the act as a policy aimed specifically at accessibility of public transport services.

3.20 Norway

Among the most important works carried out in this field in Norway in the last few years is The White Paper nr. 40 (2002 – 2003) Reduction of disabling barriers and White Paper nr. 24 (2006 – 2015) National transport plan, both with action plans.

White Paper nr. 40 (2002 – 2003) Reduction of disabling barriers⁴⁴ was presented to the Norwegian Parliament in 2003 (Ministry of Labour and Social Inclusion 2003). It gives a thorough description of the situation and a broad review of strategies, goals and initiatives on the Government's policy for people with disabilities. The aim for the transport sector is to improve and to take into consideration the accessibility of public transport systems, in planning and designing infrastructure, vehicles and services.

Following the White Paper on reducing disabling barriers, **the Government's action plan for increased accessibility for persons with disabilities – Plan for universal design in key areas of society (2004 - 2009)**⁴⁵ was introduced (Ministry of Labour and Social Inclusion and Ministry of Environment 2004).

The action plan aims to enhance accessibility for all, and directs special attention towards people with functional impairments. This includes disabilities affecting vision, hearing,

⁴³ http://docs.justice.gov.mt/lom/legislation/english/leg/vol_13/chapt413.pdf

⁴⁴ <http://www.regjeringen.no/nb/dep/aid/dok/regpubl/stmeld/20022003/Stmeld-nr-40-2002-2003-.html?id=197129>

⁴⁵ http://www.regjeringen.no/nb/dep/md/dok/rapporter_planer/planer/2004/T-1440-Regjeringens-handlingsplan-for-okt-tilgjengelighet-for-personer-med-nedsatt-funksjonsevne.html?id=443451

mobility, cognition and sensitivity to environmental factors (individuals with asthma/allergies).

The action plan is designed to unify and strengthen efforts to improve accessibility to transport, buildings, outdoor environments, products and other important areas of society. It is built upon five main principles; all important areas of society are to be included; each sector is responsible for implementation within their own areas of responsibility; governmental efforts should be coordinated; participation and involvement on all levels; and the effects will be evaluated.

The action plan was drawn up by the Ministry of Environment and the Ministry of Labour and Social Affairs, in close cooperation with other relevant Ministries – among them the Ministry of Transport and Communications. The plan incorporates initiatives from 15 different government ministries. In 2005, NOK 189 million was allocated to projects within the action plan.

The Norwegian Government presented **White Paper nr. 24 (2006 – 2015) National transport plan**⁴⁶ to the Parliament in March 2004 (Ministry of Transport and Communications 2004). This plan sets out the government's proposal for transport policy for the period 2006 – 2015, and is a strategic document for the development of the transport system including road, railway, aviation and sea-transport. Increased accessibility of public transport systems and Universal design are among the fields highlighted in the plan. In the course of the parliamentary debate on the White Paper, a new political main objective (one of five such objectives) was agreed: A transport system that is accessible for all and a transport system that makes it possible for everyone to live an active life.

The White Paper introduced a new action plan for accessibility; **Action Plan for the BRA – programme (2006 – 2009)**⁴⁷, dealing with public transport (Ministry of Transport and Communications 2006). A working group including representatives from the Ministry of Transport and Communications, the Norwegian National Rail Administration, the National Public Roads Administration, Avinor AS (the Norwegian state-owned company for developing and running airports), and the Norwegian State Railways has drawn up the action plan for the BRA – programme. The action plan was completed in January 2006, and is also a part of the Government's action plan for increased accessibility for people with disabilities.

The main goal of the action plan is increased accessibility for everyone to public transport, with special focus on disabled people. The action plan outlines the Government's political priorities in this area, as well as specific actions within the various sectors of transport. The programme is to be implemented during the period 2006 – 2009, and includes improved transport infrastructure, rolling stock and logistics. The aim is to make the entire transport chain accessible.

In conjunction with the action plan, a subsidy scheme was set up in order to encourage counties and municipalities to give priority to actions that improve the accessibility of public transport systems, throughout the whole travel chain.

3.21 Poland

In Poland, the Ministry of Transport is working on **Transport policy for the years 2007-2020**⁴⁸ which will be completed in 2007. The accessibility of public transport for disabled people is highlighted in the document. General Polish law protects accessibility of public

⁴⁶ <http://www.regjeringen.no/nb/dep/sd/dok/regpubl/stmeld/20032004/Stmeld-nr-024-2003-2004-.html?id=197953> (in Norwegian)

⁴⁷ http://www.regjeringen.no/upload/kilde/sd/prm/2006/0028/ddd/pdfv/277779-handlingsplan_bra.pdf (in Norwegian)

⁴⁸ The draft will soon be available on the web site of the Ministry of Transport: www.mt.gov.pl

transport for disabled people, but due to problems such as lack of technical guidelines, there is still some way to go before policies are enforced. This is especially so in the field of rail transport. The policy draft accentuates the need to implement integrated solutions in the framework development plans for public transport in regions, urban and rural areas. Technical standards, adaptation of vehicles, licences and information systems for disabled people are also mentioned in the draft.

As part of the work on the Transport policy document, the **Transport development Strategy** is being developed⁴⁹ by the Ministry of Transport. The strategy is being developed into **operational programmes** with priorities, dates etc.⁵⁰ (Ministry of Regional development is responsible for this). In the context of ensuring accessibility of public transport for disabled people, the strategy emphasises purchase or modernization of transport systems and improvement of infrastructure. On infrastructure, according to the regulations of the building act, each new investment or major refurbishment must ensure accessibility for disabled people, no exceptions are allowed.

3.22 Portugal

The main policy document on accessibility of public transport services is the **National Plan on Accessibility Promotion** (Ministry Council 2007). The main objectives of the plan are 1) To raise society's awareness of the fact that accessibility is a privilege for all, and to inform stakeholders in urban planning, construction and transport of the advantages, importance and necessity of ensuring accessibility, as well as to promote technical training on accessibility, and 2) To ensure accessibility in the transport field. The plan is counted as an action plan as well, since it comprises details of several actions to ensure the delivery of each objective.

In May 2006 the Ministry of Transport asked the regional public transport authorities to develop action plans to improve accessibility of bus stops. In 2005 the authorities agreed that the plans of public transport authorities are sufficient to attain policy goals up to 2010.

3.23 Romania

The law **With regard to the protection and promotion of handicapped person's rights** (448/2006) lists the principles that govern the protection and promotion of disabled persons' rights, with references to among others the revised European social chart, adopted at Strasbourg on 3 May 1996. Chapter II regulates the rights of disabled persons, among which one finds the right to transport and to access the physical environment. Chapter IV contains provisions dealing with the accessibility of disabled persons to among other areas, the physical environment, which includes, but is not limited to, the construction of ramps and other means of access to public buildings, transport systems, phone booths, ATMs, car parks, public roads and streets and several other accessibility areas.

Amendments made in OUG (14/2007) deal with among other elements, the validity of the card for free transport for disabled children in all areas of the country, with the right of people with serious or profound handicaps to free transport by train within the country, buses or river boats for 12 or 6 journeys respectively and with several other provisions specific to this field.

As action plans, the respondents list two projects for modernizing railway stations including some facilities for disabled people, currently being developed by the national railway company.

⁴⁹ Draft available at the web site of the Ministry of Transport: www.mt.gov.pl

⁵⁰ These documents are available on the web site of the Ministry of Regional Development (www.mrr.gov.pl),

3.24 Slovakia

Until now, **Transport Policy of the Slovak Republic until 2015**⁵¹ is the main Slovakian policy document dealing with accessibility of public transport systems (Ministry of Transport, Post and Telecommunications 2005). Accessibility is discussed under the heading of *Social policy*. The operator is responsible of protecting the rights of the users or passengers during transport, as well as before and after their journey. The Slovak transport policy document recognizes the challenges in creating suitable conditions for access to public transport for vulnerable users, i.e. people with reduced mobility, elderly, disabled persons, children, pregnant women, and passengers with baby buggies, which are to create easy access, modification of railway platforms and so on.

The policy document suggests measures to achieve these objectives, and may be seen as an action plan. These measures are: to ensure efficient implementation of EU social legislation in the transport sector; to enable access for people with reduced mobility (vulnerable transport users) to public passenger transport; to create conditions for gradual renewal of vehicle fleets in all means of transport in order to meet adequate requirements for transport of disabled people by 2015; to ensure that transport terminals including access infrastructure in all forms of transport meet this requirement; to assign to the operator a duty to provide assistance to severely disabled people in all means of transport and; to create conditions for offering adequate fare discounts (regulated by the law or commercial discounts) in public passenger transport.

Further developments of even more specific policies and action plans concerning accessibility of public transport systems for disabled people are being developed.

3.25 Slovenia

Slovenia has policies and action plans aimed at improving accessibility of public transport services, and these are in progress of being further developed.

The **Resolution of Transport policy**⁵² proposes among other things to regulate accessibility of public transport for disabled people, assure higher mobility and equal opportunities for this group of the population (Ministry of Transport 2006).

Preliminary work on action plans to support and implement policies for accessibility for disabled people is carried out by the Ministry of Labour, Family and Social Affairs⁵³. The output will be a general plan called the **Social Inclusion Strategy**. The Ministry of Labour, Family and Social Affairs has also proposed a law on equalization of opportunities for disabled people. The law is extensive, and it is the main and general instrument for regulation of social inclusion.

3.26 Spain

Regarding action plans, Spain lists the European Ministry Declaration *Progressing towards full participation as citizens* (European Conference of Ministers responsible for Integration Policies for People with Disabilities 2003). It is more focused on promoting citizenship and full participation by developing effective legal and policy provisions to ensure equality of opportunities for people with disabilities than on physical accessibility.

⁵¹ <http://www.telecom.gov.sk/index/index.php?ids=7751&lang=en>

⁵² <http://www.uradni-list.si/1/ulonline.jsp?urlid=200658&dhid=82926>

⁵³ See www.mdds.gov.si/en for more information on the “Social Inclusion Strategy” in Slovenia in English.

3.27 Sweden

The overall policy concerning accessibility of public transport for people with reduced mobility is outlined in the government bill **1999/2000:79 From patient to citizen – an action plan for disability policy**⁵⁴ (Ministry of Health and Social Affairs 2000). The bill says that increased accessibility improves the opportunities for disabled people to study, work and live independently. This is in the interest of individuals as well as society. Regarding policy in relation to accessible public transport, the bill says that: accessibility to the transport system should continuously improve; accessibility should be taken into consideration in all planning and purchasing of infrastructure, means of transport, traffic and other services; public transport should be accessible for disabled people and people with reduced mobility by 2010 at the latest. Public transport links and areas with high traffic flows should be prioritized.

The main strategy for achieving more accessible public transport systems in Sweden was developed through the **Door-to-door project**⁵⁵ (2000-2002), (Rikstrafiken 2003a). The project was carried out in cooperation between the Swedish Public Transport Agency, the Swedish National Road Administration, the National Rail Administration, the National Civil Aviation Authority, the National Administration of Shipping and Navigation, the Swedish Association for Local Transport Authorities, Vinnova, Trains in Bergslagen and the Swedish Disability Federation. **The joint strategy to achieve the objective of an accessible transport system within 2010**⁵⁶ was presented to the Swedish government in March 2003 (Rikstrafiken 2003b).

After the Government bill called **Modern transport**⁵⁷ (Ministry of Enterprise, Energy and Communications 2006), in which accessibility was a topic, the Government decided to commission the National Road Administration and the National Rail Administration to put forward **an action plan** for the long-term development of public transport. One priority in this action plan is accessible public transport for disabled people and people with reduced mobility. Another priority is to take measures to improve information concerning public transport.

The Swedish National Road Administration, National Rail Administration, Civil Aviation Authority and Maritime Administration are all directed by the Parliamentary transport policy goals. One of six main goals in **The National Plan for the Swedish Road Transport System 2004–2015**⁵⁸ is an accessible transport system (Swedish Road Administration 2004). This means that the transport system should be designed to meet the basic transport requirements of citizens and the business sector. The accessibility goal also includes making public transport accessible for disabled people and people with reduced mobility by the year 2010⁵⁹.

3.28 The Netherlands

The policies on improving accessibility of public transport systems in the Netherlands are rooted in a **letter to the Dutch Parliament, sent by the minister of Transport, Public Works and Water Management, in 2004** (Minister of Transport, Public Works and Water Management 2004). The Minister emphasized in the letter the development of action plans to improve accessibility of public transport by rail and road. The letter describes the main

⁵⁴ <http://www.regeringen.se/sb/d/108/a/1478>

⁵⁵ http://www.rikstrafiken.se/db_dokument/Brief_review_Door_to_door_project.pdf

⁵⁶ http://www.rikstrafiken.se/db_dokument/Samlad_strategi.pdf

⁵⁷ <http://www.regeringen.se/content/1/c6/06/07/77/0082fedf.pdf>

⁵⁸ http://www.vv.se/templates/page3_1396.aspx

⁵⁹ <http://www.regeringen.se/sb/d/9324> (in Swedish)

policy goals on accessibility of public transport, which are to achieve accessibility of public transport by rail by 2030 and accessibility of public transport by road by 2010. The letter also described the separate responsibilities for accessibility of public transport, where the national railway as well as city and regional public transport are the all involved. The letter called for development of action plans on accessibility of public transport by rail and by road, including the implementation of a Disability Discrimination Act in The Netherlands.

The letter from the Minister was followed up during 2005 and 2006 by four letters to the Parliament⁶⁰. The first was about the development of an action plan on accessibility of public transport by rail and bus vehicles, the second about the development of an action plan on accessibility of bus stops, the third about a proposal concerning the implementation of a Disability discrimination, and the fourth about a plan for implementation of accessibility of public transport by rail.

Two action plans have been developed. **Implementatieplan Toegankelijkheid Definitief**⁶¹ is the action plan concerning accessibility of rail transport (ProRail and NS/Dutch Railways 2006). The plan describes measures to be implemented within 2030, in order to increase accessibility of the railway system. The responsible authority is the Ministry of Transport, Public Works and Water Management. **Plans for bus stops**,⁶² were published at the end of 2006 by the 19 regional authorities. These 19 plans describe the locations and numbers of bus stops that will be renovated in the period 2010-2015, in order improve accessibility of bus transport services.

3.29 United Kingdom

Whilst issues of equality and fairness (including disability policy) are reserved to the Westminster Parliament and are therefore United Kingdom-wide, the unique make-up of the United Kingdom and its devolved administrations (Scotland, Wales and Northern Ireland) leads to some variance in application. Although issues of equality and fairness including policy on disability issues, is a reserved matter, the devolved administrations do have significant legislative powers in respect of transport. It is therefore not possible to provide a combined response across all areas, particularly with regard to non-legislative provisions which vary considerably according to more local considerations. Thus, the description refers to the situation in England, Wales and Scotland unless otherwise is indicated. Whilst Northern Ireland generally replicates the measures in place in the rest of the United Kingdom, these are implemented under different legislation and do diverge in some cases from the position outlined in this paper. The Northern Ireland Assembly are currently considering whether a separate response is warranted.

Successive United Kingdom Governments have included commitments of accessible public transport in their Manifestos, numerous White/Green Papers and strategy documents, that the needs of disabled people will be considered in all aspects of policy making, including provision of public and other transport services. The Prime Minister's Strategy Unit promotes e.g. such objectives,⁶³ “by 2025, disabled people in Britain should have full opportunities and choices to improve their quality of life (Prime Minister's Strategy Unit 2005).”

The Department for Transport's strategic aim is *transport that works for everyone*. Mode-specific documents also exist, for example the Department for Transport's (2006) Strategy

⁶⁰ These letters can be found on www.verkeerenwaterstaat.nl, Openbaar vervoer, Toegankelijkheid OV, Kamerstukken.

⁶¹ The document can be found at www.verkeerenwaterstaat.nl

⁶² See www.kenniscentrumto-do.nl for more information.

⁶³ <http://www.cabinetoffice.gov.uk/strategy/>

Railways for All⁶⁴, which outlines what the industry is doing to increase accessibility for disabled people across Britain's railways.

The Department for Transport is the responsible authority for all policies concerning the accessibility of transport in England and Wales (it also has some cross-border responsibility in this respect for the devolved administrations in Scotland and Northern Ireland). The Department for Transport has a statutory duty (under the Disability Discrimination Act 1995 (as amended)) to publish a Disability Equality Scheme which outlines what it is doing to ensure that the needs of disabled people are taken into account when it exercises all its functions and policies. The Department's first Scheme, **Disability Equality Scheme 2006-2009**⁶⁵, includes an action plan (Department for Transport 2006a). The action plan sets out the key activities which the Department will undertake and is the result of the priorities identified by disabled people through involvement in the Scheme's production, the Department's strategic objectives and the evidence it has accessed following a review of how well the Department is currently performing in terms of disability equality. The Department is required to publish annual reports on progress⁶⁶. The Scheme itself will be reviewed every three years and further duties on the Secretary of State for Transport will come into force in 2008.

Whilst the Department for Transport sets the regulatory framework in terms of accessibility, it is largely local authorities that are responsible for delivery of provision at a local level.

⁶⁴ <http://www.dft.gov.uk/transportforyou/access/rail/rfa/>

⁶⁵ <http://www.dft.gov.uk/about/sr/disabilityequalityduty/disabilityequalityscheme/disabilityequalityscheme20062009>

⁶⁶ Further information about the Disability Equality Duty can be found in the Disability Rights Commission's statutory Code of Practice. The duties in Scotland differ from those in England and Wales and a different Code of Practice applies there. This is also available from the link: http://www.drc-gb.org/employers_and_service_provider/disability_equality_duty/explaining_the_duty/codes_of_practice.aspx

4 Legal and technical frameworks

Turning a desire to change into a legal framework is an important tool to achieve real improvements. In this part of the report an overview of the legal and technical frameworks in the 27 EU countries and two EFTA countries will be given. The focus is on laws, provisions and regulations concerning accessibility of public transport systems. They include general laws, provisions and regulations, as well as laws, regulations and provisions for accessibility specifically for public transport systems. Our ambition has been to include all areas of the legal frameworks specifically dealing with accessible public transport on roads. We have tried to reach this goal by carrying out additional searches to amplify the answers received in the questionnaires. We have also enquired whether and if so how relevant EU directives and regulations have been implemented in national legislation. Relevant standards and guidelines regarding accessibility of public transport are also presented.

Completed questionnaires from the ministries responsible for public transport have been the main sources of information. In addition, information is gathered from and cross-checked with several sources. Among these other sources are documents from the European Conference of Ministers of Transport (ECMT), Group on transport for people with mobility handicaps (ECMT 2000, 2004) and a draft report from PTaccess (2007).

4.1 Laws, provisions and regulations

This chapter gives a brief description of the 27 EU countries and two EFTA countries' laws, provisions and regulations on accessibility of public transport for disabled people. The material is intended to be used as an inventory, in the sense that it provides information to see how and where others have introduced certain rules and measures into their framework. The mapping is also intended to give further information on a possible later gathering of data, as some countries may have more documents on accessibility of public transport for disabled people than have been found in this project.

The representatives of the countries were asked whether they have any laws, provisions or regulations that require accessibility to public transport for all/disabled people. The table below illustrates the answers. The table is only to give a first impression or an overview.

The terms "laws," "provisions," and "regulations" were not defined in the questionnaire, and may be understood and used in various ways. In order to get as much information as possible on various legal documents, we did not think that a strict definition of the terms was appropriate. In general, however, laws mean primary legislation (i.e. Acts of Parliament), regulations equate to secondary legislation and provisions are analogous to non-statutory codes of practice, other guidance and best practice publications.

Table 2: Countries that have laws, provisions and regulations that require accessibility to public transport for all/disabled people. The results are based on the countries' own evaluation⁶⁷

Required in: State: For:	Laws		Provisions		Regulations	
	In progress	Yes	In progress	Yes	In progress	Yes
Vehicles (bus, taxi, train etc.)	Slovakia, Slovenia	Austria, Bulgaria, Czech Republic, Finland, France, Germany, Greece, Iceland, Italy, Lithuania, Poland, Portugal, Romania, Spain, Sweden, the Netherlands	Austria, Belgium, France, Slovak	Bulgaria, Czech Republic, France, Ireland, Lithuania, Poland, Romania, Sweden	Austria, France, Italy	Bulgaria, Czech Republic, France, Germany, Greece, Iceland, Lithuania, Norway, Poland, Spain, Sweden, UK
Infrastructure ⁶⁸ (roads, sidewalks...)	Iceland, Slovakia,	Austria, Czech Republic, Finland, France, Germany, Greece, Iceland, Italy, Lithuania, Norway, Portugal, Poland, Romania, Spain, Sweden	Austria, France, Slovak	Czech Republic, Iceland, Ireland, Lithuania, Poland, UK	Belgium, Austria, Iceland	Czech Republic, France, Germany, Iceland, Lithuania, Poland, Spain, Sweden, the Netherlands
Bus stops, terminals, buildings ⁶⁹	Iceland, Slovakia, Slovenia, the Netherlands	Czech Republic, Finland, France, Germany, Greece, Iceland, Italy, Lithuania, Portugal, Poland, Romania, Sweden, Spain, the Netherlands	Slovak, Slovenia	Czech Republic, France, Ireland, Lithuania, Poland, Sweden, UK	Austria, Belgium, Iceland, Slovenia, the Netherlands	Czech Republic, France, Germany, Iceland, Lithuania, Netherlands, Poland, Spain, Sweden, UK
Information	Portugal, the Netherlands	Bulgaria, France, Germany, Lithuania, Poland, Spain	Slovenia	Bulgaria, France, Iceland, Ireland, Lithuania, Poland	Austria, France, Slovenia, the Netherlands	Bulgaria, Germany, Lithuania, Poland, Spain
"The whole journey"	Portugal, the Netherlands	Bulgaria, France, Poland, Spain	France	Bulgaria, Ireland, Poland, UK	France	Bulgaria, Poland, Spain, the Netherlands
Contracting requirements ⁷⁰	Portugal, Slovakia	Bulgaria, Czech Republic, Germany, Italy, Lithuania, Poland, Spain, the Netherlands	France, Slovakia	Bulgaria, Czech Republic, Ireland, Lithuania, Poland, Sweden	Belgium,	Bulgaria, Czech Republic, Lithuania, Poland, Spain, Sweden

⁶⁷ We did not manage to get information from Cyprus, Estonia, Hungary, Latvia and Luxembourg. The information about Italy and Germany is given by others than the Ministries.

⁶⁸ This could be in road design manuals etc.

⁶⁹ This could be covered in Planning and Building Acts or their provisions etc.

⁷⁰ By this we mean legal frameworks for requirements set by authorities when entering into a contract with private or public transport companies, and/or when giving concessions to taxi companies, bus companies or others.

Rights to public transport for disabled people	Belgium, Norway, Portugal, Slovakia, Slovenia, the Netherlands	Bulgaria, Czech Republic, Finland, France, Germany, Iceland, Italy, Lithuania, Poland, Spain	Slovakia, Slovenia, the Netherlands	Bulgaria, France, Czech Republic, Ireland, Lithuania, Poland	Slovenia	Bulgaria, Czech Republic, Poland, Spain, UK
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Countries have incorporated requirements on accessibility of public transport for disabled people in various areas. We find that most of the countries have general regulatory texts on accessibility for all/disabled people. Most countries also have building, spatial and planning acts that incorporate the needs of disabled people for access buildings etc. This is most crucial to construction of terminals, bus and railway stops. Half the countries also have a transport or a public transport act that recognizes accessibility for disabled people. Half of them also have regulations on accessibility of vehicles based on EU directives (2001/85/EC).

2005 seems to have been an “accessibility friendly” year. In that year the British Disability Discrimination Act, the Bulgarian Law for integration of people with disabilities, the French Act on equal rights and opportunities, participation and citizenship of people with disabilities, the Irish Disability Act, and the Norwegian proposal for a Non-Discrimination Act were all introduced. They include rights of accessibility to public transport. We have not found any pattern to indicate that some types of country (i.e. Western, Northern, Southern or Eastern) have been more likely than others to introduce regulations on accessibility of public transport for disabled people.

The representatives of the countries were also asked to submit information on the documents and describe how accessibility for all or disabled people to public transport is provided for. In the following this information is given by country.

4.1.1 Austria

In July 1997 prohibition of discrimination against disabled people was incorporated into the Austrian **Constitution** (Amendment 1997). Disabled people shall be equally treated to others in all fields of daily life.

In consultation with disabled people, Austria has introduced a **National law for the equality of disabled people** (2006).⁷¹ Its aim is to eliminate discrimination against disabled people and ensure their participation in society on an equal basis with others. Public transport is one of the areas that will deliver accessibility for people with disabilities.

The **Local and regional public transport law** (1999) is a federal law on the ordinance of local and regional public transport. One of this law’s quality indicators is that public transport operators have to meet criteria such as accessibility of public transport for disabled people in order to qualify for funding (article V, § 31).

4.1.2 Belgium

The Belgian **Anti-Discrimination Act and labour relations** (2003)⁷² was introduced to combat all kinds of discrimination, including those based on disability. It transposes in part a European Directive, but with regard to accessibility the law goes further than the European Directive, as it has the “merit of ensuring a wider level of protection, extending well beyond the area of employment and occupation (Desmyter and Danschutter 2006).”

⁷¹ <http://www.bmvit.gv.at/verkehr/gesamtverkehr/barrierefreiheit.html>

⁷² <http://www.eurofound.europa.eu/eiro/2003/07/feature/be0307303f.htm>

Belgian legislation on accessibility for disabled people to public buildings was introduced on 17 July 1975. The national law was followed by a royal decree specifying the requirements on 9 May 1977. The regulations lay down a set of categories of buildings for which accessibility standards have to be provided for during construction or major renovations (Desmyter and Danschutter 2006).

With the federalisation of the Belgian state in the eighties and nineties regional planning became a regional competency. Thus, the three regions, Brussels Capital, Flanders and Walloon, have different policies and requirements on accessibility of the built environment.

In the Walloon region there is the Walloon **Code for regional and town planning and for cultural heritage** (CWATUP). In 1999 two articles (art. 414 & art. 415) which address accessibility requirements for new buildings and renovations were introduced. The authority which is given the responsibility to deliver the building permit validates the conformity of projects for which the code applies to (Desmyter and Danschutter 2006).

In the Capital Region of Brussels the **Regional Urbanism Regulation** (RRU) regulates accessibility for disabled people. Among other aspects it deals with accessibility of buildings and public spaces and roads (Desmyter and Danschutter 2006).

The Flemish Region is the only region in which the federal law of 1975 and its decree of application is still valid. A new decree which was approved by the Flemish Government on 28 May 2004, defines that any person requesting a building permit for a building that will be open to the public (in whole or in part), has to communicate the measures which will be taken in order to make it accessible. However, although the applicant for construction is obliged to address the issue, there are no “real” requirements associated with it (Desmyter and Danschutter 2006).

4.1.3 Bulgaria

The Bulgarian Ministry of Transport and Communications reports that the country has laws, provisions and regulations requiring accessibility of public transport for disabled people. These are the **Law for integration of people with disabilities** (2005), **Ordinance for transportation of people with disabilities** (Ministry of Transport and Communications 1997), and **National strategy for equal rights of people with disabilities** (Council of Ministers 2003). They include aspects such as vehicles, information, “the whole journey”, contracting requirements, and rights to public transport for disabled people.

There is also a **Law for Protection, Rehabilitation and Social Integration of Disabled People** (2000)⁷³ which lays down that the Ministry of Transport and Communications and the Ministry of Regional Development and Public Works shall develop standards for use of transport services by disabled people (Art. 28). The standards shall include: (1) adapting public transport to the needs and abilities of disabled people; (2) specialised public and private transport for disabled people with mobility difficulties; (3) special conditions for movement and free places for stopping and parking motor vehicles driven by disabled people or carrying disabled people; (4) light, sound and other signal facilities, directing and other technical facilities and appliances for people with impaired sight or hearing.

These requirements “shall be implemented by the municipalities and other individuals and corporate bodies implementing transport activities as well as by those employing disabled people” (Law for Protection 2000).

⁷³ <http://www.dredf.org/international/bulgaria.html>

4.1.4 Cyprus

The **Persons with Disabilities (Amendment) Law** (2004)⁷⁴ provides legal protection to people claiming to be victims of discrimination due to disability.

4.1.5 Czech Republic

The Czech Republic has no regulations other than EU regulations that require operators to take into account people with disabilities, or regional or local authorities to provide transport for people with disabilities.

According to Bukovská and Boucková (2003), general accessibility standards can be found in Czech laws, though the extent of these requirements cannot be considered as optimal. Accessibility standards have been introduced into regulations governing building construction, such as the **Land Use and Building Act** (1976) and the **Decree on technical specifications for building and construction** (Ministry of Economy 1994). Another such regulation is the **Decree on General Technical Requirements Securing Proper Use of Buildings by People with Limited Ability of Movement and Orientation** (2001). These regulations require construction solutions to enable disabled people to access buildings. Products and construction used for building must also guarantee safe use for people with limited mobility or sight. In buildings serving the general public, the designated public areas are required to have safe access and use for disabled people (Bukovská and Boucková 2003:19f).

There are also acts that govern the issue of accessibility for disabled people on trains (European Conference of Ministers of Transport 2003)⁷⁵. Also, the EU Directive on the conditions of procedures for the award of public works contracts, public supply contracts and public service contracts has influenced the Czech new **Law on public procurement** in the Collection of Laws (2006, p. 106).

4.1.6 Denmark

The Danish government has established a commission in order to discuss if and how equal rights and non-discrimination for disabled people can be secured by means of non-discrimination legislation. The commission will consider the economic, administrative and legal consequences of introducing a ban on discrimination on grounds of disability. The work began at the start of 2007, and the results will be presented in 2008.

An amendment to the 1990 **Law on passenger transport by road** states that for every itinerary over 100 km, at least one departure per day must use a vehicle adapted to take two passengers in wheelchairs (dependent on the access to and space in the vehicle).

Following a major reform in Denmark, the **Act on public transport operators**⁷⁶ (2005) imposed on public transport operators the responsibility for providing individual transport services for people with severely reduced mobility, who are unable to use public transport independently (§§ 3,5). Definitions of users and minimum service levels are included in the law. The municipalities pay the operators for the services. This individual transport service is a supplement to the basic transport services for people with severely reduced mobility, and is the responsibility of the various sectors.

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[http://www.mjpo.gov.cy/MJPO/MJPO.nsf/b7d08a03185118fbc2256ede00482424/7788db61559e32dec2256f0a0037faf2/\\$FILE/national%20strategy_english.doc](http://www.mjpo.gov.cy/MJPO/MJPO.nsf/b7d08a03185118fbc2256ede00482424/7788db61559e32dec2256f0a0037faf2/$FILE/national%20strategy_english.doc)

75 <http://www.cemt.org/topics/handicaps/develop/CZdev03.pdf>

76 <https://www.retsinformation.dk/Forms/R0710.aspx?id=22454>

The **Announcement on Taxi Traffic**⁷⁷ lays down in §31 that people who cannot use an ordinary taxi because of their disability, can order a taxi with a lift without being asked to pay extra (Denmark's Road Safety and Transport Agency 1999). According to § 34 of the announcement, a taxi driver cannot refuse to allow a blind or visually impaired person to bring a guide dog in the vehicle, unless this is a problem for the health of the driver.

In a review of schemes for transport for disabled people, references to and descriptions of several laws regulating systems for concessionary fares, personal subsidies and special transport etc are found⁷⁸ (Tetraplan 2007). It focuses on various arrangements for economic compensation for people with disabilities, as well as the system for provision of special transport for disabled people. Each sector is responsible for disabled people being able to access the activities of the sector (school, education, work, medical services etc.), which means that regulation of this aspect is included in a number of laws and provisions (which we believe to be the case also in most other countries).

4.1.7 Estonia

Constitution of the Republic of Estonia (1996)⁷⁹ has a general regulatory text on accessibility for all (Art. 28). According to the constitution large families and handicapped people are under special care of the state and local governments.

The **Social Welfare Act** (1995) provides protection of persons with special social needs. Social welfare of disabled people includes organising transport for disabled people (chapter 5).

In 2000 the **Public Transport Act** was introduced. It requires planning and organisation of public transport to ensure that the supply of public transport services meets the need for movement of residents and different categories thereof (including disabled people, the elderly, school pupils, students, residents of islands and small islands) taking into consideration the social and economic feasibility of the use of resources. It also ensures financial support from the State Budget for procurement of vehicles for disabled people, utilized for public transport or for adapting public service vehicles for transport of people with disabilities. In the latter case the cost for adaptation can be fully recovered. Also, in domestic rail-, road- and water transport (including commercial lines), disabled children, 16 years and older, people with severe disabilities and guide and assistance dogs accompanying people with vision impairments are entitled to travel free of charge. People, accompanying disabled children or people with severe disabilities are entitled to receive reimbursement up to 50 percent of the fare. Local governments and city- and county councils can establish additional facilities e.g. for travel of elderly people. In Tallinn (and some other cities), for example, people older than 65 years can use public transport free of charge.

In Estonia EU standards are used for vehicles. For bus stops, Estonian **regulations No 14** (2002) and **No 55** (1999) are used. They include standards for construction for accessibility of buildings and transport infrastructure.

4.1.8 Finland

The **Constitution of Finland**⁸⁰ states that everyone is equal before the law. No one shall, without an acceptable reason, be treated differently from other people on the ground of sex, age, origin, language, religion, conviction, opinion, health, disability or other reason that concerns his or her person [...] (Section 6, §§ 1-2).”

⁷⁷ <https://www.retsinformation.dk/Forms/R0710.aspx?id=21937>

⁷⁸ <http://www.tetraplan.dk/rappporter/Handicapudredning.pdf>

⁷⁹ <http://www.president.ee/en/estonia/constitution.php>

⁸⁰ <http://www.finlex.fi/en/laki/kaannokset/1999/en19990731.pdf>

An objective in the **Land Use and Building Act** (1999)⁸¹ is “a safe, healthy, pleasant, socially functional living and working environment which provides for the needs of various population groups, such as children, the elderly and the handicapped (Section 5 Objectives of land use and planning).” Section 12, Objectives of building guidance, states that, “the objective of building guidance is to promote: 1) the creation of a good living environment that is socially functional and aesthetically harmonious, safe and pleasant and serves the needs of its users.” Section 117, §3 Requirements concerning construction, incorporates that “a building must conform with its purpose and be capable of being repaired, maintained and altered, and, in so far as its use requires, also be suitable for people whose capacity to move or function is limited.” Also, section 167, §2 Maintenance of the environment, says that, “an authority appointed for the purpose by the local authority shall ensure that traffic ways, streets, market places and squares, and parks and areas intended for the enjoyment of residents, meet the standards of a satisfactory townscape and of pleasantness and comfort. Routes provided for non-motorized traffic must be kept safe and free of obstacles.”

The **Land Use and Building Decree** (1999)⁸², §53 Accessible building, lays down that administrative and service buildings, commercial and service premises in other buildings to which everyone must have access for reasons of equality, and their building sites, shall also be suitable for use by people with reduced mobility. Taking into account its design and the number of storeys and other circumstances, a residential building and associated spaces shall meet the requirements for accessibility in buildings. For purposes of equality, buildings with work places shall be designed and built so that they provide people with reduced mobility sufficient opportunity to work, taking into account the nature of the work. More detailed provisions on ensuring accessibility in building are laid down in the National Building Code of Finland.

Act on Taxi Traffic (2007)⁸³ sets out that requirements for accessibility can be included in the conditions of a taxi licence (section 2, pt 6).

Act on Road Traffic (1981)⁸⁴, amendment (234/2006) states that the driver of a wheelchair accessible taxi is responsible for correctly securing the wheelchair in the vehicle during the trip (section 88 c).

Act on Passenger Transport (1991)⁸⁵ says that municipalities must take into account the needs of special groups such as elderly and disabled people when planning public transport services (§3).

As regards services for disabled people in general, the “**Act on Services and Assistance for Disabled people**” (1987)⁸⁶ and Decree on Support and Assistance for Disabled people lays down that a community must organise reasonable transport services for people with severe disabilities (section 8, §2 of the Act). The decree states that severely disabled people are entitled to 18 recreational journeys a month plus all journeys related to work and study. As regards rail transport, the operator’s (VR) travel conditions allow for a wheelchair user or a visually impaired passenger to have another person travel with him or her, free of charge.

⁸¹ <http://www.finlex.fi/en/laki/kaannokset/1999/en19990132.pdf>

⁸² <http://www.finlex.fi/en/laki/kaannokset/1999/en19990895.pdf>

⁸³ <http://www.finlex.fi/sv/laki/ajantasa/2007/20070217>

⁸⁴ <http://www.finlex.fi/sv/laki/alkup/2006/20060234>

⁸⁵ <http://www.finlex.fi/sv/laki/ajantasa/1991/19910343>

⁸⁶ <http://www.finlex.fi/fi/laki/ajantasa/1987/19870380>

4.1.9 France

The articles 41, 45 and 47 in the **Equal Rights and Opportunities, Participation and Citizenship for People with Disabilities Act (2005)**⁸⁷ concern accessibility to vehicles, infrastructure (streets), stations, bus stops, and services which are all important in a journey chain. The articles also require information systems and online information to be accessible.

Before it can take effect, the new Act needs to be translated into decrees. It is an important step as local stakeholders need the technical specifications published in the regulation (decrees and *arrête*), in order to implement a law. Consequently, decrees are often more consistent and significant than a law. They are implemented by various ministries' technical services. Nearly all the decrees are now published, after being discussed by the stakeholders and associations of disabled people.

The following decrees have been published: (a) Decree of the 9 February 2006 concerning the vehicles used in public transport. A specific regulation of 3 May 2007 concerning the accessibility of bus and coaches is published. A specific regulation for railways will be published when the Technical specifications for interoperability (TSI) of railways have been adopted at European level. Also, specific regulations for tramways and metros are in progress. (b) The Decree of 21 December 2006 and the specific regulation of 15 January 2007 concerning the accessibility of roads/streets and public spaces has been published. (c) So have the Decree of 17 May 2006 and the specific regulation of 1 August 2006 on accessibility to public buildings and installations that are open to the public.⁸⁸

The act **Orientation law for domestic transport (1982)** has been modified by the 2005 Act, so that it requires that operators take account of people with disabilities and public transport authorities provide transport for this group of people. Other acts introduce rights of children with disabilities to have access to school transport and the right to employment for disabled people.

The directive on urban buses, class I and its appendix VII was implemented in French law with the **Regulation of the 12 May 2003**. It is a technical adaptation of the French legal framework in order to be able to apply the EU directive. With this text, vehicles which complied with the EU directive were allowed to be sold on the French market, but it did not set any more accessibility criteria, than there had been in the regulation of 1982. The **Regulation of 2 July 1982** is a generic regulation regarding the technical prescription for the construction and the operation of road vehicles which take more than 9 passengers (there is a specific annex (no. 5) which focuses on accessibility, but mainly for wheelchair users). In addition, the **Decree on land transport vehicles (2006)** concerns accessibility of land public transport vehicles.

The **Regulation on accessibility of buses and coaches**⁸⁹ (2007) has also been modified. It deals with the definition of the vehicles covered, the definition of the population targeted (i.e. people with reduced mobility which includes "disabled" people but also people with luggage, elderly people, people with baby buggies, pregnant women) and some principles for a better physical accessibility. The appendix of this text presents some rules to be followed regarding visual and auditory information in the vehicles (identification of service line, stops, services and messages), a map of the route, ticket validation machines, and colour contrast inside the vehicle.

Another regulation is the Decree on accessibility to public buildings and installations⁹⁰ (2006).

⁸⁷ The act and decrees are available in French at http://www.coliac.cnt.fr/article.php3?id_article=33

⁸⁸ http://www.coliac.cnt.fr/article.php3?id_article=33

⁸⁹ http://www.coliac.cnt.fr/article.php3?id_article=33.

⁹⁰ http://www.coliac.cnt.fr/article.php3?id_article=33

4.1.10 Germany

The 16 federal states in Germany are responsible for public transport (except long distance rail) and buildings. The legal framework may differ in the states ("Länder"). For detailed knowledge of accessibility of public transport in Germany, the state level also has to be studied. We did not have time resources to do this in the Euro Access project.

The Basic Law (1949)⁹¹ ensures "equality before the law (Art. 3)." According to the law, no one should be disadvantaged because of his or her disability. This has consequences for the duties of the legislative and executive powers. It implies that measures need to be taken in order to ensure that disabled people's freedoms shall not be restricted due to i.e. transport.

The majority of the 16 federal states have laws which include an obligation to consider the needs of disabled people⁹². These laws, however, contain no measures.

The local governments which finance local public transport (bus, tram, underground rail) are obliged by the German **Passenger Transport Act**, to publish a strategic plan every five years in which they consider the needs of disabled people.

The directive on urban buses, class I has been implemented in the German **Law on the admittance of vehicles to road traffic** (StVZO 2007).

4.1.11 Greece

Law on Structuralization and operation of public transport, technical inspection of vehicles and safety of terrestrial transport and other clauses (2001) emphasises accessibility to vehicles for disabled people. It is anticipated that urban and long distance buses coming into service for the first time after the publication of the law will be equipped to carry people with reduced mobility. 10 percent of buses must be equipped to carry people with reduced mobility (article 12 § 9). The carriage of guide dogs is also anticipated (article 15, § 1).

The **Ministerial Resolution on the Definition of types and technical specifications of buses for their classification and circulation as urban, long distance and urban buses** (Ministry of Transport and Communications 2003) is concerned with accessibility for people with reduced mobility to buses (article 5). According to the law on Structuralization and operation of public transport (2001), all buses that are required to be accessible must have at least one space for a wheelchair and be in accordance with the **Ministerial Resolution Compliance to the 2001/85/ EC Directive relating to special provisions for vehicles used for the carriage of passengers comprising more than eight seats in addition to the driver's seat, and amending Directives 70/156/EEC and 97/27/EC** (Ministry of Transport and Communications 2003). This resolution lays down requirements for technical equipment for the accommodation of passengers with reduced mobility according to the EC requirements (appendix VII). Low floor buses are also mandatory.

Ministerial Resolution on the Procedure of circulation licenses' allowance for public cars carrying disabled passengers, specifications of the special badge and other adjustments for the application of paragraph 12, article 16, law 2465/1997 (Ministry of Transport and Communications 1997) concerns the operation, specifications and classification of special taxis accessible to people with mobility impairments. These taxis are operated by organisations of disabled people. There are only 20 special taxis in the whole country.

Amendments of the General building law (2831/2000) (Ministry of Environment, Physical Planning and Public Works 2000) sets out, in article 28, the intention to introduce special

⁹¹ <http://www.iuscomp.org/gla/statutes/GG.htm#15>

⁹² The regional laws can be found on <http://www.verfassungen.de/de/>

regulations for disabled people's access to buildings (including stations) and external areas for public use as well as accessible parking places (5 percent of total number of parking places).

The Ministerial Resolution on **Special adjustments to serve disabled people in areas of common use designated to pedestrian circulation** (52488/2002) (Ministry of Environment, Physical Planning and Public Works 2002) introduces access requirements for pedestrian zones.

ETHEL SA (a bus company) decided in 2006 a Regulation for the structuralization, operation and service of passengers with reduced mobility carried by the special buses of ETHEL SA. ETHEL SA is a transport company in the capital area supervised by the Athens Urban Transport Organisation (OASA). All urban public buses are operated by ETHEL SA. They are low floor buses and the majority of them are fitted with ramps. On December 2006 ETHEL SA introduced a pilot service (under the terms of the Regulation mentioned above), comprising three accessible buses which are booked in advance by telephone, providing free transport of people with reduced mobility.

Regulation for the structuralization, operation and service of disabled people, with special buses of the Organisation of Urban Transport of Thessaloniki (Ministry of Transport and Communications 2005) regulates structural, operational and service aspects of provision for disabled passengers on special buses provided by the Urban Transport Organisation of the Thessaloniki-Ministry of Transport and Communications.

Presidential Decree on the **Definition of the conditions for the establishment and operation of long distance buses and truck stations** (Ministry of Transport and Communication 2004) defines conditions for the establishment and operation of long distance buses and bus stations. Accessibility requirements such as an accessible entrance, toilets, bars, tickets offices, pavements etc are introduced.

4.1.12 Hungary

General regulatory texts governing the rights of disabled people at national level are the **Constitution Act** (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 (ECMT 2000).

A Government Decree on **National Requirements on Resettlement and Building Activity** (OTEK) (1997) specifies that all places visited by handicapped people, including workplace and highways, must be accessible to wheelchair users. OTEK, which has been edited in order to become a government regulation, reflects the introduction of these requirements on a wide scale with strict rules and measures applicable from 1 January 1998. The principles of the European Concept for Accessibility (ECA) which were drawn up in 1996 in Doorn by national experts provided the basis for the requirements (ECMT 2000).

A specific regulatory text concerning accessibility within the transport sector is the **Act on Equal Rights and Opportunities for Disabled People** (1998). In 2000 a decree modified this act. Definitions of severe disabilities as well as payment of "disability aid" to disabled people was extended to include groups (e.g. autistic people) who were previously not included (Railway Department 2003).

The Parliament of Hungary has also adopted the plan **Transport of people with serious mobility handicaps** (1998) which is regulated by a Government Decree on transport subsidies and allowances for people with sever mobility handicaps from 1995 (Railway Department 2003).

4.1.13 Iceland

The objective of the **Act on the Affairs of the Handicapped**⁹³ is to ensure that people with disabilities enjoy equality and living conditions comparable with those of other citizens, and to provide conditions that enable them to lead a normal life. It covers among others aspects the special transport service for disabled people who are not able to use other means of transport. Each municipality can develop individual sets of rules for this type of transport. The special transport service covers the whole journey from departure to arrival, without interruption.

The **Building and Planning Act**⁹⁴ (1997) applies to infrastructure as well as terminals. The **Building Regulations** (1998) also apply in this field. It states that accessibility must be equal. A bill for a new building and planning act is being prepared, of which accessibility will be one of the main objectives. A new regulation will be drawn up after the new bill/act has been passed. Special provisions apply in many cases.

Directive 2001/85/EC has been implemented into the **Regulation on vehicle design and equipment**.

4.1.14 Ireland

The **Equal Status Act** (2000)⁹⁵ gives protection against discrimination in areas other than employment including education, provision of goods, services and accommodation and disposal of property. It prohibits discrimination on nine grounds, including disability. Services are defined broadly to include access to public places, banking and insurance services, entertainment, facilities for refreshment and transport.

In 2004, the Irish Government launched a National Disability Strategy and underpinned this with the **Disability Act** (2005)⁹⁶. Under the Act, six Government Department's (Transport; Environment, Heritage & Local Government; Communications, Marine & Natural Resources; Enterprise, Trade & Employment; Health & Children; Social & Family Affairs) were required to produce Sectoral Plans⁹⁷ which would lead to accessibility improvements to the areas and services within their remit. All six sectoral plans were approved by the Irish Legislature in October 2006 enabling them to take effect. The Department of Transport Sectoral Plan is due to be reviewed in 2008.

Since 2000 all major refurbishment projects at bus and rail stations, together with the construction of new stations and the purchase of trains or buses take account of the needs of people with mobility, sensory and cognitive impairments. Measures to improve the accessibility of taxis as well as air and marine passenger transport are also being pro-actively pursued.

4.1.15 Italy

Act No. 115. Act of 30 March 1971 which enables disabled people to participate in the life of the community, and states that public transport must be accessible to people with disabilities (ECMT 2000).

⁹³ <http://eng.felagsmalaraduneyti.is/departments/nr/1690>

⁹⁴ [http://www.skipulag.is/focal/webguard.nsf/Attachment/Planning%20and%20Building%20Act/\\$file/Planning%20and%20Building%20Act.PDF](http://www.skipulag.is/focal/webguard.nsf/Attachment/Planning%20and%20Building%20Act/$file/Planning%20and%20Building%20Act.PDF)

⁹⁵ <http://www.equality.ie/index.asp?locID=60&docID=207>

⁹⁶ <http://www.oireachtas.ie/documents/bills28/acts/2005/a1405.pdf>

⁹⁷ <http://www.taoiseach.gov.ie/index.asp?locID=199&docID=2793>

Act No. 160. Act of 24 October 1996 covers access of disabled people to public buildings, services etc. and states that means of transport and infrastructure must be accessible to disabled people (section 24) (ECMT 2000).

Regional authorities are responsible for taking action to regulate for accessibility in their communities in **Framework Act for the integration of disabled people** of 1996 (ECMT 2000).

Law of 30 March 1971 no 118 In the interests of Disabled People on Barriers in the Built Environment and on Public Transport gives new regulations for “mutilated and civil invalids”. Article 27 deals with physical barriers and public transport, and sets out targets for removal of any physical barriers or obstacles in public places and new buildings. New buses, tram, metro and stations must be accessible to “civil invalids” and disabled people.

Ministerial Decree 2/10/1987 (Ministry of Transport 1987) requires access features to be included in buses and minibuses dedicated to the transport of disabled people, while (mainstream) buses and minibuses that mainly carry people without disabilities must include some seats which give priority to disabled people. There are also technical specifications such as number of seats, design of seats and other equipment, design of accessible bus doors etc.

Directive law for transportation of people Car Services (taxi, small buses under 8 seats) not regular line (1992) lays down a specific requirement for accessibility for disabled people and specifies a minimum number of vehicles (Article 14). Municipalities are responsible for the regulation and monitoring the effective application of this law.

Circular Ministerial of Ministry of Transport No 21 1994 (Ministry of Transport 1994) is on construction characteristics for buses, e.g. seats for disabled people and their assistants, slope of the gangway, etc.

Ministerial Decree 20/06/2003 by the Ministry of Transport deals with special provisions for vehicles which have more than eight seats in addition to the driver's seat, used to carry passengers

Presidential Decree No. 503 1996 deals with elimination of architectural barriers in buildings, public spaces and public services. In Article 24 tramway and underground services are highlighted. Article 25 focuses on trains, and railway stations.

Legislative Decree No. 422 1997 devolves responsibility for public transport regulation to the regions. The authorities are obliged to write strategic plans which take people with disabilities into account. There are a many local “mobility agencies” (public transport authorities) in Italian cities. They monitor services provided by public transport operators.

In addition, each transport operator which has a service contract is obliged to make a “mobility chart” in which the type of service, including provisions for disabled people, are set out. They are also required to develop strategy plans taking into account people with disabilities. These contractual requirements are devolved to regional, provincial and municipal levels.

4.1.16 Latvia

The Latvian National Action Plan for Reduction of Poverty and Social Exclusion (2004-2006)⁹⁸ argues that it is necessary to draw up new legislative acts (including amendments in existing legislative acts) to implement public transport administration models protecting the interests of passengers. It also states that a Basic Approach of Public Transport Development is in progress. The Basic Approach will determine state policy on public transport

⁹⁸ http://ec.europa.eu/employment_social/social_inclusion/docs/nap_incl_2004_lv_en_version.pdf

development for the next 10 years, ensuring quality, stability and accessibility of public transport services.

In October 2007 the Ministry of Transport presented a “Project of regulations concerning Law of Public transport services”, with the aim of increasing public transport safety and accessibility.

The Latvian **Law On Procurement for the Needs of Public Service Providers** (2004) lays down, “technical rules included in procurement procedure documentation that determine the requirements set out by a public service provider for materials, products or objects and which describes materials, products or objects in such a way that upon the acquisition thereof such materials, products or objects comply with the purposes intended by the public service provider (chapter VII, section 36).” Such rules shall include design requirements which incorporate accessibility for disabled people.

4.1.17 Lithuania⁹⁹

The Government has adopted relevant legislation, in order to facilitate accessibility in the built environment (Michailakis 1997).

Law on Transport Privileges (2000) lays down rights to obtain reduced fare travel tickets for disabled people (Article 5) and the right to reimbursement of expenses (Article 7).

Rights for disabled people on railways are included in **Law of Railway Transport Codex**.

Other main legal acts that regulate the adaptation of transport and transport infrastructure to meet the needs of disabled people are **Law on Transport Privileges** (2000) which regulates “privileges“ of disabled people on transport services such as reduced fares.

The Order of the Minister for Environment on Approval of Technical Regulation - Constructions and Territories (2001) includes requirements for meeting the needs of disabled people.

The **Law on Basics of the Transport Activities** (1991) also includes such requirements. It states that public transport has to be adapted on an ongoing basis so that it can be used comfortably and safely by disabled people (Article 11). The same requirements are in the Law on Aviation and Law on Railways.

4.1.18 Luxembourg

The rights of people with disabilities are protected by general legislation in which accessibility measures are emphasised (Michailakis 1997). There are laws and regulations which require that public places, the outdoor environment, means of transport and housing are made accessible. For medical treatment, education and employment purposes special transport is available for disabled people. EU standards for buses have also been implemented.

4.1.19 Malta

The **Equal Opportunities (Persons with Disability) Act** (2000)¹⁰⁰ provides for people with disabilities. Clause 13(h) lays down the rights of disabled people to the provision of public transport by land, sea and air. However, the same clause weakens this right. The provision

⁹⁹ All the Lithuanian acts are in Lithuanian language on Seimas (Parliament) homepage (<http://www.lrs.lt/>). News from the Department of Disabled Affairs at the Ministry of Social Security and Labor (together the Council of Disabled Affairs) are in Lithuanian language on <http://www.ndt.lt/>.

¹⁰⁰ Chapter 413 Equal Opportunities (Persons with Disability) Act, Act 1 of 2000. http://docs.justice.gov.mt/lom/legislation/english/leg/vol_13/chapt413.pdf

“shall not apply where compliance with such provisions [...] would be impracticable or unsafe and could not be made practicable and safe by reasonable modification to rules, policies or practices, or the removal of architectural, communication or transport barriers or the provision of auxiliary aids or services.” Another clause in the same act (Equal Opportunities Act, Part IV)¹⁰¹ describes what is reasonable in terms of modifications to provide for access for disabled people.

4.1.20 Norway

The Norwegian government has introduced a Proposal for a **Non-Discrimination Act**¹⁰² (Ministry of Justice and the Police 2005). The purpose of the act is to promote equality, ensure equal opportunities and rights and prevent discrimination based on different kinds of disabilities. The government will take steps to enable people with disabilities to exercise their rights and fulfil their duties as citizens. The government bases its efforts in this field on the principles of social equality and universal design. The aim is to guarantee people with functional impairments living conditions and a quality of life similar to people with no impairments. Universal design and accessibility of public transport systems are among the areas that are highlighted.

The Directive 2001/85/EC (Bus class I) was implemented in the **Regulations for vehicles**¹⁰³ in 2005 (Ministry of Transport 1994).

The **Act on Roads**¹⁰⁴ includes certain requirements that are important for accessibility, such as dropped kerbs at crossing points

The **Planning and Building Act**¹⁰⁵ requires (§ 77) that all new buildings and construction works shall be designed and carried out in such a way that the completed construction satisfies the requirements on safety, health, environment and usability laid down in or pursuant to this act. **Technical provision TEK**¹⁰⁶ gives more detailed requirements on the accessibility of residential buildings, buildings for business enterprises and of public buildings (Ministry of Local Government and Regional Development 1997, Chapter 10 Usability).

In addition, the **Regulations on Environmental impact assessment**¹⁰⁷ require that measures with implications for accessibility must be assessed as part of the planning of new construction (Ministry of Environment 2005). The intention of circular letter **Accessibility for all**¹⁰⁸ is to increase the understanding of how the government wants the laws, provisions etc. to be understood and implemented (Ministry of Environment 1999). The Planning and Building Act is an important means for improving the accessibility of public transport, especially when it comes to terminals, stations etc.

The planning part of the planning and building acts is often omitted when discussing planning and building acts as a means of promoting accessible public transport systems. In the Norwegian system some sector planning, as well as all overall and land use planning conducted by the counties and the municipalities, is regulated by the planning and building act. The overall land-use planning influences accessibility for residents in the area. How

¹⁰¹ http://docs.justice.gov.nt/lom/legislation/english/leg/vol_13/chapt413.pdf

¹⁰² <http://www.regjeringen.no/nb/dep/jd/dok/NOUer/2005/NOU-2005-8.html?id=390520>

¹⁰³ <http://www.lovddata.no/for/sf/sd/xd-19941004-0918.html>

¹⁰⁴ <http://www.lovddata.no/all/nl-19630621-023.html>

¹⁰⁵ <http://www.lovddata.no/all/nl-19850614-077.html>

¹⁰⁶ <http://www.lovddata.no/for/sf/kr/kr-19970122-0033.html>

¹⁰⁷ <http://www.regjeringen.no/en/dep/md/Documents-and-publications/Acts-and-regulations/Regulations/Regulations-on-Environmental-Impact-Asse.html?id=213266>

¹⁰⁸ <http://www.regjeringen.no/en/dep/md/Documents-and-publications/Circulars/1999/T-599E-Accessibility-for-all.html?id=108439>

cities or areas are developed influences how dependent residents are on motorized transport, whether it will be possible to provide an efficient, useful public transport system, whether a number of activities are located close to each other so that they can be reached in one journey etc.

Within the Norwegian Planning and Building Act, municipalities and counties make plans in certain areas which they want to emphasize. Such plans may include accessible public transport systems. In Norway, there are interesting **municipality and county plans**¹⁰⁹ which emphasize universal design, in which accessible public transport systems are important themes (Nasar and Evan-Cowley 2007).

4.1.21 Poland

According to **The Constitution of the Republic of Poland** (1997), public authorities shall provide aid to disabled people in order to ensure their subsistence, adaptation to work and social communication. The rights of disabled people include the right to live in an environment that is free from barriers, the right of free movement and the use of public transport.

Charter of Rights of People with Disabilities (1997), a resolution of the Polish Parliament, defines the rights of disabled people to live independently, self sufficiently, and free from discrimination.

Another law, the **Transport Act** (1984), ensures the following: “The carrier is obliged to guarantee the passengers appropriate safety, hygiene and comfort and due service (Article 14, § 1).” “The carrier should take measures that will make the use of transport, bus stops and platforms easier, including for wheelchair users (Article 14, § 2).” Based on the Transport Act, article 34, the Ministry of Transport and Building published a regulation¹¹⁰ in 2006 on the content, way, and frequency of publishing timetables. According to the regulation, the timetable is supposed to specify the adaptations to the vehicle to meet the needs of disabled people, provide the necessary information to make it easier for disabled people to travel and to get the information they need about concessionary fares.

The **Building Act** (1994) also addresses the following points on the facilities of public service: Conditions to use the facilities of public service by disabled people shall be ensured (art. 5 § 1 point 4). Building permit does not require a ramp for disabled people (art. 29 § 1 point 18). A description of accessibility for disabled people in architectural projects for the facilities mentioned in article 5 § 1 point 4 (art. 34 § 3 point 2). It is forbidden to change the project elements if it concerns the accessibility for disabled people (art. 36a § 5 point 5). Obligatory control of buildings aiming at ensuring the necessary conditions to use this facility by disabled people, in particular wheelchair users in public service facilities and multi family buildings (art. 59 par. 2 point 2f). Moreover, several regulations regarding technical conditions for roads, buildings, and railways are published under the terms of the Building Act (see inventory).

The **Act on Road Traffic** (1997) issues several regulations (see inventory). One of them is the **Regulation on certification of approval of vehicles and trailers** (Ministry of Infrastructure 2005, Art. 68. § 19, point 1) which sets out the implementation of the Directive 2001/85/EC (including enclosures I-IX) to the national law system.

The **Act on the Rights to Concessionary Fares while Travelling by Public Transport** (1992) describes the level of fare reduction for disabled people and their assistants.

¹⁰⁹ http://www.rogfk.no/modules/module_123/proxy.asp?C=128&I=451&D=2&mid=23&sid=63&pid=23 and <http://www.hordaland.no/templates/Page.aspx?id=4361>

¹¹⁰ Journal of Laws, No. 12, entry 79

Regulations issued on the basis of the **Act on Railway Transport** (2003) include: Announcement by the Chairman of the Railway Transport Office (2005) on establishing the list of national technical specifications and standardization documents, which will be used to enable the main requirements concerning railway interoperability (Art. 25d, § 1) to be applied; **Regulation on main requirements concerning railway interoperability and procedures of the assessment of compliance for trans-European system of high speed railway** (Ministry of Infrastructure 2004, Art. 25 t); Regulation on the procedures, and financing conditions or co financing of the purchase and modernization of passenger trains (Ministry of Infrastructure 2004, Art. 38, par. 8). The needs of disabled people using vehicles are mentioned as one parameter which the European Regional Development Fund or the national government may support financially. The draft of a regulation for the next financial period 2007-2013 is in preparation.

In addition, the **Regulation on Implementing Sector Replenishment of the Operational Programme Transport for 2004-2006** (Ministry of Infrastructure 2004) specifies procedures for selecting projects that will be financially supported by the European Regional Development Fund. Adapting trains to meet the needs of disabled people is part of projects to modernise rail services between and in urban areas.

There is also a **Regulation on organising regional railway passenger transport** (The Cabinet 2004, Art. 40, item 7). One of the criteria for procuring transport is to offer the comfort of travel, while taking into consideration the number of seats in the trains and their suitability for people with limited mobility, particularly disabled people, pregnant women and people with small children.

Regulation on the certification of approval of vehicles and trailers (Ministry of Infrastructure 2005) deals with the implementation of the Directive 2001/85/EC (including enclosures I-IX) to national law.

4.1.22 Portugal

Technical standards to allow accessibility for people with disabilities to public buildings, and public transport are provided in **Law-Decree on the adaption of public buildings, collective equipments and public accesses** (1997). This decree is applied to every rail and underground station, bus station, maritime passenger pier, riverside quay, bus and tram stop for public transport, airport terminals, air fields, and pedestrian paths for railways, highways and motorways.

The European directive 2001/85/CE has been implemented in the Portuguese **Law-Decree no. 58/2004**. It requires access for heavy passenger vehicles (vehicles class I).

4.1.23 Romania

Law on the protection and promotion of disabled person's rights (2006)¹¹¹ regulates the rights of "handicapped people" to, among other aspects, transport, access to physical, information and communication environments, the right to be exempted from the income tax, from the tax on buildings and land and from the tax on personal transport means, and other rights as well as the rights of people who care for handicapped children or adults (chapter 2). On rail the authority responsible for this law is the National Company for Passenger Railway Transportation (SNTFC CFR Călători). On railway stations the infrastructure company is responsible.

The law also contains provisions dealing with the accessibility of "handicapped people" to the physical, information and communication environment which include, but is not limited to, the construction of ramps and other means of access to public buildings, transport, phone

¹¹¹ http://www.anvr.ro/legislatie/legislatie/legea_448.php

booths, ATMs, car parks, public roads and streets and several other accessibility areas (chapter 4).

There is also a law that ensures accessibility of infrastructure, bus stops, terminals, and buildings for disabled people. This is the **Government Emergency Ordinance (2007)**¹¹² which amends several provisions of the Law on protection and promotion of “handicapped person’s” rights (2006).

Another text is **Order 26/N/93** by the Ministry of Public Work and Territory Arrangement. It regulates the approval of norms for adapting building and public places for disabled and elderly people (ECMT 2000).

4.1.24 Slovakia

In Slovakia two laws, the Road Transport Law (1996) and Law on Tracks (1996) have introduced requirements for disabled people’s accessibility. The Road Transport Law requires authorities to draw up a plan for public transport services that meet the needs of people with disabilities. Regional authorities may also require an operator to meet conditions for disabled people when they grant a licence for the provision of public services.

In **Regulation of the Government of Slovakia** (2006) there are technical requirements for vehicles used for the carriage of passengers comprising more than eight seats in addition to the driver’s seat.

Act on spatial planning and construction rules (No. 50/1976) requires construction to take into account conditions for disabled people.

4.1.25 Slovenia

In general the rights of disabled people to access public transport are not provided for in Slovenia. However, there is progress in some fields. How detailed the laws, provisions, and regulations are going to be is not yet clear. Important provisions include the **Equalization Law** and the **Social Inclusion Strategy** (2004)¹¹³ developed by the Ministry of Labour, Family and Social Affairs. These play a crucial role in the legislation on accessibility for disabled people to public transport.

For public bus transport there is a draft regulation that includes fare concessions, bus stops, and terminals. There are also regulations dealing with equipment at bus stops and with administration (**OG 86/04**). There are examples of arrangements that ensure disabled people’s access to buses, but the respondent has not found any regulatory documents.¹¹⁴

The regulation of vehicles (for which the Department of motor vehicles in the Ministry of Transport is responsible for) has no provisions yet for accessibility for disabled people. In the future, such provisions could be included in the regulations.

4.1.26 Spain

At regional level the Spanish State has adopted a decentralised structure. Regulatory powers dealing with urban development, housing and transport are gradually being delegated to the 17 autonomous communities. All of these communities have issued acts which contain technical standards for accessibility and the elimination of physical barriers especially in transport systems (ECMT 2000).

¹¹² <http://www.integration.ro/?id=329>

¹¹³ http://www.mddsz.gov.si/en/areas_of_work/social_affairs/social_inclusion_strategy/

¹¹⁴ <http://www.dc.gov.si/en/vehicles/>

There are two general regulatory texts governing the rights of disabled people at national level. They are the **Royal Decree on Minimum building measures to assure access** and the **Act on the social integration of handicapped persons** (1982) which deals with the accessibility of transport (ECMT 2000).

A law from 3 December 2003 (unfortunately we do not have this law's reference) completes the law concerning social integration for disabled people from 1982 (LISMI), and states the following. It is the only regulation so far that is concerned with policies for disabled people. The basic fundamentals of the law is to stop discrimination, to enhance positive action and to promote universal accessibility, which is an objective for several documents which aims at ensuring and recognizing the rights of disabled people for equality in all life aspects (economic, politics, cultural and social).

4.1.27 Sweden

The **Constitution of Sweden**¹¹⁵ section 1, §2 states that, “the public institutions shall combat discrimination of people on grounds of gender, colour, national or ethnic origin, linguistic or religious affiliation, functional disability, sexual orientation, age or other circumstance affecting the private person.”

The **Provision on the responsibilities of governmental authorities to accomplish the policy for disabled**¹¹⁶ (Ministry of Social Affairs 2000) formalises how the governmental authorities should act in order to accomplish the policy in this field.

Sweden has a **Law on accessible public transport**¹¹⁷ (1979). The law states that operators should take people with disabilities in account when planning and carrying out public transport services. The **Provision on accessible public transport**¹¹⁸ provides more detailed information (Ministry of Industry 1980).

The **Special Transport Services Act**¹¹⁹ and the **National Special Transport Services Act**¹²⁰ (1997) state that local authorities are obliged to provide transport for people with disabilities.

The **Law on passenger information**¹²¹ (2006:1116) expresses in § 3, “when needed, the operator shall provide information about the options for disabled people to make a certain journey.”

The **Planning and Building Act** (1987)¹²², **Provisions on accessibility** (2003)¹²³, and the **Technical Requirements for Building Act**¹²⁴ state that new constructions and the surrounding area shall be designed to take account of the needs of all, including people with reduced mobility. Existing public transport buildings must be adapted when major refurbishment is carried out. Municipalities are responsible for implementation of these rules (with the exception of ports and airports), and the Minister of the Interior has the overall supervisory responsibility.

¹¹⁵ http://www.riksdagen.se/templates/R_Page_6307.aspx

¹¹⁶ <http://www.riksdagen.se/webbnav/index.aspx?nid=3911&bet=2001:526>

¹¹⁷ <http://www.riksdagen.se/webbnav/index.aspx?nid=3911&bet=1979:558>

¹¹⁸ <http://lagen.nu/1980:398>

¹¹⁹ <http://www.notisum.se/rnp/sls/lag/19970736.HTM>

¹²⁰ <http://www.notisum.se/rnp/SLS/LAG/19970735.HTM>

¹²¹ <http://lagen.nu/2006:1116>

¹²² http://www.boverket.se/upload/publicerat/bifogade%20filer/2005/Legislation_hela_ny.pdf

¹²³ <http://webtjanst.boverket.se/Boverket/RattsinfoWeb/vault/HIN/PDF/BFS2003-19HIN1.pdf>

¹²⁴ <http://www.boverket.se/shopping/ShowItem.aspx?id=846&epslanguage=SV>

Also, “**Swedish Road Administration’s Regulations on cars and wagons pulled by cars**” (Swedish Road Administration 2003)¹²⁵ incorporates the EU directive 2001/85/EC – all buses of class I shall comply with the accessibility requirements. Buses of class II and III built for use in public transport routes shall comply as follows: low floor buses shall comply with the accessibility requirements and high floor buses shall comply with the accessibility requirements except the requirements for wheelchair accessibility.

4.1.28 The Netherlands

Legal requirements for general measures are being developed. **Law on equal treatment for persons with a reduced mobility or who are chronically ill**¹²⁶ will be introduced in approximately 2010.

Requirements on transport provision are also under development. Provisions of the **Law on equal treatment regarding accessibility of public transport** (provision 7 and 8) will also be implemented in 2010. These cover accessibility of buses, bus stops, travellers’ information services, trains, railway stations, tram, metro etc.

Requirements for vehicles that provide accessibility to public transport for disabled people are based on directive 2001/85/EU and have been implemented in the **Road traffic Law** 1994 (with the Road Traffic Ordinance of 2003 pending changes in the Vehicle Regulation Ordinance).

The Building Act¹²⁷ (1991) and **Building regulation**¹²⁸ (2003) have requirements for bus stops, terminals, buildings, and requirements are being introduced in law (general measures) and regulations. Regulations provide for wheelchair accessibility of buildings, bus and railway stations.

Contract requirements are provided for in law **Minimum level of accessibility in public transport**¹²⁹ (2000). In a contract that a regional government has with a company that provides public transport a minimum level of accessibility should be specified.

There are also further Dutch regulations that require operators to take into account people with disabilities. Directive 2001/16/EC of the European Parliament and of the Council of 19 March 2001 on the interoperability of the trans-European conventional rail system give Europe the opportunity to create technical specifications for interoperability. One for people with reduced mobility is in progress. This directive will be implemented at national level in the **Railway Act**¹³⁰ (1875).

Road traffic Law (1994) with the Road Traffic Ordinance of 2003 pending changes in the Vehicle Regulation Ordinance). There are also requirements of accessibility to buses in terms of concessions granted by regional public transport authorities in regional transport (class I and class II). For class III there are no Dutch law or other regulation.

4.1.29 United Kingdom

The general legal framework (laws, provisions, regulations) or primary legislation for accessible public transport in England, Wales and Scotland is the following two acts:

¹²⁵ <http://www20.vv.se/vvfs/htm/2003nr022%20.htm> and http://www20.vv.se/vvfs/lagrum_dokument_historik.asp?dokumentbeteckning=2003:22

¹²⁶ www.overheid.nl, officiële documenten, Kamerstukken, Eerste Kamer, vergaderjaar 202001-2002, Kamerstuk 2828169, nr. 411

¹²⁷ www.wetten.nl, Woningwet

¹²⁸ www.wetten.nl, Bouwbesluit

¹²⁹ www.wetten.nl, Wet personen-vervoer 2000 (article 32 paragraph 2 d)

¹³⁰ www.wetten.nl, Spoorwegwet

First, the **Disability Discrimination Act 1995** (DDA, as amended)¹³¹, part 5 of this Act enabled the Secretary of State for Transport to make regulations making all land-based public transport vehicles (buses, coaches, rail vehicles and taxis) to be accessible to disabled people, including wheelchair users. Responsibility for implementation rests with the Department for Transport.

Second, the **Disability Discrimination Act 2005** (DDA 2005)¹³² - the DDA 2005 amended the DDA in light of experience of operating under the latter's provisions for a decade. Specifically on transport, it enables: lifting of the transport exemption, at least in part, from Part 3 of the DDA (access to goods, services and facilities); the setting of an "end date" of no later than 1 January 2020 by which time all rail vehicles must become regulated; accessibility regulations to be applied to older rail vehicles when they are refurbished; other rail provisions including the establishment of a certification regime for rail vehicles and decriminalisation of associated offences; and amendments to legislation covering the Blue Badge Scheme of parking concessions enabling reciprocal arrangements to be formalised in law for holders of equivalent badges issued in countries outside the UK. Consultation on these measures has yet to take place and they are not yet in force.

The Department for Transport is responsible for rules on requirements to buses and coaches (all stemming from Part 5 of the DDA).

One of these regulations is the **Public Service Vehicles Accessibility Regulations 2000** (PSVAR)¹³³. PSVAR prescribe minimum standards to ensure that any public service vehicle (bus or coach) with a capacity exceeding 22 passengers used to provide a local or scheduled service must have facilities, for example a wheelchair space, boarding devices and priority seating, to enable disabled people to access the vehicle. The regulations came into force on 31 December 2000 with the exception of wheelchair access for smaller buses and coaches which has applied since 1 January 2005. Very small buses and coaches (with a capacity not exceeding 22 passengers) are excluded, as are vehicles used for holiday or touring services, day trips or private hire, for example to a theme park or tourist attraction. A variety of end dates by which time all buses and coaches, which meet the above criteria, will become regulated have been set. All full size single deck buses over 7.5 tonnes will have to be compliant by 1 January 2016 and all double deck buses from 1 January 2017. All buses weighing up to 7.5 tonnes must be compliant by 1 January 2015 and coaches by 1 January 2020.

The 2005 amendment provides formal recognition to the EC Bus Construction Directive 2001/85/EC.

The Department for Transport is also responsible for regulations on accessible transport on rail¹³⁴. One of them is the **Rail Vehicle Accessibility Regulations 1998** (RVAR)¹³⁵ which applies to all new rail vehicles entering service carrying fare paying passengers since 1 January 1999. These regulations, which were the first to be made under Part 5 of the DDA, considerably improve access for disabled passengers to new rail vehicles and cover wheelchair accessibility and accommodation, including the design of on-board accessible toilets for those trains in which toilet facilities are provided. They also specify the size and location of handrails and handholds, and control devices as well as covering the provision of audible warnings and other equipment. In addition, a requirement for both visual and audible

¹³¹ http://www.opsi.gov.uk/acts/acts1995/Ukpga_19950050_en_1.htm#tcon

¹³² <http://www.opsi.gov.uk/acts/acts2005/20050013.htm>

¹³³ <http://www.opsi.gov.uk/si/si2000/20001970.htm>

¹³⁴ The requirements of the Technical Specification for Interoperability for Persons with Reduced Mobility will, from its implementation, become the new standard against which rail vehicles capable of operating on the Trans-European Network will be assessed.

¹³⁵ <http://www.opsi.gov.uk/si/si1998/19982456.htm>

passenger information assists passengers with sensory impairments to use rail services with confidence.

Another regulation is the **Rail Vehicle Accessibility (Amendment) Regulations 2000**.¹³⁶ Also, a small number of amendments were made to RVAR to tidy up areas where practical difficulties were being experienced.¹³⁷

Section 37 of the **Disability Discrimination Act 1995 (Taxis) (Carrying of Guide Dogs etc.) (England and Wales) Regulations 2000** imposes a duty on all licensed taxi drivers to carry a guide dog or hearing dog in their taxis when the dog is accompanying a disabled passenger, and to do so without charge¹³⁸. Section 37 also provides for licensing authorities to issue individuals with a certificate of exemption from this duty where it is satisfied on medical grounds that to do so is appropriate. These Regulations prescribe the form and method of display for that notice of exemption and came into force on 31 March 2001 and were subsequently amended in 2006 by the Disability Discrimination Act 1995 (Taxis) (Carrying of Guide Dogs etc.) (England and Wales) (Amendment) Regulations 2006¹³⁹.

The DDA did not originally contain any powers enabling Section to be applied to private hire vehicles. However, following this successful Private Members Bill, the DDA was modified so that such powers were available under Section 37A. As well as placing a duty on private hire vehicle drivers, Section 37A also imposes a duty on operators to accept bookings made by or on behalf of a disabled person accompanied by an assistance dog. This is the **Private Hire Vehicles (Carriage of Guide Dogs etc.) Act 2002**¹⁴⁰.

Transport infrastructure is covered under the auspices of Part 3 of the Disability Discrimination Act 1995 (as amended). See the inventory for the regulations covering these provisions.

Part 3 of the Disability Discrimination Act 1995 (as amended) again applies on bus stops, terminals, and buildings. In addition, Part M of the **Building Regulations 2000**¹⁴¹ covers access to and use of Buildings and includes features which make buildings more accessible to disabled people. All new buildings must conform to these Regulations which are the responsibility of the Department for Communities and Local Government.

Part 3 of the DDA again applies to the provision of information. Under these regulations, transport operators must ensure that their services are not impossible or unreasonably difficult for disabled people to access. This may include, for example, the provision of timetable information in alternative formats or a reasonable adjustment such as providing a free helpline for service information. Service providers must also take reasonable steps to ensure that, for example, their web sites are accessible.

Rights to public transport for disabled people are provided through part 3 of the DDA which gives disabled people a "right of access" to goods, services and facilities. This right has been extended by the **Disability Discrimination (Transport Vehicles) Regulations 2005**¹⁴², which came into force on 4 December 2006, to ensure that disabled people's civil rights are protected when they are travelling on public transport or using vehicle hire or breakdown services. The application of the Part 3 provisions depends on the type of services being

¹³⁶ <http://www.opsi.gov.uk/si/si2000/20003215.htm>

¹³⁷ The DDA 2005 contains provisions which will substantially amend RVAR. These are outlined above and are yet to come into force.

¹³⁸ <http://www.opsi.gov.uk/si/si2000/20002990.htm>

¹³⁹ http://www.opsi.gov.uk/si/si2006/uksi_20061616_en.pdf

¹⁴⁰ <http://www.opsi.gov.uk/acts/acts2002/20020037.htm>

¹⁴¹ www.planningportal.gov.uk/uploads/br/BR_PDF_ADM_2004.pdf

¹⁴² <http://www.opsi.gov.uk/si/si2005/20053190.htm>

offered and further guidance on how these Regulations are applicable can be found in a statutory Code of Practice which has been produced by the Disability Rights Commission¹⁴³.

The Code of Practice was brought into effect on 18 April 2006 by the Disability Discrimination Code of Practice (Supplement to Part 3 Code of Practice) (Provision and Use of Transport Vehicles) (Appointed Day) Order 2006¹⁴⁴.

Other regulations that require operators to take account of the needs of people with disabilities in England, Scotland and Wales are Part 3 of the Disability Discrimination Act 1995 (DDA, as amended) which gives disabled people a "right of access" to goods, services and facilities. As noted above, Part 3 ensures that service providers are required to ensure that it is not impossible or unreasonably difficult for disabled people to access their services. The introduction of the duties has been phased to allow service providers time to prepare for the new obligations: (a) Since 1996, it has been unlawful for service providers to treat disabled people less favourably than other people for a reason related to their disability. (b) Since October 1999, service providers have been 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. (c) Since 1 October 2004, service providers have had to take reasonable steps to remove, alter, or provide reasonable means of avoiding physical features that make it impossible or unreasonably difficult for disabled people to use a service.

These provisions apply to the owners/operators of transport infrastructure (such as railway stations and airports) as well as associated services, such as booking facilities. "Transport services" (i.e. the provision and use of a transport vehicle) were originally excluded from Part 3 in light of the specific provisions of Part 5 of the DDA which enabled the setting of accessibility requirements for certain types of public transport vehicles. However, the exemption meant that disabled people could still be refused access to a public transport vehicle simply because they were disabled.

Provisions to remove that exemption were included in the Disability Discrimination Act 2005. The new provisions clarify the extent of the exemption, to transport vehicles only, and allow its removal for different transport vehicles at different times and to differing extents. Regulations [the Disability Discrimination (Transport Vehicles) Regulations 2005 – see above] covering all land-based public transport vehicles (rail vehicles – including light rail, underground and trams – buses, coaches, taxis, private hire vehicles, vehicle hire and breakdown services) have been in force since 4 December 2006. The Disability Rights Commission has produced a statutory Code of Practice to explain the new duties.¹⁴⁵ This outlines the extent to which Part 3 applies to the different vehicles.

Requirements for operators of buses and coaches (England, Scotland and Wales) are also in amendments to the **Conduct Regulations** made by the Public Service Vehicles (Conduct of Drivers, Inspectors, Conductors and Passengers) (Amendment) Regulations 2002, state that the driver has a duty of "reasonable care" to disabled people but is not obliged to take any steps which may be a risk to the health and safety of the disabled passenger, and other passengers or themselves.¹⁴⁶ The amendments took effect on 1 October 2002.

Since 1 October 2002, regardless of the type or age of buses, drivers have been obliged to allow disabled people to board with their assistance dogs. These dogs can be recognised by either the jackets they wear which are inscribed with the name of the charity which trained them or, in the case of guide dogs, by their distinctive harness.

Requirements on operators of trains (England, Scotland and Wales): As a condition of their licence, all station operators are required to draw up a **Disabled Persons Protection Policy**

¹⁴³ www.drc-gb.org/library/publications/services_and_transport/provision_and_use_of_transport.aspx

¹⁴⁴ <http://www.opsi.gov.uk/si/si2006/20061094.htm>

¹⁴⁵ www.drc-gb.org/services_and_transport.aspx

¹⁴⁶ <http://www.opsi.gov.uk/si/si2002/20021724.htm>

(DPPP). The DPPP outlines what services the operator has in place to help disabled people use their services. It must also contain information on what alternative provisions the Operator has in place, to help a disabled passenger, when they are unable to access the station or platforms etc. An operator must draft a DPPP before their Operating Licence is granted, and must then review the DPPP on a yearly basis. The content of the DPPP must be approved by the Department for Transport. The guidance on what an Operator's DPPP must contain is presently undergoing revision, and will be available from the end of 2007.

The Disability Equality Duty (see policies) applies equally to local authorities who have to consider the needs of disabled people in all aspects of their services and functions.

4.2 Implementation of EU directives in national legislation

In the questionnaire, we asked explicitly whether and if so how certain EU-directives concerning accessible public transport systems are implemented in the legal frameworks of the Nordic countries.

4.2.1 Directive 2001/85/EC (Bus class I, II, III)

The representatives were asked whether their countries have implemented the EU Directive on urban buses, class I (2001/85/EC) in laws, provisions or regulations. They were also asked whether they have implemented or are in the process of implementing the requirements of Directive 2001/85/EU appendix VII for buses classes II and III. The table illustrates the answers.

Table 3: Implementation of some EU directives in the legal framework.¹⁴⁷

Country	Law, regulation or provision in which directive on urban buses, class I and its appendix VII has been implemented
Austria	Not implemented
Czech Republic	Has implemented
Denmark	Notification on special requirements for buses ¹⁴⁸ (Denmark's Road Safety and Transport Agency 2003)
Estonia	EU standards for vehicles are used
Finland	The older national provisions which do not require accessible buses in urban transport are still in force. The intention is to replace the older provisions.
France	Implemented in Regulation of the 12 May 2003 ¹⁴⁹ . This regulation modifies the Regulation of 2 July 1982 , the Decree on land transport vehicles ¹⁵⁰ (2006), and the Regulation on accessibility of buses and coaches ¹⁵¹ (2007)
Germany	The directive on urban buses, class I is implemented in the German Law on the admittance of vehicles to road traffic (StVZO 2007)
Greece	According to the law Structuralization and operation of public transport, technical inspection of vehicles and safety of terrestrial transport and other clauses (Ministry of Transport and Communications 2001), all buses that are required to be accessible must, at least have space for one wheelchair and be in accordance with the Ministerial Resolution Compliance to the 2001/85/ EC Directive relating to special provisions for vehicles used for the carriage of passengers comprising more than eight seats in addition to the driver's seat, and amending Directives 70/156/EEC and 97/27/EC (Ministry of Transport and Communications 2003). This resolution lays down requirements for technical equipment for the accommodation of passengers with reduced mobility according to the EC requirements (appendix VII). Low floor buses are also imposed.
Iceland	Implemented in Regulation on vehicle design and equipment
Ireland	It has been transposed into Irish Law for type-approval purposes. However, it has not been transposed in relation to the requirements for entry into service (registration) as it was not mandatory to do so.
Italy	Ministerial Decree of Ministry of Transports 20/06/2003 transposes the directive and its appendix.
Lithuania	Municipalities use provisions which include aspects of the directive.
Luxembourg	EU standards have been implemented for city and suburban buses. The buses have room for one wheelchair, low floor ramp.
Norway	Amendments to the Regulations for vehicles ¹⁵² in 2005 (Ministry of Transport 1994). Buses class II and III are not included.

¹⁴⁷ The results are based on the countries' own valuation. Only the countries that answered this question in the survey are listed. The PT access' questionnaire is the source of information for Estonia and Luxembourg.

¹⁴⁸ <https://www.retsinformation.dk/Forms/R0710.aspx?id=22231>

¹⁴⁹ The Regulation of the 12 May 2003 is a technical adaptation of the French legal framework in order to be able to apply the EU Directive; with this text, vehicles which respected the EU directive were allowed to be sold on the French market, but it did not fix more accessibility criteria, then there was in the regulation of 1982.

¹⁵⁰ http://www.coliac.cnt.fr/article.php3?id_article=33. Decree on land transport vehicles is relative to the accessibility of land public transport vehicles. This text gives the definition of the vehicles which are concerned by the act No. 2005-102 of the 11 of February 2005 (buses, coaches, lorries, tramways, metro, trains), but only if they are purchase after the publication of the decree.

¹⁵¹ http://www.coliac.cnt.fr/article.php3?id_article=33. The Regulation on accessibility of buses and coaches (2007) gives modifications of some articles of the act from 1982. These changes concern the definition of the vehicles concerned, the definition of the population targeted (i.e. the persons with reduced mobility which include the "disabled" persons but also people with luggage, elderly, people with baby cars, pregnant women) and some principles for a better physical accessibility. The appendix of this text presents some rules to be followed regarding visual and auditory information presented in the vehicles (identification of service line, stops, services, messages), map of the line, ticket punching machine, and visual contrast inside the vehicle.

¹⁵² <http://www.lovddata.no/for/sf/sd/xd-19941004-0918.html>

Poland	Regulation on certification of approval of vehicles and trailers (Ministry of Infrastructure 2005, Art. 68. § 19, point 1)
Portugal	Accessibility of public transport is only compulsory to vehicles class I. The norms for accessibility of vehicles of class II or III is not yet accomplished.
Slovakia	Regulation of the Government of Slovakia (2006) on technical requirements for vehicles used for the carriage of passengers comprising more than eight seats in addition to the driver's seat. Road Transport Law (1996) requires that the responsible authorities elaborate a plan for public transport services, in which people with disabilities are included. Regional authorities may also require operators to meet needs of disabled persons when granting licence for provision of public services.
Spain	La accesibilidad del transporte en autobús: Diagnóstico y soluciones (section 1.01) ¹⁵³
Sweden	“Swedish Road Administration’s Regulations on cars and wagons pulled by cars” (Swedish Road Administration 2003) ¹⁵⁴ . All buses of class I shall comply with the accessibility requirements. Buses of class II and III built for use in public transport routes shall comply as follows: low floor buses shall comply with the accessibility requirements and high floor buses shall comply with the accessibility requirements except the requirements for wheelchair accessibility.
The Netherlands	Road traffic Law (1994) with the Road Traffic Ordinance of 2003 pending changes in the Vehicle Regulation Ordinance). There are also requirements of accessibility to bus vehicles in concessions granted by regional public transport authorities in regional transport (class I and class II). For class III there are no Dutch law or other regulation.
United Kingdom	Public Service Vehicles Accessibility Regulations 2000 (PSVAR) ¹⁵⁵ were already in place when the directive was published. These regulations now recognise the directive as an alternative to national regulations, but do not mandate the directive.

We have listed the laws, regulations and provisions in which the countries have implemented the directive. This is meant to provide guidance for other countries which may be interested in seeing how other states have implemented EU-regulations in their national legal framework.

21 countries answered whether they have implemented the Directive on urban buses, class I (directive 2001/85/EC) and its regulations in appendix VII for buses classes II and III. Almost 90 percent of these countries have implemented the Directive on urban buses, class I in laws, and regulations or other provisions. About 1/4 of the same countries confirmed that they have implemented the regulations for buses class II or buses class II and III.

The directive has mostly been implemented by means of regulation. There are 11 regulations and 4 laws in which it has been implemented.

4.2.2 Directive 2004/18/EC

The EU Directive on the conditions of procedures for the award of public works contracts, public supply contracts and public service contracts (2004/18/EC) lays down that contracting authorities should, whenever possible, introduce technical specifications that take accessibility criteria for people with disabilities or design for all users into account. The technical specifications should be clearly indicated, so that all tenderers know what the requirements established by the contracting authority cover.

In our survey, we asked whether this directive has influenced “the conditions of procedures for the award of public works contracts, public supply contracts and public service

¹⁵³ www.ceapat.org

¹⁵⁴ <http://www20.vv.se/vvfs/htm/2003nr022%20.htm> and http://www20.vv.se/vvfs/lagrum_dokument_historik.asp?dokumentbeteckning=2003:22

¹⁵⁵ <http://www.opsi.gov.uk/si/si2000/20001970.htm>

contracts.” In the table we have listed the countries in which this influence may be seen, is in the process of influencing the legal framework or has had no influence.

Table 4: Influence of EU Directive 2004/18/EC on the legal framework or the practice or requiring accessibility of public transport services.¹⁵⁶

	No	In progress	Yes
Has EU Directive 2004/18/EC “on the conditions of procedures for the award of public works contracts, public supply contracts and public service contracts” influenced the legal framework or the practice in your country, regarding requirements for accessibility to public transport services when public transport services are contracted out?	Austria, Greece, Italy, Netherlands, Norway, Portugal	Bulgaria, Poland, UK	Belgium, Czech Republic, Finland, France, Ireland, Lithuania, Malta, Poland, Spain, UK

The EU Directive on the conditions of procedures for the award of public works contracts, public supply contracts and public service contracts (2004/18/EC) has influenced legal framework or practices of procurement in half of the 19 countries that answered this question. In other words, the EU Directive 2004/18/EC has not had substantial influence on the legal frameworks or practices of accessible public transport systems. This might be due to the fact that the new EU Directive on public passenger transport services by rail and by road (1370/2007)¹⁵⁷ was approved only on 3 December 2007.

4.2.2.1 Belgium

Provisions that require operators to take account of people with disabilities are included in management contracts which bind the transport operators to public service duties. The provisions are defined after consultation between operators and authorities. Negotiations take place for specific investment programmes allowing funding and/or fiscal advantages.

4.2.2.2 Czech Republic

The EU Directive on the conditions of procedures for the award of public works contracts, public supply contracts and public service contracts has influenced **Law on public procurement in the Collection of Laws** (2006, p. 106).

4.2.2.3 Finland

So far, there are no requirements for accessibility when public transport is procured by the Provincial State Offices (in Finnish: “lääninhallitus”). The current financial framework only allows requirements on the age of vehicles when procuring. However, consideration has been given to developing alternative quality parameters in tenders.

At community level, accessibility of vehicles and equipment are taken into account to some extent, and this practice has improved considerably. In 2003 the Ministry supervised drafts of competitive tendering documents for service transport in municipalities.

The municipalities and the Helsinki Metropolitan Area Council (YTV) are responsible for the competitive tenders of public city transport. All public city transport services are tendered out. Accessibility and user-friendliness are part of the quality requirements of these contracts. The ELSA projects¹⁵⁸ for accessible service routes have resulted in recommendations on how to achieve accessibility.

The new commuter train stock in the Helsinki area is also accessible. When procuring for new stock, accessibility is taken into account. In Finland today 220 of 320 daily long-

¹⁵⁶ The results are based on the countries’ own evaluation. Only the countries that answered this question in the survey are listed.

¹⁵⁷ http://eur-lex.europa.eu/LexUriServ/site/en/oj/2007/l_315/l_31520071203en00010013.pdf

¹⁵⁸ ELSA is a Finnish Research and Development Programme, as previously described in the policy-chapter, http://www.elsa.fi/English/index_english.htm

distance trains feature services for disabled people. For non-profitable train connections, thought has been given to applying contract terms specifying accessibility.

4.2.2.4 France

The directive has influenced the **Code for public contracts** (in French: “code des marchés publics”). The Code for public contracts has to be followed by all operators and local public transport authorities. It states that “each time it is possible, the technical specifications of the performance are established in order to take into account the criteria of accessibility for disabled people or for other users’ functional needs (article 6).”

The Code for public contracts (article 43) also lays down that a company must comply with the rule of employment of persons with disabilities (article 29) of the **Act on equal rights and opportunities, participation and citizenship of the persons with disabilities**, in order to be allowed to bid for a public contract. The circular written to apply this new code sets out that a bid has to satisfy the requirements of this act and the **Decree on accessibility to public buildings and installations**¹⁵⁹ (2006).

4.2.2.5 Greece

The EU Directive on the conditions of procedures for the award of public works contracts, public supply contracts and public service contracts has influenced the Presidential Decree **Compliance to the 2004/18/ EC Directive relating to the coordination of procedures for the award of public works contracts, public supply contracts and public services contracts as it was amended by the 2005/51/EC and 2005/75/EC Directives** (Ministry of transport and Communication et al 2007). However, no reference to disabled people is included in it.

4.2.2.6 Iceland

The acts of the European Union are regularly implemented into the agreement on the European Economic Area. Laws and regulations are adapted, so that they will not contradict EU rules.

4.2.2.7 Ireland

The Department of Finance has produced guidelines that require compliance with the relevant EU procurement directives including this directive.¹⁶⁰

4.2.2.8 Italy

Not specifically, as the directive was transposed into the Italian legal framework on 12 April 2006 with the “**Code for public works, service and supply contracts**” (2006). The respondents emphasise that buses and infrastructure are accessible due to previous regulations.

4.2.2.9 Lithuania

Rights for disabled people on trains are included in **Law of Railway Transport Codex**.

¹⁵⁹ http://www.coliac.cnt.fr/article.php3?id_article=33

¹⁶⁰ The Guidelines are available at <http://www.finance.gov.ie/documents/publications/other/pubprocguidejuly04.pdf>

4.2.2.10 Malta

The EU Directive on the conditions of procedures for the award of public works contracts, public supply contracts and public service contracts has been transposed into **Legal Notice 174/2004 Public Contracts Regulations**¹⁶¹ (of particular interest is clause 45.1(a)).

In recent years, the Malta Transport Authority has tendered a number of public transport services in the form of Concession Agreements. These fall outside the scope of such regulations, however when possible, the Malta Transport Authority complies with the Public Contracts Regulations with regards to access for disabled people.

4.2.2.11 Norway

The EU Directive on the conditions of procedures for the award of public works contracts, public supply contracts and public service contracts has had no influence. However, in practice the directive is followed in some areas. For instance, when the operator Norwegian State Railways (NSB) buys new trains, it has to take accessibility requirements into account, as this is part of the contract with the Ministry of Transport and Communications. The Directorate for Health and Social Affairs has developed **guidelines for universal design in public procurements**¹⁶² (SHdir 2007). These are, however, not a part of the legal framework. Transport infrastructure and services are considered in the guidelines.

4.2.2.12 Poland

Poland is currently contracting out services for regional railway transport. It follows the **Regulation of the Cabinet of April 21, 2004 on establishing regional passenger carriages** (Journal of Laws, No. 95. item 953).

The scope of contracting out will expand, in accordance with the provisions of the draft of the transport policy in the field of public service. **Act of public orders** (Journal of Laws No. 164, item 1163) sets the kinds of public transport services that are subject to procedures on public orders (Art. 132, par. 1) and specifies the entities obliged to follow these practices (Art. 3).

4.2.2.13 Slovakia

The directive does not include public transport services, but Slovakia will implement the new proposal for a regulation on public passenger transport services by rail and road.

4.2.2.14 The Netherlands

Most regional governments put their public transport requirements out to tender using the procedures of the directive in city and regional public transport (mainly passenger transport by bus). They set the level of accessibility in their procurement documents. Minimum level of accessibility in public transport (2000) obliges them to put standards on accessibility for buses into their contracts. The proportion of accessible buses has increased. In 2007 about 70 percent of the buses were accessible. The aim is almost 100 percent accessible buses by 2010.

4.2.2.15 United Kingdom

The **Utilities Contracts Regulations 2006**¹⁶³ cover the transport, water, energy and telecoms sectors.

The **Public Contracts Regulations 2006**¹⁶⁴ cover works, supplies and services contracts let by public authorities.

These provisions came into effect in February 2007 and it is therefore too early to assess what impact they have had on influencing the legal framework in the United Kingdom. The

¹⁶¹ [http://www.contracts.gov.mt/filebank/legislations/SL174.04%20\(English%20Version\).pdf](http://www.contracts.gov.mt/filebank/legislations/SL174.04%20(English%20Version).pdf)

¹⁶² http://www.shdir.no/vp/multimedia/archive/00013/Veileder_Universell_13513a.pdf

¹⁶³ www.opsi.gov.uk/SI/si2006/20060006.htm

¹⁶⁴ www.opsi.gov.uk/si/si2006/20060005.htm

Office of **Government Commerce (OGC) guidance document**¹⁶⁵ covers these provisions. OGC are responsible for implementation of these provisions (except in Scotland where this is the responsibility of the Scottish Executive).

When local authorities and others, for example when tendering for bus services or installing facilities for visually-impaired people at pedestrian crossings, service providers are required to take reasonable steps to change practices, policies and procedures that make it unreasonably difficult for disabled people to use a service. They also have to take appropriate steps to remove, alter or provide reasonable means of avoiding physical features. This is amended in the Disability Discrimination Act (1995).

4.3 Standards and guidelines

The representatives of the countries were asked whether there are standards, guidelines, handbooks etc. in place for public authorities, operators and others on how to make public transport systems accessible for all people or for disabled people, in particular for elements like vehicles, infrastructure, information etc. The ministries have indicated a number of guidelines and the like, but there may still be relevant standards and guidelines that are not mentioned here. For various reasons, we have no proper references for some of the guidelines. We have decided to include them anyway, since knowing that guidelines exist may be interesting information for other countries which have begun to develop guidelines on similar topics. The table below illustrates the answers. The table is only to give a first impression or an overview of the countries.

Standards and guidelines are important parts of the legislation, and guidelines have been drawn up on topics that are not yet covered by the legal framework. Some of the standards, guidelines etc. mandate specific requirements, while others suggest solutions.

Most countries have or are in the process of developing detailed guidelines connected to their planning and building legislation, which are important for accessibility to and in terminals and other buildings, and which require accessibility to be assessed when planning and building large constructions. Guidelines describing accessible vehicles are widespread. Most countries have or are in the process of developing some kind of guidelines for planning and design of roads and streets. These will have an impact on accessibility of public transport systems, not least when it comes to bus stops and the journey from e.g. home to terminal.

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www.ogc.gov.uk/procurement_policy_and_practice_procurement_policy_and_application_of_eu_rules.asp

Table 5: Countries answers as to whether they have standards and guidelines that require accessibility of public transport for all/disabled people.¹⁶⁶

Standards and guidelines for...	No	In progress	Yes
vehicles (bus, taxi, trains etc.)	Hungary, Iceland, Poland	Belgium, Cyprus, France, Slovakia	Austria, Bulgaria, Czech Republic, Estonia, Finland, France, Germany, Greece, Ireland, Lithuania, Luxembourg, Malta, Norway, Portugal, Spain, Sweden, the Netherlands, UK
infrastructure (roads, sidewalks etc.)	Iceland	Belgium, Norway, Slovakia	Austria, Bulgaria, Czech Republic, Finland, France, Germany, Greece, Ireland, Lithuania, Malta, Portugal, Sweden, Spain, the Netherlands, UK
bus stops, terminals etc.	Cyprus, Hungary, Iceland, Poland	Belgium, Lithuania, Slovakia	Austria, Bulgaria, Czech Republic, Finland, France, Germany, Greece, Ireland, Malta, Norway, Portugal, Spain, Sweden, the Netherlands, UK
ticketing (how easy it is to buy a ticket)	Belgium, Finland, France, Germany, Greece, Iceland, Norway, Poland, Slovakia, Sweden	France, Ireland, Lithuania, Portugal	Austria, Bulgaria, Czech Republic, Spain, the Netherlands, UK
information (if the information is available for all)	Austria, Cyprus, Germany, Hungary, Iceland, Poland, Slovakia, Sweden	Belgium, France, Lithuania, Portugal	Bulgaria, Czech Republic, Estonia, Finland, France, Greece, Ireland, Spain, the Netherlands, UK
making the public transport system understandable for all	Austria, Finland, Germany, Greece, Iceland, Norway, Poland, Slovakia, Sweden	Belgium, France, Portugal	Bulgaria, Czech Republic, Ireland, Lithuania, Spain, the Netherlands, UK
“the whole journey”	Belgium, France, Germany, Greece, Iceland, Lithuania, Portugal, Poland, Slovakia, Sweden	Norway	Austria, Bulgaria, Finland, Ireland, Spain, the Netherlands, UK

The representatives of the countries were also asked to submit information on the documents and describe how accessibility for all or disabled people to public transport is provided for. Information for countries that provided additional information is described in the following part.

4.3.1 Austria

There are several recommendations which are not compulsory for operators or the builders of infrastructure. The documents could be taken into account in a competitive tendering contest.

¹⁶⁶ The table is based on the countries' own valuation. Information on Cyprus, Estonia, Hungary and Luxembourg is from the PTaccess questionnaire. We have no information on Denmark, Italy, Latvia, Romania or Slovenia in this table.

4.3.2 Bulgaria

Bulgaria has standards and guidelines that require accessibility of public transport for all/disabled people in **Ordinance for transportation of people with disabilities** (Ministry of Transport and Communications 1997).

4.3.3 Czech Republic

The Czech Republic has standards and guidelines that require accessibility of public transport for all/disabled people in **175/2000** (§ 3, § 12, § 13).

4.3.4 Cyprus

According to PTaccess' questionnaire, a new plan for public transport which is under consideration will include high standards of accessibility of vehicles used in public transport. Whether there are standards also for stops depends on the municipalities, as they are responsible for stops. Bus stops and other facilities are included in the new plan for public transport which takes accessibility issues into account. As public transport in Cyprus is privately operated, public transport passenger information depends on the policy of each private public transport operator.

4.3.5 Denmark

In 1991 the Danish Road Directorate published a **general manual on the planning and design of urban traffic areas**¹⁶⁷ (Road Directorate 1991). It gives general advice and recommendations, and has some information of relevance to accessibility for people with reduced mobility (i.e. it recommends audible signals for blind people). The advice is, however, not mandatory. In 2000 a supplementary **manual on the making of accessible roads** (Road Directorate 2000)¹⁶⁸ was published. The manual provides detailed advice and recommendations on how to plan and design roads, pavements, pedestrian areas and recreational areas. All norms and standards of relevance to accessibility can be found in the manual.

In 2003 the **Transport areas for all. Accessibility Handbook**¹⁶⁹ was published (Road Directorate 2003). It goes into detail on transport facilities in dense city areas, and focuses on pedestrians and pedestrian areas. An **Orientation for disabled**¹⁷⁰ was published in 2005, followed by **Sound signals for blind and visually impaired**¹⁷¹ (Road Directorate 2005, 2006) the year after.

4.3.6 Estonia

According to the PTaccess' questionnaire response, EU standards are used for vehicles. There are also two Estonian regulations (No 14 (2002) and No 55 (1999)) which include standards for construction for accessibility of buildings and transport infrastructure. There are no national standards on information, but EU standards are used.

¹⁶⁷ <http://www.nyvig.dk/vd/tvaerprofler/side1.htm>

¹⁶⁸ <http://www.vejdirektoratet.dk/pdf/handicapveje.pdf>

¹⁶⁹ <http://www.vejregler.dk/html/doks/tilgaengelighed.html>

¹⁷⁰ http://webapp.vd.dk/vejregler/pdf/VR05_E_Handicapvejvisning_060202_JGJ.pdf

¹⁷¹ http://webapp.vd.dk/vejregler/pdf/VR05_G_Signaler_lyd_V3_061028_JGJ.pdf

4.3.7 Finland

For infrastructure, the so-called **SuRaKu cards**¹⁷² for planning, constructing and maintenance of accessible public outdoor areas are important. The guidelines deal with how streets, green areas and squares may be planned, constructed and maintained in order to improve accessibility. Practical guidelines were established in 2004 in cooperation with the cities of Helsinki, Espoo, Joensuu, Tampere, Turku and Vantaa.

For standards and guidelines on making trains accessible for all/for disabled people, the Finnish Ministry of Transport and Communications refers to the **international UIC leaflets**¹⁷³.

The Ministry of Transport and Communications has produced a **Guide for Improving the User-friendliness of Information Services of Public Transport**¹⁷⁴ (Ministry of Transport and Communications 2003c). This report is part of a programme, the HEILI Programme, which produces basic information on public transport. The report is also connected to the FITS Project which evaluates impacts and user requirements. The purpose of the study was to provide guidance concerning the user-friendliness of, in particular, online information services. The aim has been to keep the approach centred on the user rather than on technology.

For bus stops and terminals, reference is made to an example of an accessible bus stop (a project under the ELSA programme), but this is also dealt with in the SuRaKu-cards. For terminals, the Ministry of Transport and Communications has produced a publication **An Accessible Travel Centre** (2003).

For “the whole journey”, the Ministry of Transport and Communications has mapped the current situation in the publication **Accessibility and compatibility of travel modes. Towards accessible transport** (the general strategy from 2003) by the same ministry is also of interest.

4.3.8 France

France has standards for accessibility of public transport for disabled people: **Building construction for physically disabled people** (NFP 91 201), **Accessibility to public transport for physically disabled people** (NFP 91 202) and **Requirements for lifts**¹⁷⁵.

Standards of accessibility of public transport for disabled people with regard to pedestrian environment are the following: **Standard NFP 98 350**¹⁷⁶ is designed to define the general conditions to be respected during the planning and construction of pedestrian pathways to ensure that disabled persons can use them as easily as possible. The standard lays down minimum pavement widths and deals with issues such as sloping surfaces and rises, turning areas and the nature of the ground. **Standard NFP 98 351**¹⁷⁷ adds to the previous standard, lays down guidelines relating to the characteristics and testing of tactile warning pavements

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http://www.hel.fi/wps/portal/Rakennusvirasto_en/Helsinki/Helsinki/en?WCM_GLOBAL_CONTEXT=/en/Public+Works+Department/Helsinki+for+All/Accessibility+Guidelines+%28SuRaKu%29

173 <http://www.uic.asso.fr/> UIC: International Union of Railways

174 <http://www.mintc.fi/www/sivut/dokumentit/julkaisu/julkaisusarja/2003/b112003netE.pdf>

175 Safety rules for the construction and installation of lifts - particular applications for passenger and good passenger lifts -part 70: accessibility to lifts for persons including persons with disability (NF EN 81-70); Vertical elevators for persons with impaired mobility -safety rules for construction and installation (NFP 82 222); Lifts and service lifts -vertical elevators for persons with impaired mobility - application guide for the French standard NFP 82-222 for appliance with the essential requirements of European Directive 89/392/EEC ("machinery" directive) and its amendments 93/44/EEC and 93/68/EEC (NFP 82 244)

176 http://www.sobepre.com/en/dossier_technique/cheminement.htm

177 http://www.sobepre.com/en/dossier_technique/cheminement.htm

sited on the edge of platforms or pathways (pedestrian crossings). These devices are aimed at providing a safer environment for the blind or partially-sighted people by providing early warning signs (tactile pavement).

The following standards incorporate standards for disabled people in road vehicles: **Road vehicles – vehicles for transporting disabled people, with a maximum capacity of a passenger including the driver characteristics** (NFR 18 802), **Road vehicles – minimal safety specifications of vehicles for transporting at least one disabled person – part 1: adaptation of a vehicle for transporting one handicapped person in his wheelchair** (NFR 18 804-1) and **Road vehicles – access for at least one reduced mobility passenger to taxi** (NFR 18 805).

Several guidelines related to improving accessibility of public transport systems have been developed by Certu¹⁷⁸, such as Guide to bus accessibility¹⁷⁹ (2008), the accessibility of roads and public spaces, Elements for formulating diagnosis in small municipalities¹⁸⁰ (2006), Signalised intersections for the visually impaired persons: Implementation¹⁸¹ (2006), Consultation related to accessibility for reduced mobility persons: Methodological elements¹⁸² (2004), Pedagogic kit for accessibility to roads by reduced mobility persons¹⁸³ (2004) and Methodological guide for preparing accessibility guideline plans for departmental transport services¹⁸⁴ (2007).

4.3.9 Greece

There are guidelines for buses in accordance to the relevant EU Directive (2001/85/EC), and for terminals.

All domains of the built environment are covered in **Accessibility Guidelines “Designing for All”** (The Office for Studies for People with disabilities of the Ministry of Environment, Physical Planning and Public Works)¹⁸⁵. These guidelines also include signage as a way of giving information.

Greece also has standards for accessibility of public transport for all/disabled people in the Presidential Decree **Definition of conditions for the establishment and operation of long distance buses and bus stations** (Ministry of transport and Communication 2004).

4.3.10 Iceland

In 1999 the Icelandic Building Research Institute published a **handbook on accessibility**. The handbook sets out guidelines on how to make physical environment accessible to all.

Iceland has some guidelines on accessibility to public transport. Since 1995 the municipality of Reykjavik has carried out about 2000 adjustments and reconstructions according to special guidelines in order to improve the accessibility of the physical pedestrian environment.

¹⁷⁸ www.certu.fr

¹⁷⁹ http://www.certu.fr/catalogue/product_info.php?products_id=563&language=en

¹⁸⁰ http://www.certu.fr/catalogue/product_info.php?products_id=1122&language=en

¹⁸¹ http://www.certu.fr/catalogue/product_info.php?products_id=1110&language=en

¹⁸² http://www.certu.fr/catalogue/product_info.php?products_id=851&language=en

¹⁸³ http://www.certu.fr/catalogue/product_info.php?products_id=852&language=en

¹⁸⁴ http://www.certu.fr/catalogue/product_info.php?products_id=1724&language=en

¹⁸⁵ <http://www.minenv.gr/1/16/162/16203/g1620300.html>

4.3.11 Ireland

In 2004, to assist and support the Department of Transport in achieving a high level of public transport accessibility, the National Disability Authority (NDA) undertook to develop and recommend draft transport guidelines for improving access to bus, rail and light rail services for people with disabilities in Ireland. Following a process of national consultation with all of the key stakeholders, the guidelines document **Recommended Accessibility Guidelines for Public Transport Operators**¹⁸⁶ was produced.¹⁸⁷

In July 2006, the NDA launched its **Code of Practice on Accessibility of Public Services and Information provided by Public Bodies**¹⁸⁸. This Code of Practice sets out the Authority's understanding of what is required of public bodies under sections 26, 27 and 28 of the Disability Act 2005 and is designed to guide public bodies in meeting their statutory obligations by providing practical advice and examples.

The **“Traffic Management Guidelines”** (2003)¹⁸⁹, prepared jointly by the Departments of Transport, the then Department of the Environment and Local Government and the Dublin Transportation Office, incorporate guidance on the provision of suitably designed facilities for public transport users, including bus stop design and the design of crossing facilities for people with mobility, sensory and cognitive impairments. Local authorities may find these guidelines useful in developing their accessibility improvement action plans under the Sectoral Plan of the Department of the Environment, Heritage and local Government.

The European Conference of Ministers of Transport's Good Practice Guide titled **Improving Transport Accessibility for All**¹⁹⁰ also provides useful guidance for local authorities. This Guide includes a section on the Road and Pedestrian Environment as well as a section on Infrastructure.

Having been established in September 2004, the Commission for Taxi Regulation is in the process of developing standards for the provision of accessible taxi services and vehicles.¹⁹¹

An Integrated Ticketing Project Board was established in July 2006 to develop and implement an integrated ticketing system using contactless smartcard technology. A roadmap for the implementation of integrated ticketing within the Dublin area has been prepared. Subject to the necessary sanctions being received, the project will proceed to public procurement. In the interim, there are a range of integrated tickets in place that allow transfers between Bus Éireann¹⁹², Dublin Bus¹⁹³, LUAS (Dublin Light Rail System¹⁹⁴; and Irish Rail¹⁹⁵. Integrated tickets based on smart card technology are available on LUAS services and on the private bus operator, Morton's Coaches¹⁹⁶. These have proved successful as proof of concept for the wider roll out of integrated ticketing based on smart card technology. Details of these are available from the operators. The transport companies are continually developing more products in line with market demand.

¹⁸⁶ <http://www.nda.ie/cntmgmtnew.nsf/0/C0DBA1BA241FB9398025710F004D8EAA?OpenDocument>

¹⁸⁷ The NDA has also produced a number of other very useful documents relating to transport, the built environment and accessibility and these are available from the NDA website at www.nda.ie.

¹⁸⁸ <http://www.nda.ie/cntmgmtnew.nsf/0/3DB134DF72E1846A8025710F0040BF3D?OpenDocument>

¹⁸⁹ <http://www.dto.ie/web2006/publicdown.htm>

¹⁹⁰ www.cemt.org

¹⁹¹ Further information is available at www.taxiregulator.ie

¹⁹² www.buseireann.ie

¹⁹³ www.dublinbus.ie

¹⁹⁴ www.luas.ie

¹⁹⁵ www.irishrail.ie

¹⁹⁶ www.mortonscoaches.ie

4.3.12 Luxembourg

According to the PTaccess' questionnaire response, there are official specifications for buses that include various requirements like low floor, room for one wheelchair and so on. Also, all trains should be accessible without assistance.

However, there are no national standards for bus stops in rural areas. The Ministry has prepared a list of recommendations to the local authorities, but does not have the means to enforce them. The Ministry would like to have certain standards like visibility, bus stops not too close to a road junction, etc.

4.3.13 Malta

The **Access for All guidelines**¹⁹⁷ were published by the National Commission for Persons with Disability. This applies to transport infrastructure. However, specifications for new buses also require access for disabled people.

4.3.14 Norway

The Public Roads Administration and the Rail Administration have guidelines for infrastructure work. Universal design is or will be introduced in these guidelines. The guidelines **Design of public roads** are currently being revised¹⁹⁸ (Norwegian Public Roads Administration 2007, 1993). When the final draft is agreed, infrastructure built by the Public Roads Administration will have to follow the principles of universal design.

In Norway there is also a guideline for accessibility of public buses. This is the **Buses for all, guidelines on universal design of buses**¹⁹⁹ (Sintef 2004).

The guidelines within the system of the planning and building legislation, "**REN veiledning**"²⁰⁰, describe requirements necessary to fulfil the Planning and Building Act Requirements. This also includes accessibility (National Office of Building Technology and administration 1997, chapter X).

Since 1988 the county councils in Norway have provided transport services (AT-service) for residents who, due to severe disabilities, cannot use ordinary public transport.²⁰¹ The intention of the AT-service is to give disabled people the opportunity to participate in local social activities. It is organised as an individual taxi-based door-to-door service. There are **guidelines for the AT-service** prepared by The Ministry of Transport and Communications setting out criteria for the approval of users, the content of the arrangement and executive work. The guidelines include matters such as eligibility criteria for users, general guidance on fares, ticketing systems and on differentiating the services offered between different user groups, administrative procedures for the special transport services, etc. The guidelines are non-binding, and are meant to serve as tools in the shaping of services. The special transport services, themselves, are not regulated by law.

The Directorate for Health and Social Affairs has developed **Guidelines for universal design in public procurements** (Directorate for Health and Social Affairs 2007)²⁰². Transport and infrastructure, as well as public transport services, are topics covered by the guidelines.

¹⁹⁷ <http://www.knpd.org>

¹⁹⁸ <http://www.vegvesen.no/vegnormaler/>

¹⁹⁹ http://www.sintef.no/upload/A04309_Buss%20for%20alle.pdf

²⁰⁰ <http://www.be.no/beweb/regler/veil/REN2003/10brukbarhet.html>

²⁰¹ The AT-service in Oslo: http://www.helse-og-velferdsetaten.oslo.kommune.no/omsorg_og_sosiale_tjenester/tt-kort/

²⁰² http://www.shdir.no/vp/multimedia/archive/00013/Veileder_Universell_13513a.pdf

Currently, the Standardization Organizations in Norway are creating **National Standards for Universal design**²⁰³. Standards for signs and ticket machines are among the topics related to accessibility of public transport.

The Norwegian National Rail Administration refers to the ongoing EU process of working out a technical specification for interoperability, concerned with accessibility for people with reduced mobility, as very important²⁰⁴ (EC 2007). The Rail Administration is also working on a strategy for universal design (Norwegian Rail Administration 2007). In the draft strategy document, actions and means are discussed on two levels: accessibility and universal design.

4.3.15 Poland

The EKMT forum²⁰⁵ has produced the following standards and guidelines: Code of Good Practice “Transport friendly for all users”, A manual on Training staff in transport, Improving accessibility of taxis, The manual Passengers’ accessibility to heavy rail systems was prepared during COST Action 335.

4.3.16 Portugal

Technical norms in order to allow accessibility for people with disabilities to public buildings, public transport etc. are provided in **Law-Decree on the adaption of public buildings, collective equipments and public accesses** (1997). This decree is applied to every rail and underground station, bus station, maritime passenger pier, riverside quay, bus and tram stops for public transport, airport terminals, air fields, and pedestrian paths for railways, highways and motorways.

The **National Plan for Promoting Accessibility** sets out several actions to be taken to support and promote accessibility including ticketing and information. This work is in progress.

4.3.17 Slovakia

The **Operational Programme Transport** addresses modernisation of railway stations. Modernised stations must meet requirements such as elevators and lifting platforms.

4.3.18 Sweden

Bus 2000 is a Swedish guideline for design of buses²⁰⁶ (Svenska Lokaltrafikföreningen and Svenska Bussbranchens Riksförbund 2006). For infrastructure, bus stops, terminals etc., the **Roads and streets design guidelines**²⁰⁷ are the most important (Swedish Road Administration 2004).

Sweden also has guidelines relating to the Planning and Building Act. These are Regulations and guidelines on accessibility and usability of public places and other open areas for people with mobility and sensory impairments²⁰⁸ and Regulations and guidelines on clearing of

²⁰³ <http://www.standard.no/imaker.exe?id=14856>

²⁰⁴ <http://www.jvs.se/dokument/TSD/English/TSD-Hoghastighet-och-konventionell-Handikapp-teknisktext-2006-09-12.pdf>

²⁰⁵ <http://www.forumtransportu.pl/index.php?module=News&action=View&id=1043>

²⁰⁶ <http://www.slff.se/fileupload/pubdok/Buss%202000%20version%202006.pdf>

²⁰⁷ www.vv.se/templates/page3Listing_8090.aspx

²⁰⁸ Boverkets föreskrifter och allmänna råd om undanröjande av enkelt avhjälpna hinder till och i lokaler dit allmänheten har tillträde och på allmänna platser, <http://webtjanst.boverket.se/Boverket/RattsinfoWeb/vault/ALM/PDF/BFS2004-15ALM1.pdf>

certain obstructions to and in public premises and areas²⁰⁹ (National Board of Housing, Building and Planning 2003 2004).

On the **accessibility of railway systems**, the Ministry of Enterprise, Energy and Communications refers to various EU documents connected to the ongoing work on new technical specifications for interoperability. These are the Trans-European Conventional and High Speed Rail System – Technical Specification for Interoperability (EC 2006b)²¹⁰, the Working document on EC Decision for TSI Persons with Reduced Mobility (EC 2006a)²¹¹ and Annexes to the TSI (EC 2005)²¹². The National Rail Administration has developed **Guidance for the design of the physical environment on stations**.

In addition, the Swedish Door-to-Door project has created knowledge that is now being transformed into standards and guidelines for “the whole journey”.

The Swedish government has also asked The National Road Administration and National Rail Administration to create an action plan for the long-term development of public transport²¹³. Accessible public transport for disabled people and people with reduced mobility is one of the action plan’s priorities. This work may result in new standards and guidelines.

4.3.19 The Netherlands

In the period 2005-2007 CROW, the national institute on knowledge of infrastructure, traffic and public space, published two Handbooks:²¹⁴ (1) **Handbook on Accessibility of Public Transport** consists of 7 volumes with the following topics: general principles, bus, taxi, roads, pavements, ticketing and information services. The volume on accessibility of railways is not yet finished. (2) **Handbook on stops** (bus stops etc.)

The guidelines have been developed on the basis of best practices, laws and regulations on several topics. University, public transport companies, interested organisations of people with impairments, governmental bodies and research centres have cooperated in creating the accessibility guidelines.

4.3.20 United Kingdom²¹⁵

Good practice guidance on the design of transport infrastructure and the pedestrian environment to maximise accessibility has been given in **Inclusive Mobility** (Department for Transport 2002)²¹⁶. Further, non-disability specific, guidance on design has been given in the publication **A Manual for Streets** (Department for Transport 2007)²¹⁷. The UK Highways Agency also publishes a **Design Manual for Roads and Bridges**²¹⁸. There is also a **British**

²⁰⁹ Boverkets föreskrifter och allmänna råd om undanröjande av enkelt avhjälpna hinder till och i lokaler dit allmänheten har tillträde och på allmänna platser,

<http://webtjanst.boverket.se/Boverket/RattsinfoWeb/vault/HIN/PDF/BFS2003-19HIN1.pdf>

²¹⁰ <http://www.jvs.se/dokument/TSD/English/TSD-Hoghastighet-och-konventionell-Handikapp-tekniskt-2006-09-12.pdf>

²¹¹ <http://www.jvs.se/dokument/TSD/English/TSD-Hoghastighet-och-Konventionell-Handikapp-lagtext-2006-09-12.pdf>

²¹² <http://www.jvs.se/dokument/TSD/English/TSD-Hoghastighet-och-Konventionell-Handikapp-bilagor-2006-09-12.pdf>

²¹³ http://www.vv.se/templates/page3_19476.aspx

²¹⁴ www.CROW.nl

²¹⁵ More information about the full range of publications the Department for Transport publishes on disability and related issues can be found at www.dft.gov.uk/transportforyou/access/dda2005/pubs/

²¹⁶ <http://www.dft.gov.uk/transportforyou/access/tipws/inclusivemobility>

²¹⁷ <http://www.dft.gov.uk/pgr/sustainable/manforstreets/>

²¹⁸ www.standardsforhighways.co.uk/dmrb/index.htm

Standard BS8300:2001 – Design of Buildings and their approach to meet the needs of Disabled People – Code of Practice which, whilst not law, is generally followed as best practice.

Accessibility of public transport for disabled people is incorporated in the following guidelines for vehicles (bus, taxi, train etc.): **The Rail Vehicles Accessibility Regulations 1998 - Guidance** (Department for Transport 2002)²¹⁹. **The Public Service Vehicles Accessibility Regulations 2000 - Guidance** (Department for Transport 2002)²²⁰. **Accessibility Specification for Small Buses Designed to Carry 9-22 Passengers** (Disabled Persons Transport Advisory Committee 2001)²²¹. **Ergonomic Requirements for Accessible Taxis** (Department for Transport 2005)²²².

For infrastructure (roads, pavements etc.) the United Kingdom has guidelines on accessibility of public transport for disabled people in, the **Manual for Streets** (Department for Transport 2007)²²³, **Inclusive Mobility - A Guide to Best Practice on Access to pedestrian and Transport Infrastructure** (Department for Transport 2002)²²⁴, and **Guidance on the Use of Tactile Paving Services** (Department for Transport 1998)²²⁵

The United Kingdom also has guidance on accessibility to public transport for disabled people covering bus stops, terminals etc. **Inclusive Mobility - A Guide to Best Practice on Access to Pedestrian and Transport Infrastructure** (Department for Transport 2002)²²⁶, **Train and Station Services for Disabled Passengers - A Code of Practice**²²⁷ also include guidance.

There is guidance on ticketing (how easy it is to buy a ticket) in **Inclusive Mobility - A Guide to Best Practice on Access to Pedestrian and Transport Infrastructure**²²⁸, and **Train and Station Services for Disabled Passengers - A Code of Practice**²²⁹.

There is also guidance specific to access features in the provision of private hire services **Making Private Hire Services More Accessible** (Disabled Persons Transport Advisory Committee 2003)²³⁰.

The United Kingdom also has the following guidelines for “the whole journey:” **Inclusive Mobility - A Guide to Best Practice on Access to Pedestrian and Transport Infrastructure** (Department for Transport 2002)²³¹, **Train and Station Services for Disabled Passengers - A Code of Practice** (Strategic Rail Authority 2002).²³² The Code also includes recommendations of best practice for Station Infrastructure and facilities, as well as legal requirements. **Railways for All** (Department for Transport 2006)²³³. **Guidance on the Application of Part 3 to Transport Services** (Disability Rights Commission,

219 www.dft.gov.uk/transportforyou/access/rail/vehicles/pubs/rva/rvareg1998

220 www.dft.gov.uk/transportforyou/access/buses/pubs/psvar/accessibilityregulations20005993

221 www.dptac.gov.uk/pubs/smallbus2001/index.htm

222 www.dft.gov.uk/transportforyou/access/taxis/pubs/taxis

223 www.dft.gov.uk/pgr/sustainable/manforstreets/

224 www.dft.gov.uk/transportforyou/access/tipws/inclusivemobility

225 www.dft.gov.uk/transportforyou/access/tipws/guidanceontheuseoftactilepav6167

226 www.dft.gov.uk/transportforyou/access/tipws/inclusivemobility

227 www.dft.gov.uk/transportforyou/access/rail/railstations/codeofpractice/

228 www.dft.gov.uk/transportforyou/access/tipws/inclusivemobility

229 www.dft.gov.uk/transportforyou/access/rail/railstations/codeofpractice

230 www.dptac.gov.uk/pubs/phv/index.htm

231 www.dft.gov.uk/transportforyou/access/tipws/inclusivemobility

232 www.dft.gov.uk/transportforyou/access/rail/railstations/codeofpractice

233 www.dft.gov.uk/transportforyou/access/rail/rfa/

2007)²³⁴. **Making Private Hire Services More Accessible** (Disabled Persons Transport Advisory Committee 2003)²³⁵.

4.4 Reducing barriers to employment, education and independent living

In the questionnaire we asked if there is anything in the policies or legal frameworks covering provision of public transport services to disabled people that is specifically aimed at ensuring that transport is not a barrier to employment, education, study or independent living. The respondents were asked to indicate on a table, and to submit additional information. The table below illustrates the answers.

Table 6: Is there anything in the policies or legal frameworks concerning provision of public transport services to disabled that is specifically aimed at ensuring that transport is not a barrier to employment, to education and/or study or to independent living? The table is based on the respondents' valuation²³⁶.

	No	In progress	Yes
To employment	Austria, Belgium, Bulgaria, Finland, Greece, Iceland, Malta, Norway, Portugal, Sweden, the Netherlands	Lithuania	Czech Republic, France, Ireland, Iceland, Italy, Poland, Spain, UK
To education/ study	Austria, Finland, Greece, Iceland, Malta, Norway, Portugal, Sweden, the Netherlands	Bulgaria, Lithuania	Czech Republic, France, Ireland, Italy, Poland, Spain, UK
To independent living	Austria, Finland, Greece, Iceland, Malta, Norway, Portugal, Sweden, the Netherlands	Bulgaria, Lithuania, UK	Czech Republic, France, Ireland, Italy, Poland, Spain

More than half of the respondents answered no to this question, and few respondents submitted substantial information.

However, based on the questionnaires and on reviewed documents, we find that most countries do have a special focus on reducing transport as a barrier to work, study and independent living. Firstly, reducing transport as a barrier to education, study and independent living is expressed, explicitly or implicitly, as a general objective of policies and legal frameworks. Secondly, special transport services are organised in order to allow people not able to use ordinary transport services to work, study and live independent lives. Thirdly, several countries have particular projects and schemes directly focused on reducing transport as a barrier.

4.4.1 General objectives of policies and legal frameworks

Policy documents and legal framework documents described in previous chapters show that accessibility of public transport systems in general is viewed as a means to allow everybody, as far as possible, to work, study and to live independently. This is not necessarily expressed in terms that public transport systems should be accessible *in order* to allow people to work, study etc. As the respondent from Finland puts it, the aim is to promote accessibility in

²³⁴ www.drc-gb.org/services_and_transport.aspx

²³⁵ www.dptac.gov.uk/pubs/phv/index.htm

²³⁶ Cyprus, Estonia, Hungary, Latvia and Luxembourg are not included in the table, since they did not answer the questionnaire. Denmark, Germany, Romania, Slovenia and the Slovak republic did not tick off in the table.

general, and it goes without saying that this comprehensive approach includes all of the above.

The French respondent emphasises that the spirit of the Act on equal rights and opportunities, participation and citizenship of persons with disabilities (2005) is the promotion of disabled people's participation in society through education and employment. The Polish respondent expresses a similar view, and emphasises that developments successively carried out in the field of public transport, followed by laws, regulations, strategic documents, operational programmes and so on, aim at meeting the transport needs of disabled people in order to improve their ability to participate in education and employment.

4.4.2 Special transport services

Many respondents mention special transport services as a means to reduce transport as a barrier. One could discuss if special transport services count as public transport, but it seems clear from the comments that special transport services are seen as a means to reduce transport as barrier to employment, education and independent living by many respondents.

Iceland and Sweden argue that travel to work, education and leisure activities is organized and (partly) paid for by public authorities through acts covering special transport for severely disabled people. In a Danish review of national schemes of transport for disabled people, there are references to and descriptions of a number of law, regulatory systems for concessionary fares, personal subsidies and special transport²³⁷ (Tetraplan 2007).

In Italy, regions, provinces and municipalities are responsible for social services for disabled people. Local administrations may promote local policies on disabled children's school transport. In Portugal some municipalities are responsible for ensuring school transport for children with reduced mobility. In the Netherlands there are six national programmes facilitating individual door-to-door-transport for disabled people. In England, the Department for Work and Pensions operates a separate scheme, the Access to Work Scheme²³⁸, to enable disabled people who might not be able to use mainstream public transport to travel to work. Disabled Students' Allowance²³⁹ (DSA) is available to any student in higher education (in UK) to cover any extra costs experiences because of a disability and includes a travel allowance.

4.4.3 Projects and schemes aimed at reducing barriers

Several respondents mention projects, programmes and schemes aimed at reducing transport as a barrier to employment, education, study and independent living.

In recent years Poland has introduced several programmes which are funded by the National Fund for Rehabilitation of Disabled People²⁴⁰ (PFRON). One such programme is Pegaz 2003. Its objective is to reduce transport barriers, and thereby enable free movement. The strategic purpose of another programme, "Levelling out the differences between regions", is to improve access to professional and social rehabilitation for disabled people living in economically and socially poorly developed regions. PFRON funds purchasing of buses and minibuses and adaptation of vehicles in order to reduce transport barriers that disabled people.

²³⁷ <http://www.tetraplan.dk/rapporter/Handicapudredning.pdf>

²³⁸ www.direct.gov.uk/en/DisabledPeople/Employmentsupport/WorkSchemesAndProgrammes/DG_4000347

²³⁹ More information is available from www.skill.org.uk/info/faqs.asp#MoneyBenefits

²⁴⁰ www.mpips.gov.pl

In Ireland, the Department of Transport's Sectoral Plan under the Disability Act 2005 promotes the adoption of an integrated approach to policy-making, transport planning and the provision of transport services for all across all modes of transport that operate under its remit so as to remove transport as an access barrier. The Office for Disability Issues in the United Kingdom is currently undertaking a review of Government policy in this area²⁴¹ and considering how best to ensure that disabled people are able to live independently.

²⁴¹ Further details about the review are available from www.officefordisability.gov.uk/independent/

5 Other initiatives

Apart from policies and legal frameworks, several initiatives may be taken in order to encourage and require improvement to the accessibility of public transport systems. The respondents were asked to explain whether and if so how various means are used in their countries, such as: pricing systems for reducing individual economic barriers; special transport services; budget requirements; economic incentives; strategic plans; training of disabled people, service personnel as well as planners, architects etc. and; development of indicator systems for measuring the development of accessibility of public transport systems.

In this chapter we merely refer to the information we have received through the questionnaires. No reviews or crosschecks have been done.

5.1 Reducing individual economic barriers

Pricing systems to reduce individual economic barriers are one means to improve the accessibility of public transport systems for disabled people. We asked if there were systems for pricing strategies to reduce economic barriers to the use of public transport systems by people with disabilities, like concessionary fares, personal subsidies or others. The respondents were asked to tick whether they have such pricing systems, and to describe them briefly.

Table 7: Are there systems for pricing strategies to reduce economic barriers to the use of public transport systems by people with disabilities? The information in the table is provided by the respondents²⁴².

No	In progress	Yes
Bulgaria, Malta, Sweden ²⁴³ , the Netherlands	Slovenia	Austria, Belgium, Cyprus, Denmark, Estonia, Finland, France, Germany, Greece, Iceland, Ireland, Italy, Lithuania, Norway, Poland, Portugal, Romania, Slovakia, Spain, UK

All but four countries have or are in progress of developing some kind of concessionary fares for disabled people, in order to reduce individual economic barriers to ordinary public transport systems.

From additional information submitted by most respondents we know that public authorities finance the reduced fares in various ways. Several respondents mention subsidising special transport services as one way of reducing individual economic barriers for disabled people. This topic is discussed in the next chapter.

5.1.1 Austria

Several municipalities grant reduced fares for using public transport facilities. The **Austrian Federal Government's Disability Concept**²⁴⁴ was agreed on in 1992 (Federal Ministry for

²⁴² Information about Cyprus, Estonia, Hungary and Luxembourg are from the PTaccess questionnaire. We did not manage to get any information from Latvia. Czech Republic did not answer this question.

²⁴³ It is referred to national systems. Some local authorities have decided to reduce fares for disabled people.

Labour and Social Affairs 1992). To compensate for the additional costs incurred as a result of disabilities, the Federal Government intends to extend the discount scheme further for disabled people.

5.1.2 Cyprus

Public transport is free for those who possess a disability card.

5.1.3 Denmark

All bus companies offer reduced prices for blind and visually-impaired people. Many ferry and air transport companies do the same. On longer journeys by train, a 50 percent discount is given for people with disabilities and their companion.

The Danish State Railways receives grants to cover these costs. For other transport companies and private operators, the price reductions are voluntary and not covered by the authorities. The result is a number of various arrangements.

5.1.4 Estonia

The 2000 **Public Transport Act** ensures among other aspects, that on domestic rail, road and water transport (including commercial lines), disabled children, severely disabled people and guide dogs accompanying people with visual impairments are entitled to travel free of charge. People accompanying disabled children or severely disabled people are entitled to receive reimbursement up to 50 percent of the travel fare. Local governments, city and county councils may introduce additional facilities, e.g. for travel of elderly people. In Tallinn (and some other cities) people older than 65 years may use public transport free of charge (ECMT 2000).

5.1.5 Finland

It is essentially up to each operator to price travel in Finland. In most cases (e.g. urban buses) there are concessionary fares for people with disabilities.

As regards rail transport, the operator's (VR) travel conditions allow for a wheelchair user or visually impaired passenger to have another person travel with him or her, free of charge.

5.1.6 France

On railways disabled people travel in first class for the second class fare. If an accompanying person is needed, this person travels free. The difference between the normal and the reduced fares is reimbursed by the State to the railway's operators for national trips, and from the State to the regional administration for local trips.

On local public transport networks, disabled people usually have access to reduced fares or may travel free. The costs are paid by the regional administration, the county administration or the urban authorities. Highway toll reductions may be obtained for particular vehicles.

5.1.7 Germany

Severely disabled people may travel free within their local and regional public transport system (not by taxi). Personal assistants of people who need assistance may travel free together with the disabled person in local, regional and national public transport (not by taxi).

²⁴⁴ http://www.bmsk.gv.at/cms/site/attachments/5/3/2/CH0055/CMS1057914735913/behindertenkonzept_eng.pdf

5.1.8 Greece

In general, there are reduced fares for disabled people in urban public transport, long distance buses (for internal travel), and trains. Information on reduced fares for disabled people is available on the websites of the Ministry of Internal Affairs²⁴⁵ and the Ministry of Transport and Communications²⁴⁶.

5.1.9 Hungary

According to ECMT (2000), transport of people with severe mobility impairments is regulated by Government Decree: On transport subsidies and allowances for people with serious mobility handicaps (1995). There is also a complex package of transport concessions for disabled people provided by **Government Decree 287/1997**. From the PTaccess questionnaire response we know that local public transport is free of charge for disabled people, while the fares for disabled people on regional and national public transport are 10% of the ordinary fare.

5.1.10 Iceland

In Iceland, each municipality decides whether to reduce fares for certain groups of people.

5.1.11 Ireland

People aged 66 years and permanently living in the country, are allowed to travel free on most State owned public transport services and the public transport services offered by a large number of private operators in various parts of the country by the Free Travel Scheme²⁴⁷ operated by the Department of Social and Family Affairs. Certain people with a disability under age 66 may also travel free.

5.1.12 Italy

In most Italian regions, public transport is free for disabled people, for their assistants and for guide dogs (in buses).

5.1.13 Latvia

According to the Latvian **National Action Plan for Reduction of Poverty and Social Exclusion** (2004-2006)²⁴⁸, some parts of the transport costs are covered by the state in the form of subsidies, in order to provide access to public transport for people with severe disabilities. In 2003, the state spent 4 million Ls in subsidising the transport of disabled people.

5.1.14 Lithuania

The **Law on Transport Privileges** (2000) lays down rights to obtain reduced fare travel tickets for disabled people and the right to reimbursement of expenses. According to detailed rules, disabled people and old people can travel at a 50 percent or 80 percent discount on

²⁴⁵ <http://www.gspa.gr/%284205911784256257%29/eCPortal.asp?id=3785&nt=19&lang=1&plD=771>

²⁴⁶ <http://www.yme.gr/viewpage.php?section=413&PHPSESSID=98017f1d6967dfabb7a80f2fd62e8584> (reductions if travelling by buses)

<http://www.yme.gr/viewpage.php?section=414&PHPSESSID=98017f1d6967dfabb7a80f2fd62e8584> (reductions if travelling by trains).

²⁴⁷ Details of the Free Travel Scheme are available at <http://www.welfare.ie/publications/sw40.html#1>

²⁴⁸ http://ec.europa.eu/employment_social/social_inclusion/docs/nap_incl_2004_lv_en_version.pdf

long distance service buses, passenger trains, local (urban and suburban) regular buses and trolleybuses, as well as on regular ships and ferries.

There is a free, subsidised transport available to people with disabilities for the following purposes: medical treatment, education, work and recreation.

5.1.15 Luxembourg

Using public transport is free for all persons having a disability card. The card is (according to the respondent) easy to acquire. One does not need to have a recognised disability to get it. Age for instance, is a criterion.

5.1.16 Malta

Reduced fares are available for people aged over 60.

5.1.17 Norway

In Norway, 50 percent discount is given to citizens older than 67 years who show valid identification, to people entitled to disablement benefit (50 percent or more), to blind people and to a spouse or partner travelling in company with the person getting the discount. In general, discounts are given for domestic journeys by transport operators which receive subsidies²⁴⁹.

5.1.18 Poland

The Act on the Rights to Concessionary Fares while Travelling by Public Transport (1992) describes the level of reduction for disabled people and their assistants (78 percent price reduction on public transport for children and young people, 37 - 49 percent reduction for adults).

5.1.19 Portugal

The National Secretariat for Rehabilitation and Integration of people with disabilities (SNRIPD) and Portuguese Rail Transport (CP) have established two protocols. Within the rate agreement “Two for One”, in any train, a severely disabled person and his/her companion travel for the price of one passenger. In the “Discount agreement for people with disabilities”, since 1998, there have been reduced fares for severely disabled people on long distance trains (Inter cities, Alfa, regional and inter regional), but not on suburban trains.

In urban and suburban trains within Lisbon and Porto (responsibility of CP), since 2003, the companion of a disabled passenger has been able to travel free. Disabled war veterans of the air fleet have right to a 75 percent reduction in national rail transport.

These agreements are spelt out in the Action Plan for integration of people with disabilities or incapacity (Ministry Council 2006) and National Plan for promoting accessibility (Ministry Council 2007)²⁵⁰.

5.1.20 Romania

Disabled people and a person accompanying them can travel free of charge. The value of the tickets for the disabled people is reimbursed to METROREX by the local authorities.

²⁴⁹ <http://www.regjeringen.no/upload/kilde/sd/bro/2004/0001/ddd/pdfv/216045-50ny.pdf>

²⁵⁰ www.snripd.pt

A disabled person and his/her companion can travel free of charge by train on regional and some of the long-distance routes. The value of the tickets for the disabled person is reimbursed to CFR Călători by the relevant Government Authority.

5.1.21 Slovakia

Disabled people have a fare discount of 50 percent on bus and rail transport. This reduction is financed through public service contracts.

5.1.22 Slovenia

There is a tariff system of public transport on roads for which the Directorate of the Republic of Slovenia for Roads is responsible²⁵¹. The tariff system does not yet include discount rates for disabled people, but there is work in progress to draw up such a system. The tariff system on rail is decided by the operator Slovenske železnice.

5.1.23 Sweden

According to the respondent, there are no national systems for pricing strategies to reduce economic barriers for disabled people and for people with reduced mobility in Sweden. Some local authorities have, nonetheless, chosen to reduce public transport fares for these groups.

5.1.24 The Netherlands

According to the respondent, there are no national systems for pricing strategies to reduce economic barriers for disabled people and for people with reduced mobility in the Netherlands.

5.1.25 United Kingdom

For buses, England, Scotland and Wales have different provisions. In *England* there is a statutory provision under the **Transport Act 1985**. Under the current minimum statutory provision, effective since 1 April 2006, people aged 60 and over and disabled people have been entitled to free bus travel within their local authority area from 9.30 am Monday to Friday and all day at weekends. The Scheme will be extended from April 2008 to include cross-boundary travel. Local authorities are able to offer further enhancements above and beyond this minimum provision. Information about the scheme and eligibility criteria, etc, is available on the Department's web site²⁵². In *Scotland*, there is a national minimum standard of free off-peak local bus travel for elderly and disabled people, introduced on 30th September 2002. Free Scotland-wide bus travel (with no restriction at "peak" times) for disabled people was introduced on 1st April 2006. Transport Scotland is responsible for these provisions²⁵³. A national minimum standard of free *Wales*-wide travel for disabled people is in place. These provisions are the responsibility of the National Assembly for Wales²⁵⁴.

A separate concessionary fares scheme exists for scheduled coach services (introduced in May 2003). This offers half-fares for disabled people but is not statutory and it is for coach operators to decide whether or not to take part in this scheme.

²⁵¹ <http://www.dc.gov.si>

²⁵² www.dft.gov.uk/pgr/regional/buses/concessionary/answerstofaq/answerstocbtfqa

²⁵³ www.transportscotland.gov.uk/defaultpage1221cde0.aspx?pageID=40

²⁵⁴ new.wales.gov.uk/topics/transport/IntegratedTransport/concessionaryTravel/concessionFares1/?lang=en

The **Railways Act 1993** imposes a duty on Franchising Directors to require, through franchising agreements, participation in a "concessionary fares schemes for disabled people". The Disabled Persons Railcard is the train operating companies (TOCs) response²⁵⁵. The present scheme is funded entirely through contributions from the TOCs without Government support and is administered by the Association of Train Operating Companies.

There is no provision for concessionary fares on taxis although some local authorities have introduced "Taxicard" schemes²⁵⁶ which enable eligible disabled people to travel at a substantially reduced fare on a specified number of trips per year. Such schemes receive no direct central Government subsidy and the largest of these operates in London.

5.2 Special transport services

The respondents were not asked to submit information about special transport services. However, twelve countries included such information, when giving information on legal frameworks, on means to reduce travel as a barrier for employment, education and independent living, or on reduced fares for disabled people. In general, many respondents view special transport services as making a contribution to the improvement of accessibility of the public transport system.

Several of the special transport systems listed for the twelve countries below (these are the countries that emphasised special transport services in their feedback) are also referred to elsewhere in our report, however, we think it is useful to gather this information in one place.

5.2.1 Denmark

The **Act on Public Transport Operators**²⁵⁷ from 2005 imposes on public transport operators the responsibility for providing individual transport services for people with severely reduced mobility, who are unable to use mainstream public transport. Definitions of users and minimum service levels are included in the law. The municipalities pay the operators of these services. The individual transport service is a supplement to the basic transport services for people with severely reduced mobility, which is the responsibility of the various sectors.

In a review of schemes for transport for disabled people, there were references to and descriptions of several laws regulating systems for concessionary fares, personal subsidies and special transport etc.²⁵⁸ (Tetraplan 2007). The review focuses on various arrangements for economic compensation for people with disabilities, as well as the system for provision of special transport for disabled people. The responsibility for disabled people to be able to access activities (school, education, work, medical services etc.) is sector wide. Thus, such regulations are included in a number of laws and provisions. (We understand this to be the case in most other countries as well).

5.2.2 Finland

The **Act on Services and Assistance for Disabled people**²⁵⁹ (1987) and **Decree on Support and Assistance for Disabled people** states that the municipality must provide severely disabled people with the transport services required to be able to work, study, participate in society, and for recreation. If required, these people are provided with an escort.

²⁵⁵ www.disabledpersons-railcard.co.uk.

²⁵⁶ www.taxicard.org.uk

²⁵⁷ <https://www.retsinformation.dk/Forms/R0710.aspx?id=22454>

²⁵⁸ <http://www.tetraplan.dk/rapporter/Handicapudredning.pdf>

²⁵⁹ <http://www.finlex.fi/fi/laki/ajantasa/1987/19870380>

In addition to journeys to and from work and educational institutions, they may make up to 18 journeys a month within their own municipality or its vicinity. The transport is mainly provided by taxi, though joint transport and service lines are also becoming more common. The price for this transport service is the same as for ordinary public transport.

5.2.3 Greece

Since 2004 the Organisation of Urban Transport of Thessaloniki provides free fares for people with reduced mobility on special accessible buses²⁶⁰ (currently three buses are available). The customers call the centre which organises the travel prior to departure.

5.2.4 Iceland

The objective of the **Act on the Affairs of the Handicapped**²⁶¹ covers among other things the special transport service for disabled people who are not able to use other means of transport. Each municipality can develop individual sets of rules for such transport. The special transport service covers the whole journey from departure to arrival, without interruption. Charging is moderate, and does not reflect real costs.

5.2.5 Luxembourg

According to the PTaccess questionnaire response, a special transport system exists in Luxembourg. There are about 250 special vehicles bringing people to and from work places, hospitals etc. The timetable is fixed, and it is reviewed every year based on demand. The system is very flexible, but quite expensive.

5.2.6 Norway

Since 1988 the Norwegian county councils have organised a specially adapted transport service (AT-service) for residents who, due to various severe disabilities, cannot use ordinary public transport. The intention of the AT-service is to give disabled people the opportunity to participate in local social activities. The AT-service is organised as an individual taxi-based door-to-door service, but at a reduced fare. In most places the price is about the same as for ordinary public transport services. The Ministry of Transport and Communications have published guidelines for the AT-service with criteria for approval of users, the content of the arrangement and executive work.

5.2.7 Portugal

Some municipalities are responsible for providing school transport for children with reduced mobility.

Although this issue does not appear in national legislation, transport of people with disabilities who do not have access to public transport is normally provided by municipalities or non-governmental organizations, and is publicly funded.

5.2.8 Poland

The **Act on the Education System** (1991) obliges the communes to ensure that disabled pupils are transported to and from their school, free of charge. This regulation concerns children from age six up to school leaving age.

²⁶⁰ <http://www.gspa.gr/%284205911784256257%29/eCPortal.asp?id=3785&nt=19&lang=1&plD=771>

²⁶¹ <http://eng.felagsmalaraduneyti.is/departments/nr/1690>

5.2.9 Sweden

In Sweden, there is a system of specially adapted transport services for residents who, because of severe disability cannot use mainstream public transport systems. The price for this transport service varies from municipality to municipality, and in some municipalities the price for special transport services is higher than for ordinary public transport.

The **Special Transport Services Act**²⁶² and the **National Special Transport Services Act**²⁶³ state that local authorities are obliged to provide transport for people with disabilities.

5.2.10 The Netherlands

The Netherlands have six national programmes facilitating individual door-to-door transport for disabled people. These forms of transport, by minibus or taxi, are for special groups and/or destinations (e.g. transport of disabled pupils to school, transport of employees to welfare services), and also transport of disabled people for social or recreational reasons.

5.2.11 United Kingdom

In England, The Department for Work and Pensions operates a separate scheme, the Access to Work Scheme²⁶⁴, in order to enable disabled people who might not be able to use mainstream public transport to travel to work (usually by taxi).

Disabled Students' Allowance²⁶⁵ (DSA) is available to any student in higher education to cover any extra costs experiences because of a disability and includes a travel allowance.

The Office for Disability Issues is currently undertaking a review of Government policy, considering how best to ensure that disabled people are able to live independently²⁶⁶.

5.3 Budget requirements and economic incentives

Governmental authorities may put pressure on subsidiary authorities in order to promote improvement of the accessibility of public transport systems by setting budget requirements including such parameters. Another way of encouraging improvement of the accessibility of public transport systems is to allocate funding for such improvements.

In the questionnaire, we asked if governmental authorities (like the Ministry of Transport) set requirements for accessibility of public transport for disabled people as a condition when the various public departments etc. (such as the Public Roads Department) receive money from the budgets. The respondents were asked to tick whether such budget requirements are used, and to describe them briefly.

²⁶² <http://www.notisum.se/rmp/sls/lag/19970736.HTM>

²⁶³ <http://www.notisum.se/rmp/SLS/LAG/19970735.HTM>

²⁶⁴ www.direct.gov.uk/en/DisabledPeople/EmploymentSupport/WorkSchemesAndProgrammes/DG_4000347

²⁶⁵ More information is available from www.skill.org.uk/info/faqs.asp#MoneyBenefits

²⁶⁶ Further details about the review are available from www.officefordisability.gov.uk/independent/

Table 8: Do governmental authorities set requirements about accessibility of public transport systems as an assumption when the various public directorates etc. receive money from the budgets? The table is based on the respondents' valuation²⁶⁷.

No	In progress	Yes
Austria, Greece, Lithuania, Malta, Poland, Portugal, Slovenia, Sweden	-	Belgium, Bulgaria, Czech Republic, Finland, France, Germany, Ireland, Italy, Norway, Slovakia, Spain, the Netherlands, UK

We also asked if economic measures and incentives are used in order to encourage operators or authorities to improve accessibility to public transport systems. This could be grant aid for accessible buses, accessible infrastructure etc. The respondents were asked to indicate whether economic measures and incentives are used, and to describe them briefly.

Table 9: Are economic measures and incentives used in order to request or encourage operators or authorities to improve accessibility to public transport systems? The table is based on the respondents' valuation²⁶⁸.

No	In progress	Yes
Belgium, Finland, Greece, Iceland, Malta, Norway, Portugal, Romania	Ireland, Slovakia	Austria, Belgium, France, Germany, Italy, Lithuania, Poland, Spain, Sweden, the Netherlands, UK

The tables above show that a majority of the respondents (that answered these questions) report that budget requirements and economic measures and incentives are used to improve the accessibility of public transport systems. However, a large minority answered no to the questions. Only three countries answered no to both questions.

Almost half of the respondents indicated that budget requirements are included in the legal framework, requiring accessibility to be considered and implemented in procurement of vehicles and design and construction of infrastructure, buildings and other constructions influencing accessibility. Three countries (Ireland, Norway and the Netherlands) report that they set direct budget requirements linked to accessibility of public transport systems. At least two respondents (Ireland and Poland) mention accessibility requirements for EU funding of infrastructure projects as an incentive.

Many respondents describe how public authorities at various levels set requirements for accessibility through tendering processes, concession processes and other consultations between authorities and contractors, as described in chapter 4.

Various funds specifically designed to improve the accessibility of public transport systems are described by at least six respondents. How these funds are arranged and focused vary. The British 'Access for All' fund is e.g. specially designed to improve accessibility of railway stations, while the Norwegian subsidy scheme is designed to finance local initiatives within a wide range of accessibility measures. There are also various funds and financing opportunities for improvement of the accessibility available through regional and sectoral authorities.

²⁶⁷ We did not manage to get information from Cyprus, Estonia, Hungary, Latvia and Luxembourg. Denmark, Iceland and Romania did not answer this question.

²⁶⁸ We did not manage to get information from Cyprus, Estonia, Hungary, Latvia and Luxembourg. Czech Republic, Denmark and Slovenia did not answer this question.

Below, additional information from the questionnaires, as well as information from other sources, is described. Since the systems referred to in answering the two questions in several ways are intertwined and often hard to distinguish from each other, information about the systems are referred together under the heading of each country (that has submitted additional information). Unless otherwise stated, the information referred to in this chapter is based on the questionnaires completed by the ministries responsible for public transport.

5.3.1 Austria

According to the **Local and regional public transport law** (1999), public transport operators have to meet certain criteria in order to become eligible for funding, such as: consideration of the needs of disabled people; user friendly design of vehicles and infrastructure facilities; and consideration of the whole journey, including terminals (article V, § 31).

5.3.2 Belgium

Provisions are defined after consultation between operators and authorities, especially for specific investment programmes allowing funding and/or fiscal advantages.

5.3.3 Bulgaria

The Ministry of transport has issued **Ordinance No 6/1997 for transport of people with disabilities**, which sets out requirements for specialized types of carriages and buses used by public transport undertakings (Ministry of Transport 1997).

5.3.4 Denmark

When inviting tenders for bus transport services in Denmark, most regional authorities specify mandatory technical requirements to ensure accessibility for people with reduced mobility (ECMT 2000).

Since the introduction of the Government's contract for 2000 to 2005, Danish State Railways has been bound to give due consideration to accessibility e.g. when buying new trains or renovating platforms.

5.3.5 Estonia

The **Act on Public Transport** (2000) ensures financial support from the state budget for procurement of vehicles for disabled people, utilized for public transport or for adapting public service vehicles to meet the needs of people with disabilities (ECMT 2000). In the latter case the cost for adaptation can be fully recovered.

5.3.6 Finland

There are no official accessibility conditions included in the functional result goals for the departments (such as the Rail Administration) which are subordinate to the ministry in Finland. However, some accessibility targets have been achieved by the Provincial State Offices.

The final report of the ELSA programme recommends the use of economic incentives to promote accessibility, but so far these have not been implemented (Ministry of Transport and Communications 2007).

5.3.7 France

The **Act on equal rights and opportunities, participation and citizenship of the persons with disabilities**²⁶⁹ (2005) states that granting of public aid for development of public transport is linked to the inclusion of accessibility. Orders concerning public roads or other equipment have to comply to the code for public contracts specifications. This applies to the State and to authorities responsible for the organisation of transport.

Most regional administrations are, partly or wholly, funding improvement to accessibility, such as the purchase of accessible vehicles and the renovation of stations.

5.3.8 Greece

An Accessibility Committee has been established in the Ministry of Transport, which oversees accessibility issues. The committee works in close cooperation with all transport authorities.

5.3.9 Iceland

In Iceland, the municipalities finance, own and operate the bus services (no rail transport exists). The municipalities do not receive money from the Government, and thus no governmental budget requirements exist.

In some cases the government provides the infrastructure, in accordance with applicable laws and rules, including accessibility.

5.3.10 Ireland

The Department of Transport's **Sectoral Plan under the Disability Act 2005** sets out for each area of transport covered the specific accessibility issues relevant to those areas and the proposals of the Minister for Transport, and the agencies under his aegis, in relation to the rolling out of a comprehensive programme of accessible transport. In expending their annual budgets, the various line divisions in the Department are required to have regard to targets within their remit.

In keeping with the ECMT Charter on Access to Transport Services and Infrastructure adopted by the ECMT Council of Ministers in Warsaw in 1999²⁷⁰ (ECMT 1999), all public transport project proposals submitted to the Department of Transport for Exchequer or EU financing must, as a condition of funding approval, include provisions to incorporate full accessibility to approved standards or best practice into the design and construction of the project. This is specified in Chapter 9 of the Department of Transport's Sectoral Plan under the Disability Act 2005.

Since the publication of **Transport Access for All**, a new Rural Transport Programme has commenced. This programme, which is mostly state funded, builds on the success of the former pilot scheme and puts it on a permanent mainstreamed basis with significantly increased funding. Thirty-four rural community transport groups throughout the country are currently being funded to provide public transport services for people in rural areas who otherwise would not have access to transport for shopping and accessing basic essential services. The provision of transport for older people and people with disabilities is a core feature of the new programme.

²⁶⁹ http://www.coliac.cnt.fr/article.php3?id_article=33

²⁷⁰ <http://www.cemt.org/topics/handicaps/pdf/tphCharter.pdf>

5.3.11 Italy

All regions have specific funds, also transferred by governmental budgets, used to eliminate architectural barriers.

5.3.12 Malta

In the case of concession agreements with transport services providers, operators are required to comply with access for all requirements as stipulated in the contract of services.

5.3.13 Norway

In order to ensure that the principles of universal design are implemented and dealt with in the priorities set by the different levels of public transport administration, the Ministry of Transport and Communications in Norway requires, when transferring budgetary funding to the Rail Administration and the Public Roads Administration, that universal design and accessibility are taken into account in all activities. This includes planning and new initiatives, as well as upgrading existing infrastructure.

A subsidy scheme of NOK 50 million was established in the budget of the Ministry of Transport and Communication²⁷¹ in 2006. The objective of this subsidy scheme is to encourage local governments at the county and municipality level to give priority to universal design and accessibility for all passengers by financing 75 % of local initiatives, and to support the move towards increased accessibility. The initiatives may cover a wide range, including information, signs and markings, planning, infrastructure, maintenance and training of personnel. Single projects as well as packages for selected routes may be proposed. The money cannot be used for financing the responsibilities of the governmental authorities in a project. The Public Roads Administration manages the subsidy scheme, which was extended in 2007.

5.3.14 Poland

The Ministry of Transport does not specify budget requirements. Accessibility requirements are included in building law provisions and in the provisions regarding public grants. While assessing applications for financing of projects, the Ministry of Transport strictly follows the criteria, which apply accessibility for disabled people.

EU funding is an economic incentive. The Regulation on Implementing Sector Replenishment of the Operational Programme Transport for 2004-2006 (Ministry of Infrastructure 2004) specifies procedures for selecting projects that will be financially supported by the European Regional Development Fund. Improving accessibility for disabled people counts as modernization of the railway between and among urban areas.

5.3.15 Portugal

The legislation establishes that all new projects concerning roads or buildings have to be accessible for all, independent of the aspect of the projects being funded by the government.

5.3.16 Slovakia

Requirements on accessibility are defined through public service contracts between regional authorities and bus operators in public bus transport and between the Ministry and a rail operator in rail transport, rather than through budget requirements.

²⁷¹ <http://www.regjeringen.no/nb/dep/sd/pressesenter/pressemeldinger/2007/50-millioner-kroner-til-mer-tilgjengelig.html?id=461566>

In the **Operational Transport Programme** (2007 -2013), priority is given to the introduction of accessible trains.

5.3.17 Spain

Since 1992, the Institute for elderly and social services²⁷² (IMSERSO) have used financial incentives to improve accessibility of public transport systems. The incentives have been used, among other things, to encourage acquisition of low floor buses and accessible interurban buses and trains. Guidelines provided by CEAPAT²⁷³ (IMSERSO) set the conditions to apply for funding.

5.3.18 Sweden

The Swedish Government gives subsidies to public authorities for investments in vehicles, bus stops, railway stations, training, and information systems. These are managed through The National Road Administration and The National Railways Administration. More than SEK 2 billions have been allocated over the last 10 years.

5.3.19 The Netherlands

In the Netherlands, governmental authorities set requirements for accessibility of public transport systems, in as far as these requirements concern special budgets to implement accessibility measures in public transport.

Contract requirements are provided for by the law **Minimum level of accessibility in public transport**²⁷⁴ (2000). In a contract between a regional government and a company that provides public transport, a minimum level of accessibility should be specified.

In order to finance measures and provisions within the framework of the Implementation plan on accessibility of railway infrastructure (ProRail and NS/Dutch Railways 2006), a budget of € 450 million has been allocated covering the period to 2030. To encourage authorities at regional and local level to improve accessibility of bus stops in the period until 2015, a budget of € 87 million has been made available by national government (about 40% of total costs), to be allocated in the period 2008-2010. Requirements and financing of accessible buses, trams, and trains are part of transport concessions.

In addition, the Dutch national government is working with regional and local public transport authorities on binding agreements concerning bus stops. Those agreements include implementation plans to create an optimum level of accessibility at bus stops. The Dutch government gives additional financial support to realize these plans.

5.3.20 United Kingdom

Accessibility for disabled people is a legal requirement of all new public transport vehicles (currently rail vehicles, buses and coaches) and infrastructure and transport operators are required to consider the needs of disabled people when designing their services. For railway stations all designs for new and replacement rail station infrastructure and facilities must comply with Train and Station Services for Disabled Passengers²⁷⁵ (Strategic Rail Authority 2002). Accessibility is a specific condition of having a train and/or station operating licence. If existing infrastructure cannot be (easily) altered, then the station operator must offer a reasonable means for a disabled person to avoid it or offer alternative

²⁷² IMSERSO - Instituto de Mayores y Servicios Sociales, <http://www.seq-social.es/imserso/>

²⁷³ CEAPAT - Centro Estatal de Autonomía Personal y Ayudas Técnicas, State centre for self mobility and technical support

²⁷⁴ www.wetten.nl, Wet personen-vervoer 2000 (article 32 paragraph 2 d)

²⁷⁵ www.dft.gov.uk/transportforyou/access/rail/railstations/codeofpractice/trainandstationsservicesfordi6082

provision to allow the disabled person to travel. The requirement to provide a 'reasonable alternative' is derived from the **Disability Discrimination Act (DDA) 1995** (2005 as amended)²⁷⁶.

The "Access for All" fund, provided by the Government, is specifically designed to improve the accessibility of services. This fund, £370 million, is available to improve railway stations by making them free of steps. The funding is available until 2015 and is split into two parts: £35 million a year targeted at improving access at the busiest rail stations to ensure that they have a route that all passengers can use; and up to £7 million a year in 'small schemes funding' will be available to make smaller scale improvements at local rail stations such as installation of lifts, ramps and customer information screens. The fund is administered by the Department for Transport and delivered by Network Rail²⁷⁷. The fund is in addition to existing duties under Part 3 of the Disability Discrimination Act 1995.

Many of Britain's bus services, and the majority of its rail services, are franchised or tendered. Although operators must ensure that accessibility improvements are included in any new vehicles they purchase for use on prescribed services, the franchising/tendering process might also act as an economic incentive for operators to react to the needs of disabled people. For example, a local authority wishing to tender for a local bus service can specify in its tendering document that the vehicles operated on that route must be compliant with the appropriate accessibility requirements. In doing so, the local authority recognises that this might result in more expensive tenders being submitted but is prepared to pay the extra costs for the improvements to service provision (it is noted that the provisions of the Disability Equality Duty apply here and there is evidence that operators are reacting to the implications of these new duties). Clearly, if operators already own accessible vehicles, they will be at a competitive advantage over other potential service providers who may have to buy new vehicles, a fact represented in the resulting tender bids.

Requirements for taxis and private hire vehicles are also a responsibility of the Department for Transport. Local Authorities already have powers to set the construction standards for taxis and some of them have used these powers to set accessibility requirements. This has resulted in a taxi fleet (England and Wales) of 68 000 vehicles, of which up to 40 000 are accessible to wheelchair users who can travel while remaining seated in their wheelchair. All 20 750 taxis in London are wheelchair accessible. In Scotland, 15 of the 32 licensing areas have set standards for the accessibility of taxis²⁷⁸.

5.4 Strategic plans for improving accessibility

In the questionnaire, we asked if there was a requirement for authorities or operators (bus, railway and taxi) to develop strategic plans to take into account the needs of people with disabilities. The respondents were given the alternatives no, in progress or yes, and they were asked to submit a short description of the development of their possible strategic plans. The table below illustrates the answers.

²⁷⁶ www.opsi.gov.uk/acts/acts1995/1995050.htm

²⁷⁷ More information is available from www.dft.gov.uk/transportforyou/access/rail/railstations

²⁷⁸ Section 32 of the DDA gives the Secretary of State power to make taxi regulations to ensure that all new taxis are accessible to disabled people, including wheelchair users. The Department for Transport is currently considering how these provisions might best be introduced and intends to consult on options for implementation in due course.

Table 10: Is it required that authorities or operators develop strategic plans or the like to take into account people with disabilities? The table is based on the respondents' valuation.

	No	In progress	Yes
Operators ²⁷⁹	Austria, Finland, Greece, Iceland, Ireland, Malta, Norway, Portugal, Slovenia, Slovakia, Sweden, UK	Germany, Poland, Romania, Slovenia, Spain	Belgium, Bulgaria, Czech Republic, France, Germany, Italy, Lithuania, Poland, the Netherlands
Authorities responsible for public transport ²⁸⁰	Austria, Finland, Greece, Iceland, Ireland, Malta, Portugal, Slovenia	Bulgaria, Germany, Poland, Slovenia	Belgium, Czech Republic, France, Germany, Italy, Lithuania, Norway, Poland, Slovakia, Sweden, the Netherlands, UK

A minority (nine countries) answered that operators are required to develop strategic plans on accessibility, while a majority (12 countries) answered that it is not required that authorities develop such plans.

The term “strategic plans” was not defined in the questionnaire, and may be understood and used in various ways. The additional information submitted in the questionnaire by twelve countries and summarised for each country below, demonstrates various ways of identifying such strategic plans.

5.4.1 Bulgaria

The respondent from Bulgaria mentions the **National strategy for equal rights for people with disabilities** (Council of Ministers 2003) and a programme for transport and communication services for people with reduced mobility by train as examples of strategic plans.

5.4.2 France

According to the **Act on equal rights and opportunities, participation and citizenship of persons with disabilities**²⁸¹ (2005), public transport authorities have to prepare a master plan, with the goal of making the services for which they are responsible accessible. This plan will be published within three years from 2005. It will contain a timetable for implementing accessibility measures. The measures will be distinguished by mode. In cases where access is technically impossible, the public transport authority is supposed to create an alternative transport service within three years from 2005. The alternative must meet the needs of disabled people

In addition, the mayor of each commune, which is the lowest administrative level in France, must publish a plan of how to make street infrastructure and public installations accessible for disabled people. This plan takes special note of pavement and parking areas. No deadline is set, as to when these master plans must be introduced.

Operators are supposed to suggest accessible vehicles and services within this framework.

²⁷⁹ We did not manage to get information from Cyprus, Estonia, Hungary, Latvia and Luxembourg. Denmark did not answer this question.

²⁸⁰ We did not manage to get information from Cyprus, Estonia, Hungary, Latvia and Luxembourg. Denmark, Romania and Spain did not answer this question.

²⁸¹ http://www.coliac.cnt.fr/article.php3?id_article=33

5.4.3 Germany

The local governments which finance local public transport (bus, tram, and underground rail) are obliged by the **German Passenger Transport Act** (1990 as amended), to set up a strategic plan every five years in which they consider the needs of disabled people.

In the railway sector operators are required to develop strategic plans to take into account people with disabilities. The main operator Deutsche Bahn AG has such a plan, Programm der Deutschen Bahn AG²⁸² (Deutsche Bahn AG 2005). Within the next few years private railway operators will be obliged to draw up a strategic plan with respect to disabled people.

5.4.4 Ireland

The Department of Transport's Sectoral Plan²⁸³ (2006) under the Disability Act 2005 (Transport Access for All) contains time bound targets for the progressive realisation of accessible transport in Ireland, and promotes the principle of mainstreaming by requiring accessibility to be an integral element of the public transport services. While there are currently no specific requirements for transport companies to develop strategic plans in that regard, the companies will be aware that proper planning will help them meet their commitments under 'Transport Access for All'.

5.4.5 Italy

In the service contracts, each transport operator is obliged to develop a 'Mobility Chart' which lists the services they supply. These include services for disabled people.

5.4.6 Poland

A precondition for applicants for the funds from the European Regional Development Fund and the Cohesion Fund is plans for sustainable transport development, and accessibility of public transport for disabled people is an integral element.

5.4.7 Romania

The underground passenger transport operator, METROREX, purchases lifts in order to facilitate access of disabled people in the metro stations. New rolling stock gives disabled people, including wheelchair users, access.

The railway passenger transport operator, SNTFC "CFR Călători", purchases trains adapted for disabled people. According to **Law on the protection and promotion of handicapped person's rights** (2006), SNTFC "CFR Călători" must provide one coach per train which is accessible for disabled people.

5.4.8 Slovakia

The **Road Transport Law** (1996) requires authorities to develop a plan for public transport services that includes accessibility for disabled people.

Regional authorities grant a licence for provision of public services, and may require that operators meet conditions for disabled people.

²⁸² www.bahn.de

²⁸³ <http://www.transport.ie/upload/general/7760-0.pdf>

5.4.9 Spain

A Royal Decree is being drawn up. It will require transport operators and local authorities to develop plans which include reference to accessibility for disabled people.

A background document for a Royal Decree has been finalised and submitted to the EC (it awaits approval which is anticipated to be early in 2008). This Royal Decree will consider accessibility for disabled people to all transport modes. It will consider both vehicles and infrastructure. The document will contain detailed regulations for each transport mode.

5.4.10 Sweden

The **Law on accessible public transport** (1979) states that operators should take people with disabilities into account when planning and delivering public transport services.

Most of the larger public transport authorities have made plans for accessibility.

5.4.11 The Netherlands

The responsible public transport authority (the Ministry of Transport) requested, on December 2004, the national railway infrastructure company ProRail and the transport operator NS to develop a common strategic plan to improve accessibility in railway infrastructure, rolling stock and information services.

In May 2006 the Ministry of Transport asked the regional public transport authorities to develop action plans in order to improve accessibility of bus stops. In 2005 the authorities agreed that the plans of public transport authorities are sufficient for attaining policy goals until 2010. No strategic plan is required or in development for taxis.

5.4.12 United Kingdom

It is not required that operators develop strategic plans to account for disabled people, although the **Disabled person's protection policies** (DPPPs) could be said to constitute a 'strategic plan'. DPPPs must be published by train operating companies as a condition of their operating licence.

Authorities, however, do play a role in developing such strategic plans. The Department for Transport has recently introduced accessibility planning into the local transport planning process²⁸⁴. Local transport authorities in England, outside London, are required by the Transport Act 2000 to prepare local transport plans (which cover a five-year period), which is the mechanism by which capital funding is provided from central government. Accessibility planning ensures that the transport services provided by local authorities respond to the needs of disabled people in their areas. In particular, provision for disabled people is a criterion against which local transport plans are assessed²⁸⁵.

More generally, the **Disability Equality Duty** (2006) also requires local authorities to publish a 'Disability Equality Scheme'. This includes an action plan which details what that authority will do to ensure that their services and functions, including transport, take account of the needs of disabled people.

Local authorities may impose contractual requirements. Part 3 of the **Disability Discrimination Act 1995** covers all aspects of service provision. The legal duty to comply falls on the service provider, for example, a train operating company. However, the

²⁸⁴ More information on the local transport plan process can be found at www.dft.gov.uk/pgr/regional/ltpt/theltpprocess

²⁸⁵ A summary of the process, including a link to the specific guidance on accessibility planning, can be found at www.dft.gov.uk/pgr/regional/ltpt/accessibility/guidance/gap/accessibilityplanningguidanc3634?page=1#1000

Disability Discrimination Act 1995 (as amended) also covers the functions and services of local authorities which include, for example, tendering bus services and other transport provision. The Disability Equality Duty (2006) also applies across the board and requires public authorities, including local authorities and government departments, to consider the needs of disabled people in the decision-making process.

5.5 Training

The respondents were asked whether their country has requirements, programmes, plans or initiatives aimed at training various groups in order to improve accessibility of public transport.

Table 11: Training for various groups in order to improve accessibility of public transport. The table is based on the respondents own valuation²⁸⁶.

Requirements, programmes, plans or other initiatives aimed at...	No	In progress	Yes
... training drivers and other service personnel in how to act in order to help and support people with difficulties when using public transport?	Austria, Cyprus, Estonia, Greece, Hungary, Iceland, Lithuania	Belgium, France, Italy, Slovakia, Spain	Bulgaria, Czech Republic, Finland, Iceland, Ireland, Norway, Sweden, Luxembourg, Malta, Poland, Portugal, Romania, the Netherlands, UK
... training land use planners, transport planners etc. how to plan the built environment in order to improve accessibility to public transport systems?	Austria, Belgium, Greece, Iceland, Lithuania, Slovakia	Ireland	Czech Republic, Finland, France, Malta, Norway, Portugal, Sweden, the Netherlands, UK
... training/supporting people with disabilities to use public transport?	Austria, Finland, Iceland, Lithuania, Portugal, Slovakia	Belgium, Bulgaria, Greece, Ireland, UK	Czech Republic, France, Malta, Sweden, the Netherlands
... training others?	Austria, Finland, Iceland, Ireland, Portugal, Slovakia		Bulgaria, Czech Republic, France, Greece, Malta, Sweden

The table above illustrates the answers. The table only gives a first impression or an overview of the results. According to the table, 14 countries have requirements, programmes, plans or other initiatives aimed at training drivers and other personnel who are in contact with travellers, and are taught how to help and support people with difficulties when using public transport. Nine countries have measures on how to train planners and others involved in planning, designing and constructing physical environments. Only five countries have initiatives to train disabled people in how to use public transport.

We asked the respondents to submit additional information on which requirements, programmes, plans or other initiatives they have. The answers that they give vary from laws and regulations to games on website homepages that are supposed to contribute to awareness of the topic, as well as best practice guides.

²⁸⁶ Information about Cyprus, Estonia, Hungary and Luxembourg are from the PTaccess questionnaire. We did not manage to get any information from Latvia. Denmark, Germany and Slovenia did not answer this question.

5.5.1 Bulgaria

Undertakings in Bulgaria train their staff in compliance with the requirements in **Ordinance for transportation of people with disabilities** (Ministry of Transport 1997).

5.5.2 Denmark

Most regional authorities in Denmark responsible for transport of people with severely reduced mobility, require drivers to complete a training programme in assisting people with disabilities (ECMT 2000). Taxi drivers are also trained in assisting people with reduced mobility.

5.5.3 Estonia

According to the PTaccess questionnaire response, drivers are taught how to use the equipment for disabled people, when a company introduces a new vehicle.

5.5.4 Finland

A working group for education and cooperation was introduced with the ELSA programme. The aim of the group was to support the planning of education and initiatives that would influence skills, knowledge and attitudes of transport administrations, planners and designers, builders and contractors, as well as staff in transport services. The main outcomes of the group's work are: a training manual with information on how to perceive that a customer needs help, and how to approach and assist passengers with reduced mobility; a "Skills and attitude" DVD and power-point presentation (500 copies have been printed which are handed out and used in the education of crews in trains, buses, planes and airports); and a trainer database as a web service with individual trainers, often disabled themselves, who can provide training and education to staff. The group is working to establish a prize for projects that have improved accessibility in the public environment or transport infrastructure.

VR, the railway operator, uses this material when training conductors and station personnel. The material has also been disseminated by different stakeholders (Finavia, the state enterprise in charge of airports, the Finnish Maritime Administration etc.) and organizations (e.g. the Association of People with Mobility Disabilities).

5.5.5 France

In France some transport networks have developed training based on their own ideas. At the territorial administration level, a service of the Ministry of Transport (CERTU) conducts training sessions for local stakeholders. Different levels of commissions and associations for people with impairments are concerned with training programmes. There is an on-going discussion about who should provide such training.

5.5.6 Greece

In Greece the National Confederation of Disabled people is working on the establishment of an institute with focus on training of disabled people in various areas important to them.

The Accessibility Committee of the Ministry of Transport and Communications has proposed to the Organisation of Urban Transport of Athens a programme for training personnel. This has not yet been implemented.

The Ministry of Transport and Communications has, on its web page, a game²⁸⁷ for awareness of young and older children. It has been made in cooperation with the Accessibility Committee of the Ministry of Transport and Communications.

In addition, during the preparation for the 2004 Olympic and Paralympic Games in Athens, training courses took place for bus drivers. The Athens Organisation Committee in cooperation with the National Confederation of Disabled people carried out this training.

In technical universities there is no provision for accessibility training, except on a Master's degree level course.

5.5.7 Iceland

In Iceland, a training programme has been established, mainly targeted at drivers engaged in special transport services. The drivers receive a day's training each year. This, in addition to the fact that their drivers stay with the firms for a long time, guarantees that they have some knowledge on accessibility of public transport. Other drivers also receive some training, but not as much and not as regularly as the ones involved in the special transport service.

Those working on design and construction receive training in the individual fields during education and work.

5.5.8 Ireland

The main public transport operators in Ireland already provide disability awareness training for their staff and funding is being provided in 2007 to facilitate the introduction of disability awareness training for private transport operators.

In addition, the national bus and rail operators together with the Dublin Airport Authority and the operators of Luas (Dublin's light rail system) have established disability users' groups to advise them on accessibility matters at the company level. The Commission for Taxi Regulation is also in the process of establishing a disability users' group. A maritime forum, which includes representatives of a number of disability organisations, has already been established.

With funding from the Department of Transport, Dublin Bus is now operating a pilot Travel Assistant Scheme which aims to promote independent use of public transport by people with mobility, sensory and cognitive impairments. Progress reports are given to the Public Transport Accessibility Committee.

In accordance with Part 6 of the Disability Act 2005, a Centre for Excellence in Universal Design has been established. Among other things, the Centre will be liaising with vocational and third level educational institutions and with professional bodies to ensure the development of appropriate curricula, so that the concept of universal design forms an integral part of courses for training land use planners, transport planners etc. Examinations recognised by professional bodies in such courses include material relating to the principles of universal design.

The Local Government Management Services Board puts measures in place in order to address the issue of training and awareness among local authority professionals (planners, architects, engineers etc.).²⁸⁸ An initial step will be a seminar with key note speakers in the morning and workshops in the afternoon.

²⁸⁷ <http://www.yme.gr/amea/game/>

²⁸⁸ The Local Authority Accessibility website address is www.la-accessibility.ie

5.5.9 Italy

In Italy **Law 286/2006**²⁸⁹ outlines that local public transport operators will be in charge of training drivers and other service personnel with effect from 1 January 2008.

5.5.10 Luxembourg

According to the PTaccess questionnaire response, drivers of special transport services for disabled people are trained in how to deal with the customers and help disabled people. Training has also been organised for some railway staff. The training is about how to communicate with disabled people (including people with cognitive impairments).

5.5.11 Malta

No specific training is carried out in Malta to improve accessibility of public transport. However, as part of customer care courses, drivers and service providers are trained on how to help and support people with difficulties. In addition, land use planners etc. have design guidelines for, among other things, accessibility. The Malta Environment and Planning Authority²⁹⁰ regulates these guidelines.

5.5.12 Norway

Training focused on accessibility and people with disabilities is available for public transport personnel (mainly drivers) in two counties. 75 percent of the costs of the training programmes are funded by the government on an annual basis.

The Public Roads Administration has, in cooperation with the Norwegian University for Science and Technology as well as the Norwegian University of Life Sciences, developed training programmes for universal design and accessibility issues. The lengths of these programmes vary from one day courses to PhD courses.

5.5.13 Poland

In Poland training for drivers is organised locally within urban public transport. A special training film for drivers has been made. The film has practical instructions on how to help people with different kinds of disabilities.

Two acts contain requirements aimed at training various groups, in order to improve accessibility of public transport. These are the Act on Road traffic (2006) and the Regulation on additional courses supplementing the knowledge of drivers dealing with road transport (Ministry of Infrastructure 2004).

These regulations implement the provisions of Directive 59/2003, and cover the obligation to train drivers of passenger services. From 2008 they will also include a preliminary qualification, training of candidates who will become professional drivers. The directive, and consequent Polish equivalents, anticipates that this preliminary qualification will consist of theoretical training. The practical effects of the training are not yet known.

5.5.14 Romania

In Romania train personnel and related personnel at stations are trained to help people with disabilities to get on and off trains and in and out of stations.

²⁸⁹ Law 286/2006: Conversion in law, with changes, of law decree 3rd October 2006, n. 262, bringing urgent rules concerning tax and financial matters

²⁹⁰ www.mepa.org.mt

5.5.15 Slovakia

In Slovakia operators train drivers and ticket collectors in how to help people with disabilities.

5.5.16 Spain

In Spain the book ‘Acceso e Inclusión’ (ECMT) contributes to training of employees who work in transport.

5.5.17 Sweden

Sweden has a nationwide certification system for bus drivers, which goes far beyond mere driving skills²⁹¹. Several public transport authorities are training drivers and other service personnel in how to act in order to help and support people with difficulties when using public transport.

The Public Transport Authority in the Skaane region, Skaanetrafiiken, supports people with disabilities who want to use public transport²⁹². This includes a web-page directed at persons with disabilities wanting to use public transport, with information about vehicles, entering, ticketing etc.

The National Road Administration offers courses in understanding functional disabilities in the field of road traffic.

Topics related to accessible public transport systems are also taught at universities etc. I.e. Lund University houses the Competence Centre on Traffic Environment for the Elderly and Functionally Impaired.

5.5.18 The Netherlands

Connexxion, the biggest operator in city and regional public transport in The Netherlands, has started a large scale programme to train public transport personnel to recognize the needs of people with difficulties when using public transport and to support these people.

CROW gives special courses for planners at regional level etc. on accessibility of bus stops (Cursus Halteplaatsen openbaar vervoer).²⁹³

Recently, a small scale initiative has been introduced in order to support pupils of special schools with mental and/or cognitive disabilities to use public transport (Lespakket voor special onderwijs over openbaar vervoer).²⁹⁴

5.5.19 United Kingdom

The Government has established GoSkills²⁹⁵ as the sector skills council with responsibility for training in the public passenger sector. GoSkills has several programmes (National Vocational Qualifications) and more general courses aimed at assisting transport staff to understand and respond to the needs of disabled people and providing a more consistent standard of training for staff.

One ‘Small Schemes’ bid within the ‘Access for All’ fund for the 2006-07 financial year was for the Association of Train Operating Companies (ATOC) to conduct research and produce

²⁹¹ <http://www.forarcertifiering.se/>

²⁹² <http://www.skanetrafiiken.se/templates/InformationPage.aspx?id=4810&epslanguage=SV>

²⁹³ www.CROW.nl

²⁹⁴ www.Mobycon.nl

²⁹⁵ www.goskills.org

a generic training package which all Operators can use. This Training Package will help teach all of an Operator's employees about disability awareness.

The Disabled Persons Transport Advisory Committee (DPTAC, the Government's statutory advisers on the public passenger transport needs of disabled people) has published best practice guidance, 'Inclusive Projects'²⁹⁶ in conjunction with the Commission for Architecture and the Built Environment (CABE) which is aimed at architects and land-use planners. The Department for Communities and Local Government, which is responsible for planning issues, has also published 'Planning and Access for Disabled People - A good practice guide'²⁹⁷ (2003). The availability of the guidance is highlighted in seminars and meetings with land-use planners and others.

The Department for Transport is also undertaking research into the efficacy of travel training schemes with the aim of disseminating best practice.

5.6 Development of indicator systems

We asked if any kind of indicators have been developed to monitor developments in the accessibility of public transport systems, either for the whole travel chain or for specific parts of the chain. Only a few respondents report that their country has developed or is in the process of developing such indicators.

In **France** a monitoring of accessibility is planned, in order to follow the implementation of the 2005 Act. The COLIAC (Le Comité de liaison pour l'accessibilité du cadre de vie) is also following up accessibility at the national and the local level. In the master plans required by the 2005 Act, core indicators and evaluation tools should be identified.

For city and regional public transport in **the Netherlands**, an indicator system has been developed to measure accessibility of buses/vehicles, as well as the accessibility of the 46.000 bus stops. ProRail and NS will develop an indicator system to measure accessibility of railway transport.

In **Ireland** the Department of Transport's Sectoral Plan contains time bound targets for the progressive realisation of accessible transport in Ireland. In general, the timescales for the various elements of the plan are expected to be completed within the timeframe of Transport 21²⁹⁸. The targets are outlined at Appendix 8 of the plan which contains significant monitoring and reporting provisions. These include the incorporation of progress reports in the Department's Annual Reports as well as participation in, and reporting (twice-yearly) to, high-level co-ordinating and monitoring structures for the National Disability Strategy. The first such report was due in July 2007. Stakeholders, including disability organisations, participate in these monitoring arrangements. In addition, each agency under the aegis of the Department of Transport is required to provide in their Annual Reports a progress report on the implementation of those sections of the Sectoral Plan that are relevant to them.

The Ministry for Transport is monitoring all bus stops in **Luxembourg**²⁹⁹. Local authorities are responsible for the infrastructure (equipment, pavements etc), and the Ministry has no power to influence local authorities. There are still local areas where there is no pedestrian route to reach the bus stop, even after renovation of the street. For train stations CFL monitors accessibility. All buses have to undergo a technical inspection every six months. Equipment for disabled people is part of this inspection, according to the standards defined in the specification book.

²⁹⁶ www.dptac.gov.uk/inclusive/guide/index.htm

²⁹⁷ www.communities.gov.uk/index.asp?id=1144644

²⁹⁸ The Government's 10-year transport investment programme launched in November 2005

²⁹⁹ Information form PTaccess questionnaire.

The Nordic countries, Sweden, Finland, Iceland, Norway and Denmark all refer to an ongoing inter-Nordic project on development of an indicator system for monitoring development of the accessibility of public transport systems.

In **Finland** the Rail Administration has established a database of railway stations and platforms, designed for continuous evaluation of quality, including accessibility.

In connection with the action plan for the accessibility programme (BRA), the Ministry of Transport and Communications in **Norway** has initiated a project in order to find indicators for accessibility for different elements of the travel chain. The indicators will be used as a tool for examining the status of accessibility and to take remedial action where necessary. A set of indicators is drawn up as a proposal for further work. The work is being developed further within the inter-Nordic project mentioned above. The work has been taken over by the National Road Administration, and will be followed up within the framework of the National Transport Plan.

Norwegian transport authorities (aviation, road, and rail) have developed an indicator system that will be used in connection with the National Transport plan. The indicator system consists of two indicators for rail, two for aviation and two for land-based public transport. The indicators were used for the first time in 2007, and they will be developed further.

In **United Kingdom**, the Department for Transport's aim is to provide 'Transport for everyone'. It has specific Public service agreement³⁰⁰ (PSA) targets against which its performance is measured. In particular, its current set of PSAs includes to "secure improvements to the accessibility, punctuality and reliability of local and regional transport systems."

Indicators include the percentage of vehicles with wheelchair access. Annual data is available from Department's survey of bus and coach operators on the percentage of local buses of low floor construction. All light rail vehicles and systems are built to be accessible to wheelchair users; physical accessibility of light rail is therefore not monitored. Progress is outlined in the Department for Transport's Annual Report.

Below PSA targets, the Department has its own sub-set of targets and measures which include improving accessibility and inclusion (these areas are the policy responsibility of the Department's Accessibility and Equality Unit). Indicators include, for example, the implementation of legislation and promotion of personal mobility options for disabled people. The Department's Executive Board reports progress towards these targets.

³⁰⁰ More information about Public Service Agreements is available from www.dft.gov.uk/about/how/psa/.

6 Status, approach and influence

In an attempt to get an overview of the status of policies and legal frameworks regarding accessibility of public transport systems, we asked the respondents to answer the following questions: What is the overall status of their work in this field? Which groups are policies and legal frameworks in this field mainly focused on? Which groups have influence on development of the legal frameworks on accessibility of public transport?

These questions were formulated as tick box tables, and the respondents were invited to add comments. This way of asking questions (tick box tables) has various weaknesses: the questions are easily misunderstood or interpreted differently by various respondents; the design forces the respondents to answer complex questions simply; they require subjective considerations; and one person is asked to judge the situation on behalf of an entire country. Although aware of the uncertainty and inaccuracy, we present the results in tables below. Because of the weaknesses indicated above, the tables only contain information about how many respondents ticked each option.

6.1 Overall status of the legal framework

The respondents were asked to choose between five pre-defined statements which describe the status of their countries' work on policies and legal frameworks for delivering accessible public transport. Some countries chose to tick two options.

Table 12: Distribution of answers to the question: “What would you say is the status of your work, regarding policies and legal frameworks for ensuring accessible public transport? Please tick the alternative you think suits your situation best.” The information in the table is provided by the respondents³⁰¹.

Alternatives	Number of ticks
Our work is completed - we have a fully developed policy, including the necessary laws, provisions, regulations etc., in order to ensure that all public transport is accessible for all	0
We have come a long way – we have a well developed policy, including most of the necessary laws, provisions, regulations etc., but there is still work to do in this field	11
We are in a state of rapid improvements – a lot of work is put into developing necessary policies, laws, provisions etc.	5
We are improving, but slowly. There are not much focus on this topic, but we are adapting to EU-directives etc.	10
We have hardly started – accessible public transport is not on the agenda	0

None of the respondents claimed that their work is completed or that the work has hardly started in their country. 11 respondents answered that their country has come a long way, five that they are in a state of rapid improvements and ten that they are improving, but slowly.

Several of the respondents made interesting comments, and we will mention them below. The comments mostly deal with the discrepancy between what is achieved in the legal

³⁰¹ We did not manage to get information from Cyprus, Estonia, Hungary, Latvia and Luxembourg.

framework and what is achieved in practice, and why this discrepancy exists. Other comments emphasise certain projects and achievements as examples of status or progress.

The respondent from **Belgium** comments that implementation is slow due to the slow release of funds.

The biggest current challenge in **Finland**, according to the respondent, is to implement the policies in practice.

The respondent from **Greece** reports that the status is better in the field of the built environment (buildings as well as external areas of public use like pavements, squares, pedestrian zones etc.). In that field a good legal framework already exists, and is continuously being improved. The main problems are lack of a timetable for the adaptation of existing facilities and that the laws include no penalties. The Accessibility Committee of the Ministry of Environment and Public Works is working on the improvement of existing legal frameworks concerning the built environment.

Ireland's policy on public transport accessibility has effectively been set down in 'Transport Access for All'³⁰², and significant progress has been achieved. Since 2000 all major refurbishment projects at bus and rail stations, together with the construction of new stations and the purchase of trains and buses take account of the needs of people with mobility, sensory and cognitive impairments. In addition, measures to improve the accessibility of taxis as well as air and marine passenger transport are also being pro-actively pursued.

A major part of the legal framework necessary to ensure accessibility has been completed in **Italy**, but there are various obstacles that make efficient implementation difficult.

There are a number of practical measures being put in place to increase accessibility for people with disabilities in **Malta**. These measures, despite the fact that they are not required by law, are included in various projects. The National Commission has a very important role to ensure compliance with the law (Equal Opportunities Act) and its guidelines. In this context, new public transport services and works are scrutinized for accessibility and compliance is requested.

On the basis of legal provisions it could be concluded that the problems of accessibility of public transport for disabled people have been solved in **Poland**. However, the implementation is still at a preliminary stage. Infrastructure and transport systems are progressively being adapted and huge financial funds are needed in order to complete these activities. The need to intensify the training for staff that is in direct contact with travellers is clear. There are also some problems with the technical guidelines, particularly regarding rail transport.

In **the Netherlands**, policy goals that include terms and budgets have been developed, and differentiated between public transport by rail and by road. Implementation plans concerning accessibility of public transport, including standards of accessibility, are partly available (railway) or will shortly be available (bus stops in 2007). Legal arrangements to protect the rights of disabled people (Disability discrimination act) are being developed (in 2007-2008), and will be followed by implementation in 2010.

The **United Kingdom** has been at the forefront of making public transport accessible. Policies and legislation are at an advanced stage, and have already been modified on the basis of practical experience. Although appropriate end dates have been set for when all public transport will become regulated for accessibility, it will take time for this to happen (all buses, coaches and trains are required by law to be accessible by no later than 1 January 2020). The emphasis has shifted towards how to increase disabled people's confidence in using public transport. However, there are a number of areas where disabled people are campaigning, for example, the introduction of taxi accessibility regulations and the provision

³⁰² The Department of Transport's Sectoral Plan under the Disability Act 2005.

of audio-visual announcements on buses. The Ministry will continue to work with all stakeholders in order to increase the accessibility of all aspects of the public transport system. It is noted that public transport operators are now becoming more responsive to the needs of disabled people as they recognise the benefits of an accessible service not just to disabled and other passengers, but also to their business.

6.2 Focus of policies and legal frameworks

There is a shift evident from the discussions on accessibility, from a focus on disabled people and in particular mobility impairments, towards accessibility for all people. This is based among others factors on growing awareness of the ageing population in Europe, which will bring new challenges to many areas. In order to find out how the respondents are placing their policies and legal frameworks in relation to this awareness, we asked whether their policies and legal framework are directed mainly towards universal design or design for all, or whether they are mainly directed towards disabled people as a specific group. The respondents were asked to choose between four pre-defined statements. Some countries chose to tick two options.

Table 13: Responses to the question: “Are your policies, legal framework etc. directed mainly towards universal design/design for all or mainly towards disabled people as a specific group? Please tick the option you think suits your situation.” The information in the table is provided by the respondents³⁰³.

Alternatives	Policies	Legal frameworks
Directed mainly towards mobility impairments (e.g. wheelchair users, those with walking difficulty)	3	3
Directed towards most disabilities (mobility, sensory, cognitive...)	7	7
Directed towards all people (Universal design/Design for all)	8	7
We do not have policies, legal framework or other measures on this topic	0	1

A large majority of the respondents find that policies as well as legal frameworks in their countries are directed towards most disabilities or towards all people. There are no real differences between policies and legal frameworks.

The respondents that added comments to this question were all pointing at the ongoing shift from focus on mobility impairments to all kinds of impairments, and from focus on accessibility for disabled people to accessibility for all.

6.3 Who influences development of the legal framework

Another survey question mapped the respondents’ views on the influence of various groups. We asked: “As you perceive it, how much influence have various groups and factors had on the development of the legal framework regarding accessible public transport in your country the last five years or so?” The results are presented in the table below.

³⁰³ We did not manage to get information from Cyprus, Estonia, Hungary, Latvia and Luxembourg. Bulgaria and Romania did not answer this question.

Table 14: Influence of various groups on the development of the legal framework regarding accessible public transport. The information in the table is provided by the respondents³⁰⁴.

Influence	No	Low	Moderate	High	I don't know
User groups	0	1	7	14	2
Development in the EU	0	0	6	13	2
Politicians	0	2	8	9	2
The public administration	0	2	10	8	3
Experts	0	2	10	6	3
Development in other countries	0	5	7	2	4

User groups (defined as disability organisations, senior citizen groups etc.) and the EU are the groups that are seen as having a high degree of influence on development of the legal framework by the highest percentage of respondents, followed by politicians, the public administration, experts and development in other countries.

³⁰⁴ We did not manage to get information from Cyprus, Estonia, Hungary, Latvia and Luxembourg.

7 References – inventory

The references are organised as an inventory. They are listed by country, under the main headings: General references; EU policy and legislation; Policies, strategies and action plans; Legal and technical frameworks and; Other initiatives.

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- NF ISO/IEC GUIDE 71 Guidelines for standards developers to address the needs of older persons and persons with disabilities

Standards for road vehicles

- NFR 18 802 Road vehicles -vehicles for transporting handicapped people, with a maximum capacity of a passenger including the driver -characteristics
- NFR 18 804-1 Road vehicles -minimal safety specifications of vehicles for transporting at least one handicapped people - part 1: adaptation of a vehicle for transporting one handicapped person in his wheelchair
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- <http://www.oasa.gr/amea/default.htm>
- <http://www.oasa.gr/amea/access/access.asp>
- <http://www.ametro.gr>
- <http://www.isap.gr/>
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7.5.15 Poland

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7.5.16 Portugal

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Ministry Council (2007): National Plan for promoting accessibility. Ministry Council Resolution n° 9/2007, from January 17. Lisbon. www.snripd.pt

7.5.17 Romania

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Law on the protection and promotion of handicapped person's rights (2006). Law No.448 of 6 December 2006. (Lege privind protecția și promovarea drepturilor persoanelor cu handicap.) Bucharest, Romania (2006). http://www.anvr.ro/legislatie/legislatie/legea_448.php

7.5.18 Slovakia

Road Transport Law (168/1996). Bratislava, Slovakia (1996).

Operational Transport Programme (2007 -2013)

7.5.19 Spain

“Acceso e Inclusión” (ECMT)

La accesibilidad del transporte en autobús : Diagnóstico y soluciones

7.5.20 Sweden

Law on accessible public transport (1979:558). Stockholm, Sweden.

<http://www.riksdagen.se/webbnav/index.aspx?nid=3911&bet=1979:558>

National Special Transport Services Act (1997:735). Stockholm, Sweden.

<http://www.notisum.se/rnp/SLS/LAG/19970735.HTM>

Special Transport Services Act (1997:736). Stockholm, Sweden.

<http://www.notisum.se/rnp/sls/lag/19970736.HTM>

7.5.21 The Netherlands

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ProRail and NS/Dutch Railways (2006): Implementatieplan Toegankelijkheid Definitief. Sent to Parliament by letter d.d. 29-09-06. www.verkeerenwaterstaat.nl

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Department for Transport (2006): Disability Equality Scheme 2006-2009. London.

<http://www.dft.gov.uk/about/sr/disabilityequalityduty/disabilityequalityscheme/disabilityequalityscheme20062009>

Disabled Persons Transport Advisory Committee. "Inclusive Projects."
www.dptac.gov.uk/inclusive/guide/index.htm

Disability Discrimination Act 2005. London, United Kingdom.
<http://www.opsi.gov.uk/acts/acts2005/20050013.htm>

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10 Appendix

10.1 Appendix 1: Respondents to the questionnaires

Most of the respondents to our questionnaire have been the ministries of transport. We did not succeed in becoming answers from all the ministries. The table gives an overview of who has completed the questionnaire from each country. Five countries did not respond to the questionnaire.

Table 15: Respondents to the questionnaire.

Country	Respondent
Austria	Federal Ministry of Transport, Innovation and Technology
Belgium	SPF Mobilité et Transports – DBTT, Direction Intermodalité, Service Intermodalité et Logistique
Bulgaria	Railway Administration Executive Agency, Ministry of Transport of the Republic of Bulgaria
Cyprus	-
Czech Republic	Ministry of Transport and Communications
Denmark	Ministry of Transport
Estonia	-
Finland	Ministry of Transport and Communications
France	COLIAC ³⁰⁸ (the Committee for the accessibility of living environment)
Germany	Institute for Barrier Free Design and Mobility
Greece	Hellenic Ministry of Transport and Communication, Hellenic Ministry of Environment and Public Works, Accessibility in 2004 Olympic and Paralympic Games Athens Organisation Committee
Hungary	-
Ireland	Public Transport Access Division, Department of Transport
Iceland	Ministry of Communications
Italy	FIT Consulting (sub contractor in Euro Access, deep desk studies)
Latvia	-
Lithuania	<i>Ministry of Transport and Communications Transport Environment and Dangerous Goods Transportation Division</i>
Luxembourg	-
Malta	Transport Strategy Directorate Malta Transport Authority
Norway	Ministry of Transport and Communications
Poland	Ministry of Transport

³⁰⁸ COLIAC has been created by the state (with a decree), permanent staff of COLIAC is paid by the ministry of transport and the role of COLIAC is to give advice to the minister of transport.

	Department of Strategic Planning and Transport Policy
Portugal	Directorate of Terrestrial and Fluvial Transport
Romania	METROREX (Bucharest Metro Operator), SNCF "CRF" – SA (National Infrastructure Manager for the Public Rail Infrastructure), CFR Calatori (National Company for Passenger Railway Transportation)
Slovakia	Ministry of Transport, Posts and Telecommunications
Slovenia	Ministry of Transport Transport Directorate Road, Transportation Department
Spain	Centro Estatal de Autonomía Personal y Ayudas Técnicas (CEAPAT), IMSERSO (Instituto de Mayores y Servicios Sociales) Ministerio de Trabajo y Auntos Sociales
Sweden	Ministry of Enterprise
the Netherlands	Ministry of Transport, Public Works and Water Management
United Kingdom	<i>Department for Transport</i>

A quality assessment system was developed, in order to register and report the efforts, progress and quality of the survey. The quality assessment is reported in a separate report.

Several sources have been used in order to complete and cross check data and information. The main documents include the report *Legislation to improve access*³⁰⁹ from the European Conference of Ministers of Transport (ECMT) (2000), the UN report *Government Action on Disability Policy. A Global Survey*. (Michailakis 1997)³¹⁰ and the draft report *D.1.1 State of the Art regarding Information and Data on accessible Public transport*³¹¹ from the ongoing project PTaccess (February 2007). The internet has been used intensively, for search and cross check of names, references etc., as well as to find and review documents.

³⁰⁹ <http://www.cemt.org/topics/handicaps/pdf/TPH0007rev1e.pdf>

³¹⁰ http://www.independentliving.org/standardrules/UN_Answers/UN.pdf

³¹¹ <http://www.ptaccess.eu/Downloads.phtml?id=4>

10.2 Appendix 2: Questionnaire

Euro-Access

European Accessibility of Public Transport for Disabled People

I am writing on behalf of the Euro-Access project to **ask for your support and co-operation** in an important European Commission funded project aimed at improving our knowledge and understanding of the transport and mobility needs of disabled people and at how most effectively to meet them.

Euro-Access is a project within the European Commission's sixth framework programme.

The goals of the project are: To establish an inventory as comprehensive as possible of current legal frameworks and regulations on accessibility of public transport; To review the existing body of knowledge regarding user needs and mobility planning; To highlight best practice on national policies, technical innovation, services provided and their potential correlations with the employment of people with disabilities, and; To make recommendations for a common legal framework on the accessibility of transport systems.

The project will **contribute to the development of EU policy on accessibility of public transport systems** in all 27 EU member states and one EFTA country (Norway), in order to promote social integration and the active participation in society of disabled people.

As part of the Euro-Access project, we are asking the Transport Ministries in the 27 EU member states and Norway **to answer to this questionnaire**, in order to help us provide a structured inventory of the policies and legal framework in the field of accessibility of public transport. The inventory will be reported in a form that makes it possible to carry out regular updates when changes occur. The inventory will provide a good platform for recommending policies for the different member states and as a basis for future EU legislation on the issues. It is important for us to get answers from countries that have not come very far in this field as well as from those who are already well advanced.

The Euro-Access project **is covering all surface public transport:** train, bus, metro, tram, taxi etc., local as well as long distance and international transport (e.g. intercity train and coach services). The present survey **covers the policies and the legal frameworks** for all kinds of measures aimed at making public transport accessible: physical measures (the vehicles, infrastructure, terminals, "the whole journey"), economic measures (concessionary fares, economic incentives), requirements when public transport services are contracted out, and measures concerning rights to transport services.

In the questionnaire, we are using variations of the term "accessibility for all/for disabled people". This reflects the variations in terms used in policies, laws etc., as a result of the ongoing change in focus from disabled people as a "special" category, to strategies based on Universal design and Design for all. **Accessible public transport means** that all people - including those with mobility, sensory and cognitive impairments, those with mental health problems and those with environmental sensitivities and allergies - should be able to use the public transport system. This includes not only being able to get on and off vehicles but also being able to understand how the public transport system works, being able to get to and from terminals or stops, to buy a ticket and travel with confidence.

If anything in the questionnaire is unclear, please do not hesitate to ask. See next page for name and address of your contact person. We kindly ask you to complete and return the questionnaire before May 8th to your contact person. **Thank you!**

Best regards from

Claude Marin-Lamellet, INRETS

Scientific officer Euro-Access

Aud Tennøy, TOI

Work Package leader

List of contact persons for each country

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United Kingdom	Ann Frye, e-mail: ann@frye.demon.co.uk

If you have any problems reaching your contact person, please contact work package leader Aud Tennøy on e-mail ate@toi.no

Questionnaire

Please answer the questions in the questionnaire, and send the completed questionnaire as an attachment to an e-mail to your contact person.

Please write the answers in English. We would be grateful if you could write names of documents both in the original language and in English.

We are asking for www-links several times. If the documents are not available on the www, but as files, we would be grateful to receive relevant files as attachments.

Background data

Please state your name, position, job title, contact details (address, phone and e-mail) and country:

Policies for accessible public transport

1. Does your country have policies aimed specifically at accessibility of public transport for all/for disabled people, or which clearly state that they include this aim? Please, put an X in front of the chosen answer.

No In progress Yes

If **yes or in progress**, please state where the policies are rooted (white papers etc.), dates and types of documents, who is the responsible authority and a link to the documents if they are available on the www (or an attached file). We would be grateful if you could also write five to ten lines about the main contents of each of the policies.

If **no**, please give a short comment.

2. If you have such policies, do you also have action plans etc. to support and implement these policies?

No In progress Yes

If **yes or in progress**, please state the name, date and type of documents, who is the responsible authority and a link to the documents if they are available on the www. We would also be grateful for a short description of intentions and content.

If **no**, please give a short comment.

3. If you have such policies, which areas are they mainly focused on?

Urban areas Rural areas Both They do not distinguish between these

4. If you have such policies, what level(s) are they mainly set at?

National Regional County Municipal

Legal framework (laws, provisions, regulations) for accessible public transport

5. Do you have laws, provisions or regulations requiring accessibility to public transport for all/for disabled people in your country? We are asking for laws, provisions and regulations requiring accessibility through physical measures, economic measures, contracting requirements, rights to transport services for people with disabilities and others.

Please tick the options that correspond to your situation.

Requirements in: For: State:	Laws			Provisions			Regulations		
	No	In progress	Yes	No	In progress	Yes	No	In progress	Yes
Vehicles (bus, taxi, train etc.)									
Infrastructure ³¹² (roads, sidewalks...)									
Bus stops, terminals, buildings ³¹³									
Information									
“The whole journey”									
Contracting requirements ³¹⁴									
Rights to public transport for disabled persons									
Others (please specify)									

Comments:

For those laws, provisions and regulations where you have marked **yes or in progress**, please state the names, types and dates of the documents, who is the responsible authority, a five to ten lines description of how the law, provision or regulation contribute to ensuring accessibility for all/for disabled people to public transport, and www-links if available. If the laws, provisions and regulations are only concerning specific groups or specific transport modes etc., we would be grateful if you would specify this in the description (apologies for this somewhat lengthy question, but it is **the most important question** in the questionnaire).

³¹² This could be in road design manuals etc.

³¹³ This could be covered in Planning and Building Acts or their provisions etc.

³¹⁴ By this we mean legal frameworks for requirements set by authorities when entering into a contract with private or public transport companies, and/or when giving concessions to taxi companies, bus companies or others.

6. Are EU regulations on International Rail Passengers' Rights and Obligations (COM 2004/143) and the directive on urban buses – class 1 (directive 2001/85/EC) implemented in laws, provisions or regulations in your country? Have you also implemented the requirements in Directive 2001/85/EU appendix VII for buses classes II and III (voluntary), or is implementation work ongoing?

Please tick the options that correspond to your situation.

For: In: State	Laws			Regulations			Other provisions		
	No	In progress	Yes	No	In progress	Yes	No	In progress	Yes
COM 2004/143 (rail)									
Directive 2001/85/EC (bus class I)									
2001/85/EU appendix VII (bus classes II and III)									

Where you have ticked **yes or in progress**, which laws, provisions or regulations are these? Please state the names, types and dates of the documents. If you have not implemented the Directives etc., or are not in the process of implementation, please give a short comment.

7. Do you have other regulations requiring operators to take into account people with disabilities, or requiring regional or local authorities to provide transport for people with disabilities etc.?

Please tick the options that correspond to your situation.

	No	In progress	Yes
We have other regulation requiring operators to take into account people with disabilities			
We have other regulations requiring regional or local authorities to provide transport for people with disabilities			

If **yes or in progress**, please state the name, type and date of the documents, who is the responsible authority, a five to ten line description, and a www-link if available. If the regulations are only concerning specific groups, specific transport modes or only certain parts of the journey (for example only access to the vehicle), we would be grateful if you would specify this in the description.

If **no**, please give a short comment.

8. Is it required that authorities or operators (bus, railway, taxi...) develop strategic plans or the like to take into account people with disabilities?

Please tick the options that correspond to your situation.

	No	In progress	Yes
It is required that operators develop strategic plans or the like to take into account people with disabilities			
It is required that authorities develop strategic plans or the like to take into account people with disabilities			

If **yes or in progress**, please state the name, type and date of the documents where the requirements are rooted, who is the responsible authority, a five to ten line description, and a www-link if available. If the requirements are only concerning specific groups, specific

transport modes or only certain parts of the journey (for example only access to the vehicle), we would be grateful if you would specify this in the description.

9. Has EU Directive 2004/18/EC “on the conditions of procedures for the award of public works contracts, public supply contracts and public service contracts” influenced the legal framework or the practice in your country, regarding requirements for accessibility to public transport services when public transport services are contracted out?

No In progress Yes

If **yes or in progress**, please state the name and date of potential documents, a five to ten line description, and a www-link if available. If the Directive have only had influence on specific groups, specific transport modes or certain parts of the journey (for example only access to the vehicle), we would be grateful if you would specify this in the description.

If **no**, please give a short comment.

10. Do governmental authorities (like the Ministry of Transport) set requirements about accessibility to public transport for all/for disabled people as an assumption when the various public directorates, departments etc. (like the road department) receive money from the budgets?

No In progress Yes

If **yes or in progress**, please give a short description of who set requirements, who the requirements are set to, as well as content and intentions of the requirements.

If **no**, please give a short comment.

Standards and guidelines

11. Are there standards and/or guidelines in place for public authorities, operators and others on how to make public transport accessible for all/for disabled people?

Please tick the options that correspond to your situation.

	No	In progress	Yes
For the vehicles (bus, taxi, train etc.)			
For the infrastructure (roads, sidewalks etc.)			
For bus stops, terminals etc.			
For ticketing (how easy it is to buy a ticket)			
For information (if the information is available for all, even if they for example can't see or hear very well)			
For making the public transport system understandable for all			
For “the whole journey”			

If **yes or in progress**, please state the name, type and date of the documents, who is the responsible authority (included administrative level), a short description of which groups, transport modes and parts of the journey is covered, and a www-link if available.

If **no**, please give a short comment.

Pricing strategies

12. Are there systems for pricing strategies to reduce economic barriers to the use of public transport systems by people with disabilities, like concessionary fares, personal subsidies or others?

No In progress Yes

If **yes or in progress**, please state the name, type and date of the documents where the systems are rooted (in laws, regulations or others), a five to ten line description, and a www-link if available. Please specify the administrative level for the responsible authority.

If **no**, please give a short comment.

Economic incentives

13. Are economic measures and incentives used in order to request or encourage operators or authorities to improve accessibility to public transport systems (such as grant aid for accessible buses, accessible infrastructure etc.)?

No In progress Yes

If **yes or in progress**, please state the name and date of the documents, a five to ten line description, and a www-link if available. Please specify the administrative level for the responsible authority.

If **no**, please give a short comment.

Training

14. Are there any requirements, programmes, plans or other initiatives (delivered either by Government or by other bodies) aimed at training various groups in order to improve accessibility of public transport for all/for disabled people?

Please tick the options that correspond to your situation.

Requirements, programmes, plans or other initiatives aimed at...	No	In progress	Yes
... training drivers and other service personnel in how to act in order to help and support people with difficulties when using public transport?			
... training land use planners, transport planners etc. how to plan the built environment in order to improve accessibility to public transport systems?			
... training/supporting people with disabilities to use public transport?			
... training others?			

Comments:

If **yes or in progress**, please give a short description, included who is responsible for the initiatives, and a www-link if available.

If **no**, please give a short comment.

Links to employment and education

15. Is there anything in your policies or legal framework concerning provision of public transport services to disabled people that is specifically aimed at ensuring that transport is not a barrier to employment, education, study or independent living?

Please tick the options that correspond to your situation.

	No	In progress	Yes
To employment			
To education and/or study			
To independent living			

If **yes or in progress**, please give names, types and dates of documents, a short description on how these concerns are linked, and a www-link if available.

If **no**, please give a short comment.

Present status

16. What would you say is the status of your work, regarding policies and legal frameworks for ensuring accessible public transport?

Please tick the alternative you think suits your situation best (you can tick two if it is impossible to decide).

	Alternatives	X
1	Our work is completed - we have a fully developed policy, including the necessary laws, provisions, regulations etc., in order to ensure that all public transport is accessible for all	
2	We have come a long way – we have a well developed policy, including most of the necessary laws, provisions, regulations etc., but there is still work to do in this field	
3	We are in a state of rapid improvements – a lot of work is put into developing necessary policies, laws, provisions etc.	
4	We are improving, but slowly. There are not much focus on this topic, but we are adapting to EU-directives etc.	
5	We have hardly started – accessible public transport is not on the agenda	

Comments:

17. Are your policies, legal framework etc. directed mainly towards universal design/design for all or mainly towards disabled people as a specific group?

Please tick the option you think suits your situation best (you can tick two if it is impossible to decide).

		Policies	Legal framework	Other measures
1	Directed mainly towards mobility impairments (e.g. wheelchair users, those with walking difficulty)			
2	Directed towards most disabilities (mobility, sensory, cognitive...)			
3	Directed towards all people (Universal design/Design for all)			
4	We do not have policies, legal framework or other measures on this topic			
5	Others (please explain below)			

Comments:

18. As you perceive it, how much influence have various groups and factors had on the development of the legal framework regarding accessible public transport in your country the last five years or so? User groups could be disability organizations, senior citizens groups etc. Experts could be planners, engineers, architects, researchers, engineering or social scientists etc. working within this field.

Please tick the options you think suits your situation best.

Influence \ Group/factor	None	Low	Moderate	High	I don't know
Politicians					
User groups					
Experts					
The public administration					
Development in EU					
Development in other countries					
Other (please specify)					

Comments:

If influence from user groups, could you please specify which groups(s) (mobility, sensory, cognitive impairments, those with mental health problems, those with environmental sensitivities and allergies, others)?

Others

19. Have you developed any kind of indicator systems to measure developments in the accessibility of public transport systems, either for specific parts of the travel chain or for the whole travel chain?

No In progress Yes

If **yes or in progress**, please give us a short description of what is measured and by whom. We would be grateful to have a name and a contact address for someone who is involved in the potential indicator development or management, and if you could give us a short description as well as a www-link (if available).

20. We know there is a lot of work and developments going on in various European countries regarding policies and legal frameworks for more accessible public transport. Please mention some of the most important and interesting works and developments going on in your country.

21. Is there anything you would like to tell us, related to the legal framework ensuring accessible public transport in your country, which we have not already asked? If yes, please give a short description, names and dates of potential documents, and a www-link if available.

Suggestion of best practices examples

22. The project will gather and disseminate "best practice examples", of accessibility of any surface public transport mode. These could include, for example, the implementation of technical/innovative solutions to improve accessibility or high quality service delivery to disabled travellers.

To be defined as "best practice" the service or scheme should include most, if not all, of the following key factors:

- Partnership working between highway and transport authorities;
- The scheme/service does not operate in isolation but is part of a broader strategy to deliver accessibility (e.g. not just an accessible bus service but also accessible stops and pedestrian infrastructure);
- The scheme/service is a model of integration and inclusion (e.g. in terms of equal rights/ user involvement /information/training of staff etc);
- There is clear evidence that the scheme/service is making a difference to the mobility of disabled people (for example enabling people to get to and from employment);
- The claim to represent best practice is substantiated by the views of disabled people in the area (e.g. in terms of their ability to travel in safety, with confidence and with dignity).

Please provide a short description of any best practice examples (up to three) that you have with reference to these key factors; where they are implemented; and the contact person for further investigation by the project partners.

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- carries out research for the benefit of society and industry
- has a research staff of around 70 highly qualified staff working in various areas of transport research
- co-operates with a number of organisations, research institutes and universities in Norway and in other countries
- carries out high quality research and assessment projects within topics such as traffic safety, public transport, the environment, travel behaviour, tourism, planning, decision-making processes, transport economics, and freight
- publishes research findings in the Centre's own report series, on the Internet, in the periodical "Samferdsel", as well as in national and international scientific journals and publications
- participates in the Oslo Centre for Interdisciplinary Environmental and Social Research (CIENS) located near the University of Oslo