Interreg Danube Region

Co-funded by the European Union

DANOVA NEXT

D.1.1.3 Updated catalogue of best practices

First edition

Smart Transport Network for the accessibility of Passengers with disabilities and reduced mobility in the Danube Region through innovative services

DANOVA NEXT

June 2024

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Content

1. INTRODUCTION

Improved accessibility to transport has a profound impact on quality of life for persons with disabilities and reduced mobility (PRM). According to European and national strategic frameworks, it is clear that persons with disabilities and reduced mobility are a key target in the transport sector.

Nonetheless, accessibility remains an issue, posing different barriers for different groups of users and it is extremely low in many of countries located in the Danube Region.
At DR there are 2 critical aspects: the lack of services and barrier-free transport and the lack of harmonisation among Countries, particularly considering the innovation level and uptake of advanced technologies; in fact the Danube Region is affected by large innovation and social gaps among old, new

Member States and the non-member states, with direct impact on the region's capacity to cooperate, especially when it comes to innovation. Some of the involved Countries already started to put effort in accessibility (Austria, Slovenia, Hungary, Czech Republic, Croatia) while others are still lagging behind (Bulgaria, Romania, Slovakia, Montenegro, Bosnia Herzegovina, Moldova). Scarcity and poor conditions of equipment and infrastructure, and most striking lack of real coordination in procedures and definition of innovative solutions among the countries is still a crucial aspect in the area.

Moreover, besides physical accessibility, access to information has taken up a key dimension on transport accessibility. Persons with disabilities and reduced mobility require access, not only to conventional information, such as timetables, routes and prices, but also to specific information relating to their accessibility interest.

A great deal of effort has been dedicated to improving the design of physical infrastructure and vehicles in some Countries, as well as the provision of better on-site assistance. To date, these actions have been, to a certain extent, partially effective in helping people with disabilities to access transport services. However, the progress being made in developing digital information services related to transport accessibility is far behind the progress observed in the field of mobility services in general.

The project DANOVA NEXT aims to improve accessibility of transport in the DR for all disabilities (visual/hearing impairments and reduced mobility) by enhancing innovation and technology transfer to create new customised innovative services, and by providing fully accessible Digital Travel Information Services (DTIS) through the creation of a smart network among airports, ports and local urban transport.

DANOVA NEXT focuses on the development/implementation of joint pilot actions and macro-regional strategy for accessibility in the field of transportation. The Strategy for accessible transport in the DR will allow organisation to tackle accessibility challenges and objectives in the mid and long term and will be adopted and implemented by the transport PPs during the project implementation.

2. VOCABULARY

Majority of categories used for description of best practice cases and solutions are self-explanatory. Regardless, this section provides explanations to avoid any misunderstandings.

TYPE OF SOLUTION

Accessibility policies

Best practices on accessibility policies for passengers with reduced mobility on level of airport, port, train/bus station.

Accessibility service standards

Best practices/s related site accessibility service standards (level of standards) for passengers with impairments.

Community services

Examples of partnering with community services supporting persons with disabilities.

Customer service (standards, procedures, agents)

Best practices/s related to customer service for passengers with disabilities

Departure/arrival points

Solutions for platforms, gates, queuing areas – accessibility of queuing system etc.

Disability Awareness Staff Training

Staff training programmes for raising staff competencies in providing appropriate support to passengers with disabilities

Facilities for guide-dogs and service animals

Best practices/innovative solutions related to service animals like outdoor and/or indoor relief areas

Guidance/Signage – acoustic

Acoustic guidance/ elements that help to guide passengers (e.g. voice announcements in elevators, on platforms, audio descriptions etc.)

Guidance/Signage – Braille

Signage in Braille.

Guidance/Signage – tactile

Tactile Walking Surface Indicators (TWSI) and tactile signage/maps.

Guidance/Signage – visual

Raised standard letters, pictograms or other markings or other visual elements with appropriate font, size, contrast for partially sighted.

Interactive map

Physical map that allows interaction either with touch or with voice

Other

All other solution that cannot be classified into any other category.

Personalized assistive technologies

Specialized service providing assistance to passengers such as AIRA, assistive listening devices etc

Sanitary facilities

Innovative operating elements, alarm facilities, manoeuvring space etc. designed for needs of passengers with disabilities

Services (other)

All other services that might be offered passengers with disabilities that cannot be fitted in any other category.

Smart phone app

Apps with accessible information such as sign language, visual/vibration alerts for notifications designed for persons with disabilities

Waiting areas

Best practices/innovative solutions related to waiting areas in airports, ports and rail/bus stations.

Website

Website that provides helpful features for people with disabilities that goes beyond requirements of EU Directive 2016/2102 and legislation.

TRANSPORT MODE

States transport modes where solutions is (or can be) used. Solution can be used in one or several modes of transport:

- Railway
- Road transport (bus, taxi, etc.)
- Air transport (airport, airplane)
- Inland waterways (river transport, lakes...)
- Sea transport (seaports, sea cruisers...)

INCLUSION OF PERSONS WITH IMPAIRMENTS

Provide information if persons with impairments were involved in development (and testing) of best practice.

- Yes (impaired persons were involved)
- No (impaired persons were not involved)
- No information (information on involvement of persons with impairments is not available).

LONG-TERM SUSTAINABILITY OF GOOD PRACTICE

Provides information if the best practice is still used (implemented) and if there are special conditions under which the best practice can be used (e.g., financing needed).

ESTIMATED COSTS

Provides information on estimated costs of the best practice (how much it would cost to replicate the best practice in another environment).

IMPLEMENTED BY

Provides the name of organisation implementing best practice.

3. BEST PRACTICES AND INNOVATIVE SOLUTIONS

ACCESSIBILITY POLICIES

1. BYLAW: BYLAW ON ENSURING THE ACCESSIBILITY OF BUILDINGS FOR PEOPLE WITH DISABILITIES AND REDUCED MOBILITY

Country of origin: Croatia

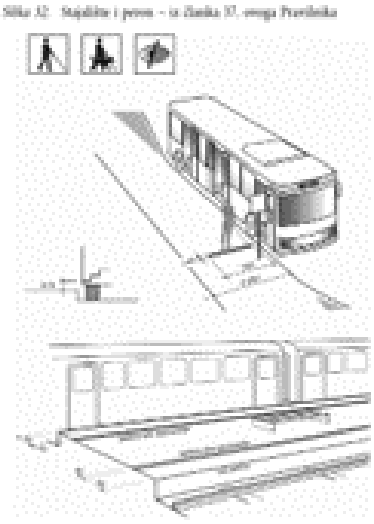
Disability type: Combination (Visual impairments Hearing impairments Mobility impairments)

Transport mode: All modes of transport

Year of implementation: 2013

Description: The accessibility and adaptation of the buildings of this Bylaw is ensured by the design and construction, that is, the construction of these buildings in such a way that they contain mandatory elements of accessibility and/or meet the conditions for the use of aids by persons with disabilities in accordance with the provisions of this Bylaw. The owner of the building is obliged to maintain accessibility elements and must not reduce the conditions of use of aids for persons with disabilities. A pictorial representation of accessibility signs, conditions of use of aids and mandatory accessibility elements is attached to this Bylaw and forms an integral part of it. The guiding lines for blind persons and inductive loop for deaf persons are regulated as well.

Picture:



Inclusion persons with impairments: Yes

Long term sustainability of good practice: Yes

Estimated costs: no information

Implemented by: Ministry of Physical Planning, Construction and State Assets

Additional notes: /

Website: https://mpgi.gov.hr/en

Information: press@mpgi.hr

ACCESSIBILITY SERVICE STANDARDS

1. TACTILE ZEBRA CROSSING SECTIONS: TACTILE PEDESTRIAN CROSSING SECTIONS

Country of origin: Bulgaria

Disability type: Visual impairments ()

Transport mode: Road transport

Year of implementation: 2014

Description: Municipality of Bourgas, Bulgaria managed to incorporate a special tactile pedestrian crossing in one of the busiest roads in the city.

Picture:

Inclusion persons with impairments: No information

Long term sustainability of good practice: It is long-term orientated

Estimated costs: no information

Implemented by: Municipality of Bourgas

Additional notes: /

Website: https://www.zonaburgas.bg/

Information: obshtina@burgas.bg, +359 885 009670

2. SARAJEVO INTERNATIONAL AIRPORT - PRM SERVICE

Country of origin: Bosnia and Herzegovina

Disability type: Combination (All PRM passengers)

Transport mode: Air Transport - Airport

Year of implementation: 2022

Description: Sarajevo Airport provides an expert and timely assistance to physically handicapped passengers or those with reduced mobility. It means that such passengers will be provided safe escort during their stay at our airport from the moment of their arrival till their accommodation in aircraft cabin, then from the aircraft to a next transportation point on the airport's landside, or, in case of transfer passengers, from aircraft to embarking on the passenger's next flight.

The staff members providing assistance to PRM passengers are skilled and hospitable, well trained and knowing well the safety and aviation standards.

Assistance is provided to the following passenger categories:

WCHR (wheelchair – ramp): Passengers who are able to walk on their own up/downstairs and in aircraft cabin, but need assistance (wheelchair in case of distance over 150m) for movement in Terminal building, from Terminal to aircraft, and from Terminal to a next transportation point on airport's landside. Passenger will be provided assistance and a wheelchair for longer distances.

WCHS (wheelchair – steps): Passengers who are able to walk on their own in aircraft cabin but not up/downstairs, need assistance (wheelchair in case of distance over 150 m) for moving in Terminal, from Terminal to aircraft, and from Terminal to a next transportation point on airport's landside. Passenger will be provided assistance and a wheelchair for longer distance . Use of ambulift in case of embarking/disembarking by means of steps.

WCHC (wheelchair – cabin seat): A lot of passengers belong to this category: bed-ridden persons, persons who can move only in a wheelchair or some other orthopaedic aid and who need special assistance from the moment they arrive to airport till their accommodation in aircraft cabin (in arrival the process is inverted). This category also includes persons needing assistance during embarking/disembarking but otherwise are able to move in their own wheelchairs. Passenger will be provided escort, use of airport's wheelchair in case the passenger wants to register his own wheelchair as baggage at check-in counter. Use of ambulift and wheeled stretcher for taking in/out of aircraft cabin.

BLND (blind passenger): Persons with visual impairment and blind passengers Passenger will be provided escort.

DEAF (deaf passenger): Persons with hearing impairment and deaf passengers Passenger will be provided escort.

BLND/DEAF: (blind & deaf passenger) Blind and deaf persons who cannot move without assistance of a person escorting them. Passenger will be provided escort.

DPNA (disabled passenger needing assistance): Persons with intellectual troubles, including those suffering from dementia, Alzheimer disease, Down syndrome, persons travelling alone and who need constant assistance during ground handling. Passenger will be provided escort.

Picture: 072_1 072_2

Inclusion persons with impairments: No

Long term sustainability of good practice:

Estimated costs: no information

Implemented by: International Airport Sarajevo

Additional notes: /

Website: /

Information: Berin Riđanović, bridjanovic@sarajevo-airport.ba

COMMUNITY SERVICES

1. TAXI FOR PEOPLE WITH DISABILITIES – YELLOW TAXI WITH SPECIALIZED EQUIPMENT FOR THE MOBILITY IMPAIRED PEOPLE

Country of origin: Bulgaria

Disability type: Mobility impairments

Transport mode: Road transport

Year of implementation: 2017

Description: The specialized car is factory-equipped with a ramp, belts and all other necessary accessories that guarantee safe and comfortable movement of people with mobility difficulties.

Picture:

Inclusion persons with impairments: No information

Long term sustainability of good practice: It is long-term orientated.

Estimated costs: no information

Implemented by: Yellow Taxi Bulgaria

Additional notes: /

Website: https://banker.bg/2017/05/04/mastercard-i-yellow-taxi-predstaviat-purvoto-specializirano-taksi-za-hora-s-dvigatelni-zatrudneniia/

Information: Svetla Kukeva, s.kukeva@yellow333.com

2. KNOW YOUR VEHICLE: DETAILED ORIENTATION INSTRUCTION IN PUBLIC TRANSPORT VEHICLES FOR THE BLIND AND VISUALLY IMPAIRED PASSENGERS

Country of origin: Slovakia

Disability type: Visual impairments

Transport mode: All modes of transport

Year of implementation: 2024

Description: About thirty blind and partially sighted people, under the guidance of the instructor of spatial orientation and independent movement from the Regional Center of the Union of the Blind and Visually Impaired of Slovakia had the opportunity to view several types of vehicles that operate in Bratislava, so that they could orientate themselves more reliably and quickly.

Picture:

Inclusion persons with impairments: Yes

Long term sustainability of good practice: One-time event, may be repeated in the future

Estimated costs: no information

Implemented by: DPB

Additional notes: Project in cooperation with the Union of the Blind and Visually Impaired of Slovakia, held on March 20, 2024 at the depot of DPB

Website: https://unss.sk/spolupracujeme-s-dopravnym-podnikom-bratislava/

Information: /

CUSTOMER SERVICE

1. PRIORITY LANE: PRIORITY LANES FOR PEOPLE WITH DISABILITIES

Country of origin: Montenegro

Disability type: Combination (Visual impairments, Hearing impairments, Mobility impairments)

Transport mode: Air Transport

Year of implementation: /

Description: Priority lanes available at counters (pre-boarding/immigration/customs) enable for more comfortable processing of passengers with disabilities and reduced mobility, avoiding the queueing. The PMR passengers are assisted by the airport PRM agents and always given priority in the passenger flow management.

Picture: /

Inclusion persons with impairments: No information

Long term sustainability of good practice: Yes

Estimated costs: no information

Implemented by: Airports of Montenegro JSC

Additional notes:

Website: https://montenegroairports.com/en/

Information: Jelena Krkljes, jelena.krkljes@apm.co.me

2. PRIORITY LANE: PRIORITY LANES FOR PEOPLE WITH DISABILITIES AIRPORT DUBROVNIK

Country of origin: Croatia

Disability type: Combination (Visual impairments Hearing impairments Mobility impairments)

Transport mode: Air Transport

Year of implementation: 0

Description: Priority lanes set at security check point are particularly beneficial for individuals who may have mobility challenges, sensory impairments, or other disabilities that make queuing difficult or uncomfortable. They help people with disabilities navigate the space with greater independence by ensuring that services and facilities can be accessed in a timely and efficient manner.

Picture:

Inclusion persons with impairments: No information

Long term sustainability of good practice: Yes

Estimated costs: no information

Implemented by: Dubrovnik Airport Ltd

Additional notes: /

Website: https://www.airport-dubrovnik.hr/en

Information: Helena Drašković, helena.draskovic@airport-dubrovnik.hr

DEPARTURE/ARRIVAL POINTS

1. PRM CALLING POINT – INCLUDING BRAILLE SIGNAGE

Country of origin: Hungary

Disability type: Visual impairments

Transport mode: Air Transport

Year of implementation: 2009

Description: Calling point for PRM (passengers with reduced mobility) passengers, where Braille signage is available. The purpose of the calling point is to asked for help from the official PRM service provider of BUD, who support PRMs from the arriving at the airport until the boarding to the airplane (based on special requests)

Picture:

Inclusion persons with impairments: No information.

Long term sustainability of good practice: Yes

Estimated costs: 2.500 EUR for totem/pc + 2.000 EUR IT software integration

Implemented by: Budapest Airport

Additional notes: /

Website:
https://www.bud.hu/en/passengers/flight_and_travel_information/special/special_needs/call_points

Information: /

DISABILITY AWARENESS STAFF TRAINING

1. PRM ASSISTANCE STAFF TRAINING – SARAJEVO INTERNATIONAL AIRPORT - PRM SERVICE

Country of origin: Bosnia and Herzegovina

Disability type: Combination (All PRM passengers)

Transport mode: Air Transport - Airport

Year of implementation: /

Description: Sarajevo Airport provides an expert and timely assistance to passengers with disabilities handicapped or those with reduced mobility. It means that such passengers will be provided safe escort during their stay at our airport from the moment of their arrival till their accommodation in aircraft cabin, then from the aircraft to a next transportation point on the airport's landside, or, in case of transfer passengers, from aircraft to embarking on the passenger's next flight.

The staff members providing assistance to PRM passengers are skilled and hospitable, well trained for lifting disabled persons and knowing well the safety and aviation standards. Our in-house training is in compliance with the ECAC DOC 30, Part 1, Section 5, Annex 5-G - meaning that all staff which is providing direct assistance to persons with disabilities and PRMs have knowledge of how to meet the needs of persons with various disabilities or mobility impairments. We do staff training on a yearly bases , and all new employees receive initial training before they are engaged in providing of assistance.

Picture: -

Inclusion persons with impairments: No

Long term sustainability of good practice: Training can be updated or changed and we expect to include DANOVA Project guidelines and best practices in the PRM Training.

Estimated costs: no information

Implemented by: International Airport Sarajevo

Additional notes:

Website: /

Information: Berin Riđanović, bridjanovic@sarajevo-airport.ba

2. PORT STAFF TRAINING: SPECIALIZED TRAINING FOR EMPLOYEES PROVIDED BY BLIND UNION OF MONTENEGRO

Country of origin: Montenegro

Disability type: Visual impairments

Transport mode: Sea transport

Year of implementation: 2022

Description: Blind Union of Montenegro organized specialized trainings for employees aiming to raise awareness and skills in contact with blind and partially sighted persons

Picture:

Inclusion persons with impairments: Yes

Long term sustainability of good practice: Yes

Estimated costs: 6.000 €

Implemented by: Blind Union of Montenegro and Port of Kotor

Additional notes: It is planned to improve skills organising trainings periodically and expend program for other type of disabilities

Website: https://www.portofkotor.co.me/

Information: Maja Danilović, maja.danilovic@portofkotor.co.me, +382 69 438 778

3. STAFF TRAINING: TRAINING SESSION FOR PUBLIC TRANSPORT STAFF WITHIN THE EU MOBILITY WEEK

Country of origin: Croatia

Disability type: Combination (Visual impairments, Hearing impairments, Mobility impairments)

Transport mode: All modes of transport

Year of implementation: 2003

Description: During the EU Mobility Week, which takes place every year from September 16 to 22, ZET drivers receive training on the specifics of transporting persons with disabilities, which is traditionally carried out by SOIH within the framework of EMW. Special importance is given to education by persons with disabilities who emphasize the obstacles they encounter using public city transport with special emphasis on entering the vehicle and using the ramp for people in wheelchairs, the importance of voice announcements for blind people and written announcements for deaf people. On the other hand, tram drivers indicate the most common mistakes made by persons with disabilities in public transport, such as using the standard button to exit the tram instead of a button with a disability label, which allows the driver to know that a person with a disability is entering or exiting the tram or bus and that she needs more time for that. Both sides emphasized the usefulness of such trainings, which led to a partnership discussion and reduced the number of mistakes to a minimum.

Picture:

Inclusion persons with impairments: Yes

Long term sustainability of good practice: Yes

Estimated costs: no information

Implemented by: SOIH

Additional notes: /

Website: https://www.soih.hr/snippets/detail/614

Information: soih@soih.hr

FACILITIES FOR GUIDE-DOGS AND SERVICE ANIMALS

1. GUIDE DOG CARE: RESTROOM FACILITIES AT AIRPORT

Country of origin: Hungary

Disability type: Visual impairments

Transport mode: Air Transport

Year of implementation: 2010

Description: Separate resting location for several guide dogs at the same time, water available for them. Restroom facility for dogs when they have to be indoor for a long time.

Picture: -

Inclusion persons with impairments: No information

Long term sustainability of good practice: Yes

Estimated costs: no information

Implemented by: /

Additional notes: /

Website:
https://www.bud.hu/en/passengers/flight_and_travel_information/special/special_needs/about_the_assistance_service

Information: salamonszandi@gmail.com

2. PUBLIC DOG PARK AT THE AIRPORT

Country of origin: Hungary

Disability type: Combination (Visual, mobility)

Transport mode: Air Transport

Year of implementation: 2023

Description: A public dog park has opened near Ferenc Liszt International Airport Terminal 2, next to the City Break Parking. In the fenced area, pets have access to a drinking fountain, and are entertained in a variety of play spaces, while their owners can enjoy the view of the aircraft taking off and landing, from the comfortable benches provided.

Picture: -

Inclusion persons with impairments: No

Long term sustainability of good practice: Yes

Estimated costs: no information

Implemented by: Budapest Airport

Additional notes: /

Website: /

Information: Zsófia Csonka, zsofia.csonka@bud.hu

GUIDANCE/SIGNAGE – ACOUSTIC

1. TEXT DESCRIPTION OF TRANSPORT INFRASTRUCTURE:

Country of origin: Bulgaria

Disability type: Visual impairments

Transport mode: All modes of transport

Year of implementation:

Description: verbal descriptions of central railway station, central bus station - city of sofia and their surroundings.

Picture:

Inclusion persons with impairments: No information

Long term sustainability of good practice: It is long-term orientated

Estimated costs: no information

Implemented by: Labour for the Blind in Bulgaria

Additional notes:

Website:
https://labourforblind.bg/index.php?option=com_content&view=article&id=65&Itemid=54

Information: Petar Staykov, labourforblind@gmail.com, +359 895 44 36 09

2. AUDIO GUIDANCE: AUDIO MAP FOR WEBSITES

Country of origin: Hungary

Disability type: Visual impairments

Transport mode: Air Transport

Year of implementation: 2021

Description: Audio map is a voice file that can be uploaded to the website and helps visually impaired persons to navigate within the building. The navigation instructions can be memorized previously, thus they are familiar with the way upon arrival.

Example: "1 meter after entering the building there are 7 steps of stairs down with a rail on your left hand. Once you get down the stars..."

Picture: -

Inclusion persons with impairments: No information

Long term sustainability of good practice: Yes, easily changeable once implemented

Estimated costs: no information

Implemented by: /

Additional notes: /

Website:
https://www.bud.hu/en/passengers/flight_and_travel_information/special/special_needs/ambulance_announce_form

Information: salamonszandi@gmail.com

3. INFORMATION BOARDS WITH ACOUSTIC ANNOUNCEMENTS: VISUAL ELECTRONIC INFORMATION BOARDS AT STOPS EQUIPPED WITH ACOUSTIC ANNOUNCEMENTS FOR BLIND AND PARTIALLY SIGHTED PASSENGERS

Country of origin: Slovakia

Disability type: Visual impairments

Transport mode: Road transport

Year of implementation: 2021

Description: Installation of visual electronic information boards at stops equipped with a speaker, from which, after pressing the appropriate button on their remote control, blind and partially sighted passengers can listen to the announcement of the entire content currently displayed on the board - the next departures of buses, trams and trolleybuses

Picture:

Inclusion persons with impairments: Yes

Long term sustainability of good practice: Yes

Estimated costs: 1,500,000 €

Implemented by: DPB

Additional notes: /

Website: https://dpb.sk/sk/sprava/pribudlo-124-zastavkovych-elektronickych-informacnych-tabul-cestujuci-ziskaju-detailny-prehlad-o-prichodoch-spojov

Information: /

4. ACOUSTIC SIGNALS AT PEDESTRIAN CROSSINGS: DIFFERENTIATION OF ACOUSTIC SIGNAL AT NEARBY CROSSINGS

Country of origin: Slovenia

Disability type: Combination (Visual, mobility impairments)

Transport mode: Road transport

Year of implementation: 2022

Description: During the DANOVA project 3 crossings were improved with installation of additional acoustic signal, on two crossings improvement of existing acoustic signals for traffic lights (improvement of length and volume of the signal)

Picture:

Inclusion persons with impairments: Yes

Long term sustainability of good practice: Yes, in use since 2022

Estimated costs: no information

Implemented by: Municipality of Maribor

Additional notes:

Website: /

Information: mestna.obcina@maribor.si

5. FLIGHT ANNOUNCEMENTS:

Country of origin: Bosnia and Herzegovina

Disability type: Visual impairments

Transport mode: Air Transport

Year of implementation: 2022

Description: As part of the standard process at airports, prior to aircraft departure, Audio (acoustic) announcements are made and passengers are invited to prepare for boarding or to board aircraft. Announcements are made at least three times for each flight and if necessary additional calls are made.

Picture: -

Inclusion persons with impairments: No

Long term sustainability of good practice: /

Estimated costs: no information

Implemented by: International Airport Sarajevo

Additional notes: /

Website: /

Information: Berin Riđanović, bridjanovic@sarajevo-airport.ba

6. AUDIO SIGNALS AT BORDER CROSSING:

Country of origin: Croatia

Disability type: Visual impairments

Transport mode: Road transport

Year of implementation: 2002

Description: Placing these devices at intersections ensures safe pedestrian communication for visually impaired and blind people. The devices are equipped with sensors for automatic adjustment of the sound level, and the sound produced by acoustic signallers is adjusted to the noise level in the environment, i.e. the sound signal is louder during the day and with more intense traffic, while it is quieter during the night and with less traffic.

Picture:

Inclusion persons with impairments: Yes

Long term sustainability of good practice: Yes

Estimated costs: no information

Implemented by: City of Dubrovnik

Additional notes:

Website: https://www.dubrovnikpress.hr/kontakt/zvu%C4%8Dna-signalizacija-za-slijepe-i-slabovidne-osobe-na-semaforima-u-lapadu.html

Information: grad@dubrovnik.hr

7. AUDIO GUIDANCE: EXTERNAL AND INTERNAL VOICE ANNOUNCEMENTS FOR BLIND AND PARTIALLY SIGHTED PEOPLE IN PUBLIC TRANSPORT VEHICLES

Country of origin: Croatia

Disability type: Visual impairments

Transport mode: Road transport; Rail transport

Year of implementation: 2013

Description: Broadcasting voice announcements of tram and bus lines and directions of tram and bus vehicles. Information about the line number and destination and potential changes of the tram/bus is broadcasted through the external and internal loudspeakers on the trams and on the buses.

Picture:

Inclusion persons with impairments: Yes

Long term sustainability of good practice: Yes

Estimated costs: no information

Implemented by: Zagreb Electric Tram

Additional notes: /

Website: Google Voice app; https://www.zet.hr/

8. AUDIO GUIDANCE: ORIENTATION BEACONS

Country of origin: Czechia

Disability type: Visual impairments

Transport mode: All modes of transport

Year of implementation: 2002

Description: The orientation beacons are special devices designed to facilitate spatial orientation and movement of visually impaired people. These beacons provide acoustic signals or voice information that help blind people determine their location and direction, thereby increasing their self-sufficiency and safety when moving in different environments. The beacons are controlled by a remote transmitter that a blind person can activate. When activated, the beacon emits acoustic or voice signals that provide information about the surroundings, such as opening hours of institutions, station numbers, or orientation instructions at transport terminals. The remote-control range is usually between 50 and 150 meters. These orientation beacons are installed in various public and private spaces where safety and orientation for the blind need to be increased. The beacons can be installed separately or integrated into the transport vehicle / platform shelters.

Picture:

Inclusion persons with impairments: Yes

Long term sustainability of good practice: Yes (widely)

Estimated costs: no information

Implemented by: Public authorities

Additional notes: /

Website: https://www.sons.cz/Majacky-priklady-frazi-P4007576.html

Information: jancova@smart-plan.cz

GUIDANCE/SIGNAGE – BRAILLE

1. BRAILLE SIGNAGE FOR ORIENTATION: BRAILLE SIGNAGE ON OFFICES, SANITARY FACILITIES AND DOORS

Country of origin: Montenegro

Disability type: Visual impairments

Transport mode: Sea transport

Year of implementation: 2022

Description: Braille signage installed inside entire passenger terminal building. For employees and passengers for independent orientation of Port of Kotor premises

Picture:

Inclusion persons with impairments: Yes

Long term sustainability of good practice: Yes

Estimated costs: no information

Implemented by: Port of Kotor

Additional notes:

Website: https://www.portofkotor.co.me/

Information: Maja Danilović, maja.danilovic@portofkotor.co.me, +382 69 438 778

2. TRANSLATION CONFIGURATOR FOR 3D MODELS AND PRINTING IN BRAILLE

Country of origin: Germany

Disability type: Visual impairments

Transport mode: Railway; Road transport; Air transport; Inland waterways; Sea transport

Year of implementation: 2017

Description: A translation configurator automatically translates content into Braille and generates the corresponding 3D models to be used for 3D printing in aluminium or other materials. This allows printing of Braille add-ons for (handrails or similar) that can be used at all transportation terminals.

Picture:

Inclusion persons with impairments: No information

Long term sustainability of good practice:

Estimated costs: no information

Implemented by:

Additional notes: Deutsche Bahn is using 3D printing to create metal parts with braille in order to help the disabled navigate. In Berlin's Central railway station, Deutsche Bahn has employed 3D printing for individualized handicapped signs for handrails.

Website: https://3dprintingindustry.com/news/deutsche-bahn-extends-use-3d-printing-revolutionize-maintenance-113320/

Information: Ole von Seelen, Head of Business Development & Strategic Marketing - ole.vonseelen@trinckle.com

3. GUIDANCE/SIGNAGE - BRAILLE: SELF-ADHESIVE BRAILLE LABELS

Country of origin: Montenegro

Disability type: Visual impairments

Transport mode: Air Transport

Year of implementation: 2022

Description: Entrance to the accessible toilets and top counter of information desk are marked with Braille labels for the ease of identification of an accessible facility by visually impaired persons.

Picture:

Inclusion persons with impairments: Yes

Long term sustainability of good practice: Yes

Estimated costs: no information

Implemented by: Airports of Montenegro JSC

Additional notes: Self-adhesive Braille labels can be easily applied to most surfaces. However if not designed to withstand tear and wear for a lasting period, these require more frequent replacement.

Website: https://montenegroairports.com/en/

Information: Jelena Krkljes, jelena.krkljes@apm.co.me

GUIDANCE/SIGNAGE – TACTILE

1. TWSI: TACTILE WALKING SURFACE INDICATORS IN AIRPORT

Country of origin: Montenegro

Disability type: Visual impairments

Transport mode: Air Transport

Year of implementation: 2022

Description: Indoor and outdoor tactile walking surface indicators (TWSIs) are placed to enable visually impaired persons to navigate safely and independently in the airport environment. The TWSIs run from the car park and forecourt of the passenger terminal, to the information desk and the PRM Meeting Point, accessible toilets, pre-boarding desk, immigration/customs control.

Picture:

Inclusion persons with impairments: Yes

Long term sustainability of good practice: Yes

Estimated costs: no information

Implemented by: Airports of Montenegro JSC

Additional notes: Due to exposure to a heavy foot traffic, rolling suitcases, baggage trolleys and cleaning equipment, the TWSIs may be damaged, truncated or uplifted. Therefore, occasionally TWSIs or parts thereof need to be repaired or replaced.

Website: https://montenegroairports.com/en/

Information: Jelena Krkljes, jelena.krkljes@apm.co.me

2. GUIDING PASSENGERS IN PORT: TACTILE WALKING SURFACE INDICATORS

Country of origin: Montenegro

Disability type: Visual impairments

Transport mode: Sea transport

Year of implementation: 2022

Description: Tactile walking surface indicators are installed both indoors and outdoors at access points, entrances and pathways leading to bus station and sanitary facilities. This ensures that individuals can navigate independently

Picture:

Inclusion persons with impairments: Yes

Long term sustainability of good practice: Yes

Estimated costs: 36.640 €

Implemented by: Port of Kotor

Additional notes: TWSIs may require occasional minor repairs after several years of use.

Website: https://www.portofkotor.co.me/

Information: Maja Danilović, maja.danilovic@portofkotor.co.me, +382 69 438 778

3. TACTILE WALKING SURFACE INDICATORS: AIRPORT DUBROVNIK

Country of origin: Croatia

Disability type: Visual impairments

Transport mode: Air Transport

Year of implementation: 2022

Description: Tactile walking surface indicators (TWSIs) are positioned both indoors and outdoors at access points, entrances and pathways leading to key amenities such as information desks, bus stops, and sanitary facilities. This ensures that individuals can navigate independently while also easily access assistance at information desks for any additional support they may require.

Picture:

Inclusion persons with impairments: Yes

Long term sustainability of good practice: Yes

Estimated costs: no information

Implemented by: Dubrovnik Airport Ltd

Additional notes: TWSIs may require occasional minor repairs after several years of use. Additionally, special attention needs to be paid to cleaning, as certain cleaning vehicles may not be compatible and could inadvertently cause damage to TWSIs and vice versa.

Website: https://www.airport-dubrovnik.hr/en

Information: Helena Drašković, helena.draskovic@airport-dubrovnik.hr

GUIDANCE/SIGNAGE – VISUAL

1. DISPLAY BOARD: DISPLAY BOARD WITH WHEELCHAIR SIGN

Country of origin: Austria

Disability type: Mobility impairments

Transport mode: Road transport; Rail transport

Year of implementation: /

Description: Many stops are equipped with a large display board. A wheelchair sign informs about low-floor vehicles.

Picture:

Inclusion persons with impairments: No information

Long term sustainability of good practice: Will be in use until further notice

Estimated costs: no information

Implemented by: Graz Linien

Additional notes: /

Website: https://www.holding-graz.at/wp-content/uploads/2023/02/Handbuch-Bus-und-Bim-fuer-alle.pdf

Information: jutta.hochstein@holding-graz.at

2. VISUAL GUIDANCE: GUIDANCE ON THE WALL

Country of origin: Hungary

Disability type: Visual impairments

Transport mode: Air Transport

Year of implementation: 2012

Description: Dark blue stripes on the all-white wall at waist height to help hard-of-sight people in feeling of space and self-guidance

Picture: -

Inclusion persons with impairments: No information

Long term sustainability of good practice: Yes

Estimated costs: no information

Implemented by: /

Additional notes: /

Website:
https://www.bud.hu/en/passengers/flight_and_travel_information/special/special_needs/call_points

Information: salamonszandi@gmail.com

3. FREESTANDING INDOOR BUS TIMETABLE DISPLAYS IN THE WAITING AREA ON THE MAIN BUS STATION IN MARIBOR:

Country of origin: Slovenia

Disability type: Combination (Visual, mobility impairments)

Transport mode: Road transport

Year of implementation: 2022

Description: Two monitors are standing in the hallway of the station which is also a waiting area and it is possible to get very close to read the information. Monitors are with touch screen and they also enable the user to move the shown content to the eye-level so it is also easier to read the content shown for the visually impaired or elderly passengers.

Picture:

Inclusion persons with impairments: Yes

Long term sustainability of good practice: Yes, in use since 2022

Estimated costs: Equipment: Installation of two large freestanding indoor bus timetable displays in the waiting area on the main bus station - 25,990 €;

External expertise: Adjustment of the content to be shown on the displays –new graphic interface to display the information adapted to blind and visually impaired passengers – 3.660 €

Implemented by: Municipality of Maribor

Additional notes:

Website: https://maribor.si/projekti/danova-innovative-transportation-services-for-blind-and-partially-sighted-passengers-in-danube-region-2/

Information: mestna.obcina@maribor.si

4. SIMPLIFIED MAP OF THE MAIN BUS STATION MARIBOR - ON SITE AND ON WEB PAGE:

Country of origin: Slovenia

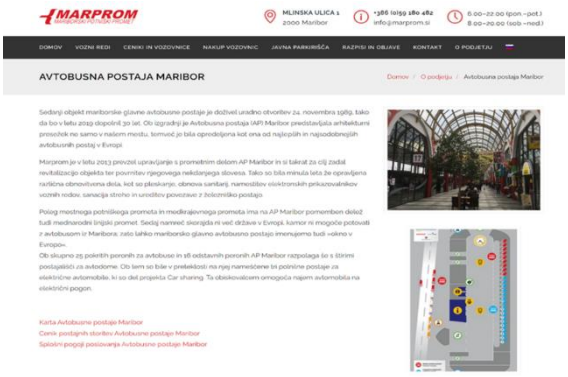
Disability type: Combination (Visual, mobility impairments)

Transport mode: Road transport

Year of implementation: 2022

Description: During DANOVA project a floorplan with important information on exits, platform, information and sanitary facilities was placed on several clearly visible places. A simplified map of the main bus station enables the passengers to orient more easily at the station. Maps are placed in the station itself and on the web site of the Maribor local bus operator. This enables the users also to download the map and enlarge it if needed.

Picture:



Inclusion persons with impairments: Yes

Long term sustainability of good practice: Yes, in use since 2022

Estimated costs: External expertise: Design of map of Maribor main bus station and purchase of A3 frames for timetables 3,400 €

Implemented by: Municipality of Maribor

Additional notes: /

Website: https://maribor.si/projekti/danova-innovative-transportation-services-for-blind-and-partially-sighted-passengers-in-danube-region-2/

Information: mestna.obcina@maribor.si

5. LARGER PRINTED FORMATS OF BUS TIMETABLES IN MAIN BUS STATION IN MARIBOR:

Country of origin: Slovenia

Disability type: Visual impairments

Transport mode: Road transport

Year of implementation: 2022

Description: During the DANOVA project larger printed formats of bus timetables were placed on the platforms of the local city buses. Before there were timetables printed in A4 format, now there are in A3 format. The type of font is suitable.

Picture:

Inclusion persons with impairments: Yes

Long term sustainability of good practice: Yes, in use since 2022

Estimated costs: Purchase of A3 frames for 25 timetables 1,000 €

Implemented by: Municipality of Maribor

Additional notes:

Website: https://maribor.si/projekti/danova-innovative-transportation-services-for-blind-and-partially-sighted-passengers-in-danube-region-2/

Information: mestna.obcina@maribor.si

6. SLAVICA: VIDEO REMOTE INTERPRETATION

Country of origin: Croatia

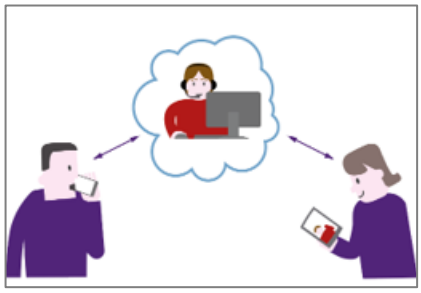
Disability type: Hearing impairments

Transport mode: All modes of transport

Year of implementation:

Description: Slavica Web VRI is a platform for remote translation/interpretation into Croatian sign language. When the use of an on-site translator/interpreter service is not available, Slavica Web VRI provides a solution in the form of video interpretation/interpretation services using the Internet. Slavica Web VRI supports communication between users of Croatian sign language and people who do not use HZJ, for example: private online calls, communication in hospitals or doctor's offices, interviews in institutions for the protection of mental health, meetings in police stations, for the needs of schools, financial institutions or workplaces, in different environments and situations. The Slavica Web VRI platform is based on Web RTC (Web Real-Time Communication) technology. Communication requires: equipment that enables video calls (e.g. computer, tablet, smartphone or dedicated video conferencing equipment) and broadband internet connection. The platform's server service is located in the European Union and guarantees the privacy of its users' communications.

Picture:



Inclusion persons with impairments: Yes

Long term sustainability of good practice: Yes

Estimated costs: no information

Implemented by: Croatian Association of the Deaf and Hard of Hearing

Additional notes:

Website: https://slavica.com.hr/

Information: Dijana Vincek: slavica@slavica.com.hr, hrv.savez-gluhih@hsgn.hr

INTERACTIVE MAP

1. TACTILE ORIENTATION PLANS: AIRPORTS OF MONTENEGRO

Country of origin: Montenegro

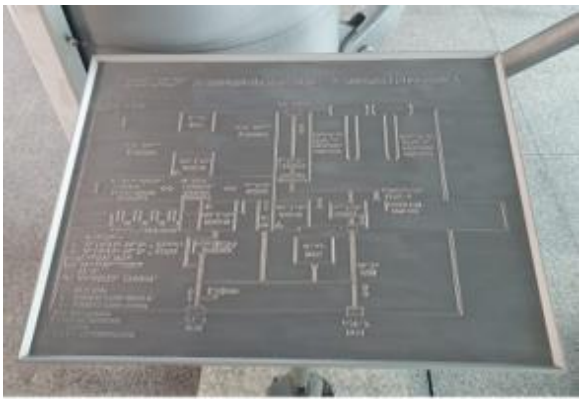
Disability type: Visual impairments

Transport mode: Air Transport

Year of implementation: 2022

Description: Tactile orientation plan is positioned at the entrance to the passenger terminal (departures) and serves as an orientation and wayfinding aid to visually impaired passengers. The orientation plan reflects the layout of accessibility features and key elements of the passenger flow direction.

Picture:



Inclusion persons with impairments: Yes

Long term sustainability of good practice: Yes

Estimated costs: no information

Implemented by: Airports of Montenegro JSC

Additional notes: Tactile orientation plan should at all times match the actual floor/site plan. Any reconfiguration of facilities and any resulting rearrangement of the TWIis shall require amendment to the existing tactile orientation plan accordingly.

Website: https://montenegroairports.com/en/

Information: Jelena Krkljes, jelena.krkljes@apm.co.me

2. PORT TACTILE ORIENTATION PLAN: ORIENTATION PLANS FOR GUIDANCE OF VISUAL IMPAIRMENT PERSON FOR EVACUATION AND ORIENTATION INSIDE PASSENGER TERMINAL

Country of origin: Montenegro

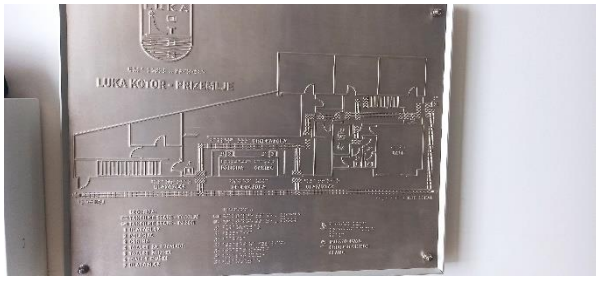
Disability type: Visual impairments

Transport mode: Sea transport

Year of implementation: 2022

Description: Two Tactile orientation plans that are placed inside passenger terminal and allow individuals to access and navigate the terminal independently by providing tactile information about key landmarks, facilities, and pathways.

Picture:



Inclusion persons with impairments: Yes

Long term sustainability of good practice: Yes

Estimated costs: 800 €

Implemented by: Port of Kotor

Additional notes: It is installed on both floors inside of passenger terminal for usage of passengers and employees.

Website: https://www.portofkotor.co.me/

Information: Maja Danilović, maja.danilovic@portofkotor.co.me, +382 69 438 778

3. TACTILE ORIENTATION PLANS: AIRPORT DUBROVNIK

Country of origin: Croatia

Disability type: Visual impairments

Transport mode: Air Transport

Year of implementation: 2022

Description: Tactile orientation plans that are placed throughout the site (bus stop, terminal entrance, PRM waiting area, arrivals area) allow individuals to access and navigate the terminal independently by providing tactile information about key landmarks, facilities, and pathways.

Picture:

Inclusion persons with impairments: Yes

Long term sustainability of good practice: Yes

Estimated costs: no information

Implemented by: Dubrovnik Airport Ltd

Additional notes: Tactile orientation plans should accurately reflect the layout and passenger circulation patterns within and outside of the terminal which may evolve and change over time. Updates and adjustments may be necessary, including changes to their placement in v

Website: https://www.airport-dubrovnik.hr/en

Information: Helena Drašković, helena.draskovic@airport-dubrovnik.hr

4. ACCESSIBLE ZAGREB: INTERACTIVE MAP OF CAPITAL CITY

Country of origin: Croatia

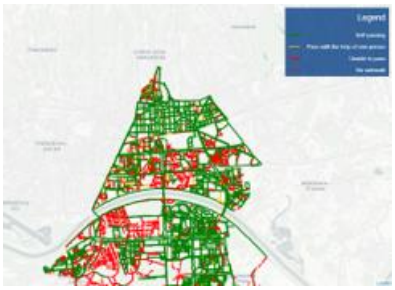
Disability type: Mobility impairments

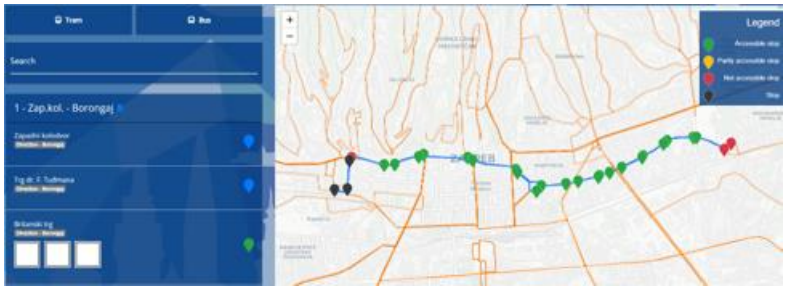
Transport mode: Road transport; Rail transport

Year of implementation: 2019

Description: Online service of the City of Zagreb which provides information on accessibility to various facilities from the public, private and civil sectors. There are currently approximately 2,500 facilities in the database and the number of facilities is planned to increase in the future. Facilities are categorized, depending on the level of accessibility, as accessible, inaccessible or partially accessible. Accessibility is divided into three levels, access to the building, entrance to the building and interior of the building. Also, each facility contains a photo gallery showing accessibility status, and the service is integrated with Google Maps for easier navigation and travel planning. The service is divided into eight categories, which include culture, education, sports, catering, administration, services, social welfare and health, and an increase in the number of categories is planned. Within each category there are subcategories and search engines, and search is also possible through the search engine on the home page of the service.

Picture:





Inclusion persons with impairments: Yes

Long term sustainability of good practice: Yes

Estimated costs: no information

Implemented by: The City of Zagreb

Additional notes:

Website: https://pristupacni.zagreb.hr/

Information: /

5. TACTILE MAP OF MARIBOR: TACTILE MAP FOR ORIENTATION AND MOBILITY OF THE AREA OF THE CITY CENTRE OF MARIBOR

Country of origin: Slovenia

Disability type: Visual impairments

Transport mode: All modes of transport

Year of implementation: 2013

Description: The tactile map for orientation and mobility of the Maribor city centre covers the area of the city centre. The map contains all the streets and squares located in the selected tactile display area on the map.

Picture:

Inclusion persons with impairments: Yes

Long term sustainability of good practice: Yes, in use since 2013

Estimated costs: 20.000 €

Implemented by: Geodetic Institute of Slovenia

Additional notes: Tactile maps for the blind and partially sighted were created as part of the implemented project Removal of architectural barriers for the disabled, blind and partially sighted. It represents one of the pilot activities of the project, where, with the par

Website: /

Information: invalidi@maribor.si

6. APass: Interactive map for voice and touch orientation

Country of origin: Romania

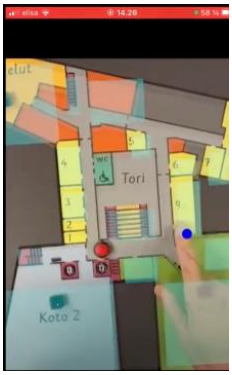
Disability type: Visual impairments

Transport mode: All modes of transport

Year of implementation: 2022

Description: - Interactive map (physical map that allows interaction either with touch or with voice) It helps in orientation, and navigation through the airport, train station, etc. It helps the blind to make their own mental maps of space and to understand what objects look like (planes, trains, ships, etc.). Makes tactile maps individually explorable.

Picture:



Inclusion persons with impairments: yes

Long term sustainability of good practice:

Estimated costs: 5 € / drawing

Implemented by: APass

Additional notes: Technological innovation, uses Interactive Augmented Reality to make blind people better oriented. It is an inclusive tool, it can be used by anyone and does not discriminate. Uses a smartphone to make any piece of paper self-describing, the technology en

Website: https://apass.ro/en/home/

https://www.youtube.com/playlist?list=PLwHvOsNL3ozZBSLw1Jyw1pftQ-l8FBcY5

https://www.youtube.com/playlist?list=PLwHvOsNL3ozYkVwpCVaBlXwK3QWaj-fOE

Information: Dan Patzelt, dan.patzelt@apass.ro, +407 22 594 485

OTHER

1. INCLUSIVE DOORS: DOORS WITH WHEELCHAIR SIGNS AND BLUE PUSH BUTTONS

Country of origin: Austria

Disability type: Mobility impairments

Transport mode: Rail transport

Year of implementation: /

Description: Specially marked doors with wheelchair signs make it easier to getting in and out. Blue push buttons next to the entrance door, on the outside of the vehicle, prevent the door from closing automatically.

Picture: 020

Inclusion persons with impairments: No information

Long term sustainability of good practice: Will be in use until further notice

Estimated costs: no information

Implemented by: Graz Linien

Additional notes: /

Website: https://www.holding-graz.at/wp-content/uploads/2023/02/Handbuch-Bus-und-Bim-fuer-alle.pdf

Information: jutta.hochstein@holding-graz.at

2. APEX: APEX USE IN PUBLIC TRANSPORT

Country of origin: Austria

Disability type: Visual impairments

Transport mode: Road transport; Rail transport

Year of implementation: 0

Description: The APEX system (in buses also known as "TYFLOSET") provides support for blind and visually impaired people. It is a communication system for blind and visually impaired people that facilitates access to public transport. In Graz it can be used in 45 "Variobahn" trams and on all buses. The APEX system can also be integrated in a cane for blind or partially sighted people.

Picture:

Inclusion persons with impairments: No information

Long term sustainability of good practice: Will be in use until further notice

Estimated costs: no information

Implemented by: Graz Linien

Additional notes:

Website: https://www.holding-graz.at/wp-content/uploads/2023/02/Handbuch-Bus-und-Bim-fuer-alle.pdf

Information: jutta.hochstein@holding-graz.at

3. SAFETY BAR: SAFETY BAR FOR WHEELCHAIRS

Country of origin: Austria

Disability type: Mobility impairments

Transport mode: Road transport

Year of implementation: 2023

Description: In 2023, an additional safety bar was installed in all IVB Trams to ensure additional security for wheelchair users, especially against the wheelchair tipping over to the side.

Picture:

Inclusion persons with impairments: No information

Long term sustainability of good practice: Will be in use until further notice

Estimated costs: no information

Implemented by: Innsbrucker Verkehrsbetriebe

Additional notes: /

Website: https://www.ivb.at/

Information: s.machajdik@ivb.at

4. SPACE FOR ALL: ACCESSIBLE PUBLIC SPACE FOR ALL CITIZENS

Country of origin: Slovenia

Disability type: Combination (Visual, hearing, mobility impairments)

Transport mode: All modes of transport

Year of implementation: 2010

Description: Manual for civil engineers, architects, traffic engineers on how to approach the design of space in integrated and holistically way.

Picture:

Inclusion persons with impairments: Yes

Long term sustainability of good practice: Yes, in use since 2010

Estimated costs: 15,000 €

Implemented by: Lineal d.o.o.

Additional notes: The manual was produced in 1000 copies as part of the successfully implemented project Removal of Architectural Barriers for the Disabled, Blind and Visually Impaired. It represents one of the activities of the project and the basis with which the city of

Website: https://maribor.si/wp-content/uploads/2022/04/Prirocnik-Prostor-za-vse.pdf

Information: invalidi@maribor.si

5. TIMETABLES IN READABLE PDFS:

Country of origin: Slovenia

Disability type: Visual impairments

Transport mode: Road transport

Year of implementation: 2022

Description: On the web page of local bus operator the timetables shown in PDF format were transferred to readable PDF format so blind and partially sighted passengers are able to read them with the help of reading apps.

Picture:

Inclusion persons with impairments: Yes

Long term sustainability of good practice: Yes, in use since 2022

Estimated costs: no information

Implemented by: Municipality of Maribor

Additional notes:

Website: https://maribor.si/projekti/danova-innovative-transportation-services-for-blind-and-partially-sighted-passengers-in-danube-region-2/

Information: mestna.obcina@maribor.si

PERSONALIZED ASSISTIVE TECHNOLOGIES

1. SEEYOU: SMART PHONE APPLICATION FOR CONNECTION VOLUNTEERS WITH VISUALLY IMPAIRED

Country of origin: Romania

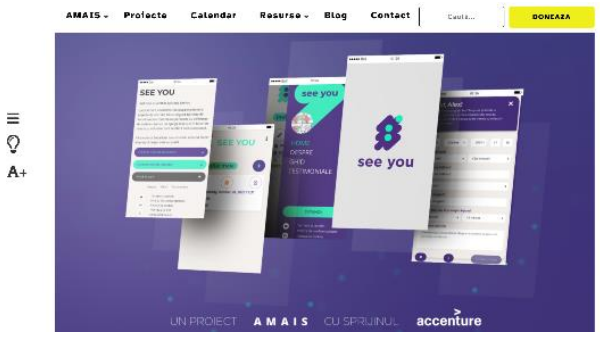
Disability type: Visual impairments

Transport mode: All modes of transport

Year of implementation: 2023

Description: A mobile application that makes a video conversation in 2, blind, a volunteer who describes the image obtained by the phone. It helps in orientation, communication and navigation through the airport, train station, etc. SeeYou is the first web-based application in Romania that connects visually impaired people with volunteers who can either accompany them in various offline activities or offer them online help.

Picture:



Inclusion persons with impairments: Yes

Long term sustainability of good practice:

Estimated costs: Free

Implemented by: AMAIS (Asociația Metodelor Alternative de Integrare Socială - The Association of Alternative Methods of Social Inclusion)

Additional notes: Uber like app for mobility, a blind person ask for help, and a volunteer program a face 2 face meeting. They go together to where the blind needs.

Website: https://amais.ro/2020/12/08/seeyou-aplicatia-web-ce-face-orasul-mai-accesibil-pentru-nevazatori-prima-de-acest-fel-din-romania/

Information: Iris Popescu, iris.popescu@amais.ro

SANITARY FACILITIES

1. SANITARY FACILITIES: SANITARY FACILITIES FOR PEOPLE WITH DISABILITIES

Country of origin: Montenegro

Disability type: Combination (Visual impairments Mobility impairments)

Transport mode: Air Transport

Year of implementation: 0

Description: Accessible sanitary facilities are provided in passenger terminal (arrivals/departures). These are designed and equipped with accessibility features to enable for most persons to use the facilities unassisted and in privacy. The clear opening and outward-opening hinged doors allow proper manoeuvring space for the wheelchair users. Toilet walls are marked with contrasting tape for orientation of the partially sighted persons.

Picture:

Inclusion persons with impairments: No information

Long term sustainability of good practice: Yes

Estimated costs: no information

Implemented by: Airports of Montenegro JSC

Additional notes:

Website: https://montenegroairports.com/en/

Information: Jelena Krkljes, jelena.krkljes@apm.co.me

2. SANITARY FACILITIES FOR PEOPLE WITH DISABILITIES:

Country of origin: Croatia

Disability type: Combination (Visual impairments Mobility impairments)

Transport mode: Air Transport

Year of implementation:

Description: Sanitary facilities for people with disabilities, found on every floor of the terminal, are equipped with features such as grab bars, wider doorways, and accessible fixtures, ensuring that individuals with disabilities have access to essential hygiene facilities throughout the terminal.

Picture:

Inclusion persons with impairments: No information

Long term sustainability of good practice: Yes

Estimated costs: no information

Implemented by: Dubrovnik Airport Ltd

Additional notes: /

Website: https://www.airport-dubrovnik.hr/en

Information: Helena Drašković, helena.draskovic@airport-dubrovnik.hr

SERVICES (OTHER)

1. HANDBOOK: HANDBOOK FOR PUBLIC TRANSPORT USAGE

Country of origin: Austria

Disability type: Combination (blind, visually impaired, deaf and mobility-impaired people)

Transport mode: Road transport; Rail transport

Year of implementation: 2023

Description: As the first mobility service provider in Europe, an inclusive handbook for using public transport has been created with the help of people with mobility impairments. This inclusive handbook, written in an easy-to-understand, active language style, with many sample images, is for ALL passengers! The handbook provides answers to the questions that concern passengers.

Picture:

Inclusion persons with impairments: Yes

Long term sustainability of good practice: The handbook is in use until further notice

Estimated costs: no information

Implemented by: Graz Linien

Additional notes: /

Website: https://www.holding-graz.at/wp-content/uploads/2023/02/Handbuch-Bus-und-Bim-fuer-alle.pdf

Information: jutta.hochstein@holding-graz.at

2. SPEAK BUTTON: SPEAK BUTTON TO DRIVER IN THE VEHICLE

Country of origin: Austria

Disability type: Mobility impairments

Transport mode: Road transport; Rail transport

Year of implementation:

Description: All vehicles have a speak button that can be activated at the marked area for passengers with impaired mobility. It can be used to speak directly to the driver if a person is unwell or if assistance is required when getting off the vehicle.

Picture:

Inclusion persons with impairments: No information

Long term sustainability of good practice: Will be in use until further notice

Estimated costs: no information

Implemented by: Graz Linien

Additional notes: /

Website: https://www.holding-graz.at/wp-content/uploads/2023/02/Handbuch-Bus-und-Bim-fuer-alle.pdf

Information: jutta.hochstein@holding-graz.at

3. ONLINE SERVICES FOR PEOPLE WITH HEARING IMPAIRMENT: ONLINE INTERPRETATION FROM/TO SLOVAK AND SIGN LANGUAGE

Country of origin: Slovakia

Disability type: Hearing impairments

Transport mode: All modes of transport

Year of implementation: 2021

Description: In the Customer Service Center, the clerk at the counter can use a video call on a tablet to immediately connect with a sign language interpreter who interprets the entire conversation to a sign language, or with a transcriber who transcribes the spoken speech into text. In the case of a telephone conversation via an Infoline, the transcribed text is displayed on the screen of the caller's computer or smartphone.

Picture:

Inclusion persons with impairments: No information

Long term sustainability of good practice: Yes

Estimated costs: no information

Implemented by: Bratislava the Capital City of Slovakia

Additional notes: This project was implemented by the municipality of Bratislava at customer service points, including DPB customer centres as well as the telephone helpline of DPB

Website: https://bratislava.sk/blog/bratislava-spusta-sluzby-komunikacie-bez-barier?fbclid=IwAR3OMGavpcn3bZLNLhrui_w78M_CzilUCzKCfLVliwDyrL1Y10gnouW9Haw

Information: /

4. MUNICIPALITY OF MARIBOR, COUNCIL FOR DISABLED PERSONS:

Country of origin: Slovenia

Disability type: Combination (Visual, hearing, mobility impairments)

Transport mode: All modes of transport

Year of implementation: 2011

Description: Council is a regulator and general decision maker, providing input and support for disabled persons. It also represents the interests of disabled persons, promotes and supports services.

Picture:

Inclusion persons with impairments: Yes

Long term sustainability of good practice: Yes, in operation since 2011

Estimated costs: no information

Implemented by: Municipality of Maribor

Additional notes: Council of the disabled persons of the Municipality of Maribor represents the interests of disabled persons in the area of the Municipality of Maribor. It has been operating since 2011. The basic mission is to help and to provide better conditions for mor

Website: https://maribor.si/mestni-servis/invalidi/svet-invalidov/

Information: invalidi@maribor.si

5. THE MAISTER ELECTRIC VEHICLE: CATERING ALSO FOR PEOPLE WITH MOBILITY IMPAIRMENTS

Country of origin: Slovenia

Disability type: Mobility impairments

Transport mode: Road transport

Year of implementation: 2023

Description: The Maister electric vehicle provides mobility on demand in a form of free transport in the pedestrian area and the inner city of Maribor. The vehicle can accommodate up to 6 passengers at a time and users can book a ride by calling 030 700 035. The vehicle is intended for residents in the city centre, the elderly, the physically disabled, parents with children, visitors to the city and tourists. Two identical vehicles were already present in the city and the purchase of the additional vehicle successfully responded to the increased demand for this service in the city.

Picture:

Inclusion persons with impairments: No information

Long term sustainability of good practice: Yes, vehicle purchased in TRIBUTE project in use since 2023 (one vehicle bought in 2020 and in use from 20202 for funds of Municipality of Maribor

Estimated costs: e-minibus GRIFO - cca. 89,000 €

Implemented by: Municipality of Maribor

Additional notes: mobility on demand (MOD) service in pedestrian zone

Website: https://maribor.si/projekti/integrated-and-innovative-actions-for-sustainable-urban-mobility-upgrade/

Information: mestna.obcina@maribor.si

6. SUPPORT AT TICKET MACHINES:

Country of origin: Austria

Disability type: Visual impairments

Transport mode: Rail transport

Year of implementation: 2016

Description: Customer calls customer service with own phone and indicates position and number of the machine; agent connects remotely to the ticket machine and operates it according to customer's information; customer pays on location. All relevant information is available in raised tactile characters and Braille ("Help?" phone number, machine number).

Picture:

Inclusion persons with impairments: Yes

Long term sustainability of good practice:

Estimated costs: no information

Implemented by: ÖBB / Sales

Additional notes:

Website: https://www.oebb.at/de/reiseplanung-services/am-bahnhof/ticketautomat

Information: Christian Schwarzl, ÖBB Pesonenverkehr AG - christian.schwarzl@pv.oebb.at

Anton Burtscher, ÖBB Infrastruktur AG - anton.burtscher@oebb.at

barrierefrei@pv.oebb.at

7. PROVISION OF MOBILITY AND FAMILY SERVICE AT INFORMATION DESK:

Country of origin: Austria

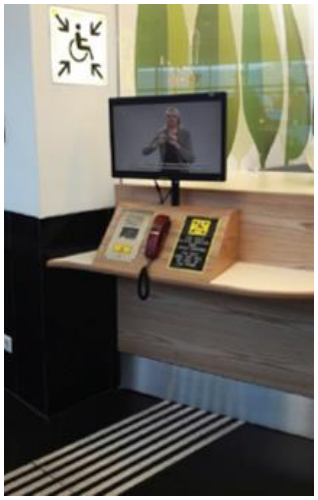
Disability type: Combination (Visual impairments, Hearing impairments, Mobility impairments)

Transport mode: Air Transport

Year of implementation: 2014

Description: An information desk providing remote live support in different forms (sign language, voice information etc) provided by PRM service is reliably available.

Picture:



Inclusion persons with impairments: Yes

Long term sustainability of good practice:

Estimated costs: no information

Implemented by: /

Additional notes: For in case there is no staff member present, the service desk is equipped with an accessible intercom to directly contact the PRM service management centre around the clock. The service desk is clearly marked and is accessible to passengers with mobility

Website: /

Information: Oliver Nettel, Head of OTA - Airline and Terminal Operation Development Flughafen Wien AG - o.nettel@viennaairport.com

8. London Black Taxis: Wheelchair-accessible and ease-of-access taxis

Country of origin: United Kingdom

Disability type: Mobility impairments

Transport mode: Road transport

Year of implementation: /

Description: These licensed London taxis are specially designed to accept special needs customers, including those in wheelchairs and those with difficulty transferring. Their helpful drivers are ready and willing to give any extra assistance needed. The TX Models have a safe, practical wheelchair ramp that does not protrude unduly onto the pavement. The taxis also have a high door opening, which is a real benefit to all passengers, especially for wheelchair users. It reduces the need for stooping upon entering the taxi and reduces discomfort in the case of wheelchairs users. The TX Model London Black Taxi is equipped with a swivel seat for use by the elderly or those with limited mobility. This swivel seat, which detaches on an axis and extends outside of the vehicle, makes it much easier for passengers who require assistance to gain access to the vehicle.

Picture:

Inclusion persons with impairments: Yes

Long term sustainability of good practice: Yes

Estimated costs: no information

Implemented by: London Black Taxis

Additional notes:

Website: https://www.londonblacktaxis.net/wheelchair-accessible-taxis/

Information: mike@londonblacktaxis.net

SMART PHONE APPS

1. BE MY EYES' APPLICATION:

Country of origin: Hungary

Disability type: Visual impairments

Transport mode: Air Transport

Year of implementation: 2019

Description: Távszem application. Video call service to an operator through the application available 24/7. The operators sees the caller's surrounding and explains what he sees, help with instructions. he application can be used only by the visually impaired, it is free of charge for them, but pre-registration is required. Currently only available in Hungarian.

Picture: -

Inclusion persons with impairments: No information

Long term sustainability of good practice: /

Estimated costs: no information

Implemented by: Hungarian Federation of the Blind and Partially Sighted (MVGYOSZ)

Additional notes: /

Website: https://www.tavszem.hu/

Information: info@tavszem.hu

2. VOICES FOR HANDS: VOICES FOR HANDS: VIDEO REMOTE INTERPRETING

Country of origin: Romania

Disability type: Hearing impairments

Transport mode: All modes of transport

Year of implementation: 2018

Description: A remote video application for Android and iOS smartphones or tablets that offers access to Sign Language interpreters via video-calls. The app is dedicated for interpreting services, all interpreters using it are authorized according to the Law. A beneficiary (deaf person or an institution/company) will connect to the app and then make a call that is received by all available interpreters. The first interpreter answering the call will begin a direct connection to the user, thus providing quick access to SL interpreting services. Also in web browser version.

Picture:

Inclusion persons with impairments: Yes

Long term sustainability of good practice: In Romania, in 2024, the app is bigger than ever, currently being used in more than 200 institutions including big companies, banks etc.

Estimated costs: Depends on several elements such as the number of branches/locations that grant access to the app.

Implemented by: ANSR

Additional notes: Accounts can only be created by admins.

Website: www.vocipentrumaini.ro

Information: Bogdan Anicescu, revista@ansr.org.ro, +4 0768 103 934

3. GUIDE ME: GUIDE ME VIDEO ASSISTANCE FOR TRAVELLERS

Country of origin: Germany

Disability type: Combination (blind, partially sighted and deaf people)

Transport mode: All modes of transport

Year of implementation: 2019

Description: "Guide Me" is an innovative video assistance system for all travellers as well as for people with disabilities and emergency services. The customer can simply request help from a control centre, a volunteer or a family member via smartphone. In addition to the "live" camera image, the person providing assistance also has an audio and data connection. The data connection can be used to transmit the current location via GPS and, if desired, important information about the person seeking help (home address, medication, telephone numbers, etc.).

Deaf people use the video channel and can be connected directly to a sign language interpreter via their profile setting. The travel companion supports all people who feel unsure about navigating and finding their way in complex buildings such as subway trains, train stations, shopping centres or airports.

Picture:

Inclusion persons with impairments: No information

Long term sustainability of good practice: Guide-me is being tested since 2019

Estimated costs: no information

Implemented by: Verkehrsverbund-Berlin-Brandenburg

Additional notes: /

Website: https://www.guide-me.at/index.php/de/

Information: werner.bischof@guide-me.at

4. BINDI MAPS: NAVIGATION APPLICATION

Country of origin: Australia

Disability type: Combination (Visual, hearing, mobility)

Transport mode: Air Transport

Year of implementation: 2022

Description: BindiMaps is an inclusive wayfinding app designed to help people of all abilities navigate complex and unfamiliar indoor locations, such as airports, hospitals, shopping centres and more. Users can navigate by following turn-by-turn directions via the visual map or receive accessible audio, wheelchair accessible routes and text directions designed for people with vision impairment. The BindiMaps wayfinding app features a user-friendly interface that provides precise location information and delivers the optimal and most accessible routes, helping everyone to confidently and independently navigate complex and unfamiliar indoor locations. The system uses a network of Bluetooth beacons, a sophisticated mapping and route guidance system, and smartphone sensors to locate and navigate passengers.

Picture: -

Inclusion persons with impairments: Yes

Long term sustainability of good practice: Yes, constant updating of content

Estimated costs: no information

Implemented by: Budapest Airport

Additional notes:

Website: https://bindimaps.com/

https://play.google.com/store/apps/details?id=com.bindimaps

Information: Tony Burrett, tony@bindimaps.com

5. MOOVIT: MOOVIT - URBAN MOBILITY APP.

Country of origin: Israel

Disability type: Visual impairments

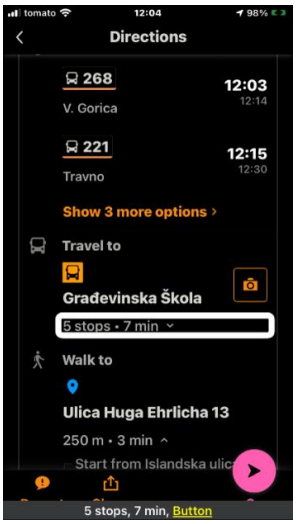
Transport mode: All modes of transport

Year of implementation: 2012

Description: Moovit is available for IOS, Android and Web Browsers to guide people in getting around town effectively and conveniently using any mode of transit. It now serves over 1B riders in 3,400 cities in 45 languages. The app helps people change the way they consume mobility by fully integrating all forms of transport, including all modes of public transit, local bicycle services, ride-hailing (Uber / Lyft), scooters, car-sharing, carpooling, and more into the Moovit app. The Moovit app combines information from public transit operators and authorities with live information from the user community to offer travellers a real-time picture, including the best route for their journey.

Moovit has optimized every screen across the app for Voice Over and Talk Back technologies (screen-reading) on iOS and Android devices. The app supports "Dynamic Type," providing users with the ability to increase font size. The content and layout on the app screens do not break and the reading experience is consistent. With Moovit's "Live Directions" feature, the user gets step-by-step GPS-style guidance for their journey and even receives alerts when the bus is arriving or "Get Off Alerts" to get ready before they've reached their destination stop

Picture:



Inclusion persons with impairments: Yes

Long term sustainability of good practice:

Estimated costs: no information

Implemented by: /

Additional notes: Application is widely used, new features are constantly added. In 2022 Moovit has begun a partnership with WeWALK enabling blind and partially sighted users to navigate public transportation independently. Moovit's technology allows WeWALK users to identi

Website: https://moovit.com/about-us/

Information: https://moovit.com/contact-sales/

6. NAVILENS: NAVILENS - NAVIGATION AND LABELLING APP.

Country of origin: Spain

Disability type: Visual impairments

Transport mode: All modes of transport

Year of implementation: 2017

Description: NaviLens is a navigation and labelling app especially designed for blind and partially sighted users. NaviLens tags are used across the world:

- to help people with sight loss navigate and find their way around cities independently;
- by retailers and manufacturers who are incorporating NaviLens into their designs to help users quickly and easily access information;
- by anyone with a smartphone who can create their own unique audio tags.

NaviLens tags can be read aloud simply by pointing your phone in the general direction of the tag. Navilens algorithm detects the tags when the user is walking or in motion while the cell phone is pointed up. It's free and easy to use. The app works on both the Android and Apple operating systems and is completely accessible.

Picture:

Inclusion persons with impairments: Yes

Long term sustainability of good practice: /

Estimated costs: no information

Implemented by: New York Metro; Public transport system of the City of Barcelona, underground and bus; Archaeological Museum of Murcia; Madrid's train station „la Atocha"; Transports of Murcia

Additional notes: Some companies are incorporating NaviLens tags into their packaging and onto their directional signage.

Website: https://www.navilens.com/

Information: info@navilens.com

7. INTROS: PUBLIC TRANSPORT RADAR

Country of origin: Switzerland

Disability type: Visual impairments

Transport mode: All modes of transport

Year of implementation: /

Description: In public transport, important information such as route numbers and stop names is provided in the form of visual information. A new app supports passengers who cannot or only with difficulty recognize such information acoustically in their orientation. Blind and visually impaired people face challenges when travelling by public transport: Is the vehicle that just arrives one of the right route? Which of the different buses that stand in line is “my bus”? At which stop do I have to get off? Using the app "INTROS" they can select the desired line and direction at the stop on their own mobile device. The app's voice function then signals the arrival of the right vehicle. An acoustic signal given by the app indicates the location of the proper vehicle door, opens it and signals to the driver that a person may need special attention. The app is beacon-based solution, so the beacons have to be installed in the vehicles. The app communicates with the vehicle via Bluetooth. App on IOS and Android is available in German, English and French.

Picture:

Inclusion persons with impairments: No information

Long term sustainability of good practice:

Estimated costs: no information

Implemented by: /

Additional notes: /

Website: https://www.trapezegroup.eu/news/app-for-blind-and-visually-impaired-people

Information: Luciano Butera Luciano, Butera@sbv-fsa.ch

8. MYWAYPRO: ORIENTATION AND NAVIGATION APP FOR BLIND AND PARTIALLY SIGHTED USERS

Country of origin: Switzerland

Disability type: Visual impairments

Transport mode: All modes of transport

Year of implementation: /

Description: The Swiss Federation of the Blind and Visually Impaired SFB launched the app MyWay Pro, an orientation and navigation app for blind and partially sighted users to help them get directions and find their way in public places. "Points of Interest" (POI) can be individually defined as orientation points. Finding favourite café, the nearest mailbox or an intersection with “MyWay Pro” is no problem. The directional information reliably guides the user to their destination. The app also recognizes route data from other providers, which can be used to import hiking routes or city tours. In the Pro version, the developers optimized the sensory and acoustic feedback and built in the map view for users with a visual rest. "MyWay Pro" can be operated intuitively and focuses on the highest possible and independent mobility of blind and visually impaired people.

Picture: 094

Inclusion persons with impairments: Yes

Long term sustainability of good practice:

Estimated costs: no information

Implemented by: /

Additional notes: /

Website: https://www.trapezegroup.eu/news/app-for-blind-and-visually-impaired-people

Information: Luciano Butera Luciano, Butera@sbv-fsa.ch

9. LAZARILLO: GUIDANCE FOR VISUALLY IMPAIRED PERSONS

Country of origin: Chile

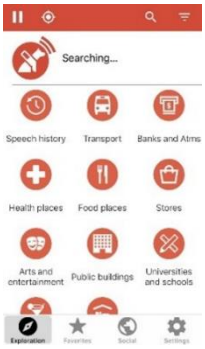
Disability type: Visual impairments

Transport mode: All modes of transport

Year of implementation:

Description: Lazarillo is based on Google Maps, OpenStreetMap and Foursquare alongside they own databases and with this information, Lazarillo collects the necessary data about the surroundings of the user to support the following features. 1. Exploration: Can provide you guidance through voice notifications/warnings. It will tell you where you are and what services are around you. 2. Specific Searches: By the "search" tab you can obtain search a specific location. 3. Search by categories: Look for places around you, using categories; such as restaurants, health centres and services of transportation. 4. Save favourites: In order to quickly access your favourite spots in the city, click on "save" so they become immediately available. 5. Customize: Modify the voice that will pilot you through the city. 6. Routing or guiding from one point to another: By walking, car, bus or subway, you will get from one point to other by the guidance service. Following the place you want to reach, an alarm will announce if you are getting closer to the spot. This feature also works if the scan mode is paused.

Picture:



Inclusion persons with impairments: Yes

Long term sustainability of good practice:

Estimated costs: no information

Website:

Information: Rene Espinoza - hello@lazarillo.cl

10. DIAL-A-RIDE: DOOR-TO-DOOR SERVICE FOR PEOPLE WITH LONG-TERM DISABILITIES

Country of origin: United Kingdom

Disability type: Combination (Visual impairments Hearing impairments Mobility impairments)

Transport mode: Road transport

Year of implementation: 2004

Description: Dial-a-Ride is an app which enables an easy way to book, check and cancel journeys. London Dial-a-Ride continues to offer a free, door-to-door transport service. The service is for older Londoners and disabled Londoners who cannot always use public transport. The London Dial-a-Ride app includes features to meet specific needs. These include fonts, backgrounds and audio options to help people with impaired vision.

Picture:

Inclusion persons with impairments: Yes

Long term sustainability of good practice: Yes

Estimated costs: no information

Implemented by: Mayor of London-Transport of London

Additional notes: /

Website: https://tfl.gov.uk/modes/dial-a-ride/

Information: dar@tfl.gov.uk

11. VOZEJKMAP: APPLICATION PROVIDING MAPS FOR WHEELCHAIR USERS

Country of origin: Czechia

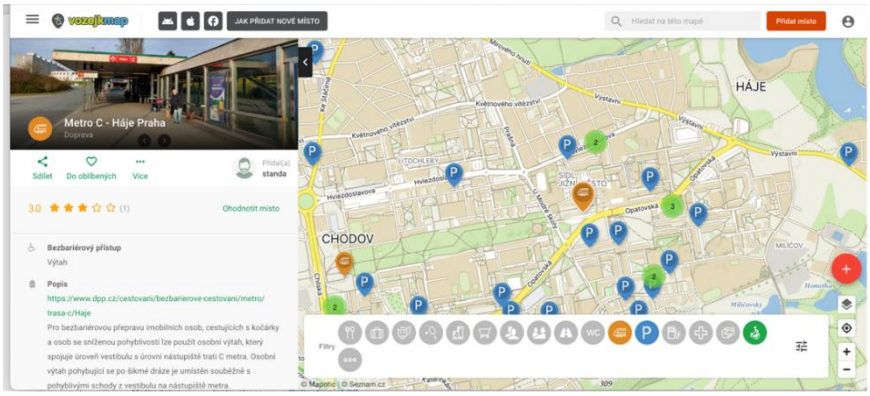
Disability type: Mobility impairments

Transport mode: Road transport

Year of implementation: 2013

Description: VozejkMap is an application designed primarily for wheelchair users and individuals with mobility impairments. The app aims to facilitate accessible travel by providing information about barrier-free locations. VozejkMap offers a comprehensive database of wheelchair-accessible places including public transport, public buildings, restaurants, hotels, parks, and other facilities. Users can find detailed information about the accessibility features of each location, such as the presence of ramps, accessible toilets, and other amenities. Additionally, the app includes user reviews and ratings, which help others gauge the suitability of a place for their needs.

Picture: 111



Inclusion persons with impairments: Yes

Long term sustainability of good practice: Yes

Estimated costs: no information

Implemented by: Czech Association of Paraplegics (CZEPA)

Additional notes:

Website: www.vozejkmap.cz

Information: Jana Flechtrová, Communication manager, flechtnerova@czepa.cz

12. NAVITERIER: A SPECIALIZED NAVIGATION APP DESIGNED FOR VISUALLY IMPAIRED PEDESTRIANS

Country of origin: Czechia

Disability type: Visual impairments

Transport mode: Road transport

Year of implementation: 2017

Description: Naviterier is a specialized navigation app designed for visually impaired pedestrians. The app provides conversational navigation assistance, leveraging unique landmarks and terrain characteristics to enhance localization accuracy, particularly in dense urban environments where GPS may fall short.

The app's primary function is to guide users through challenging situations such as crossing busy intersections, finding optimal walking routes, and orienting themselves on sidewalks. Naviterier offers step-by-step instructions similar to those a human guide might provide, describing the surroundings and ensuring that users can navigate independently and safely.

In addition to its navigation capabilities, Naviterier is integrated with the Navigation Center of the Czech Blind United (SONS), allowing users to quickly contact operators for assistance in critical situations. This feature is particularly beneficial for resolving emergencies or complex navigational challenges.

Picture:

Inclusion persons with impairments: Yes

Long term sustainability of good practice: Yes

Estimated costs: no information

Implemented by: Naviterier s.r.o. (paid app)

Additional notes: /

Website: www.naviterier.cz

Information: info@naviterier.cz

13. STEPHEAR: AN INTELLIGENT SOLUTION PROVIDING ORIENTATION BASED ON BLUETOOTH AND PROXIMITY SENSOR TECHNOLOGY

Country of origin: Romania

Disability type: Visual impairments

Transport mode: All modes of transport

Year of implementation: /

Description: Step-Hear is an intelligent solution that provides orientation in the surrounding space for visually impaired people. Based on Bluetooth and proximity sensor technology, the Step-Hear system is able to provide information, in audio format, to visually impaired people to help them explore physical space.

Picture: -

Inclusion persons with impairments: No information

Long term sustainability of good practice: /

Estimated costs: no information

Implemented by: /

Additional notes: /

Website: https://step-hear.com.ro/w/

Information: step-hear@framinor.com, +40 726 317 089

WAITING AREAS

1. ACCESS4YOU: ACCESSIBILITY CERTIFIED BUS STOPS

Country of origin: Hungary

Disability type: Combination (Visual, hearing, mobility)

Transport mode: Road transport

Year of implementation: 2022

Description: Tested and certified bus stops of the long-distance bus for barrier-free access with published rating of the stops on the Access4you website to make it easier for people with disabilities to plan their journeys.

Picture: -

Inclusion persons with impairments: Yes

Long term sustainability of good practice: yes

Estimated costs: no information

Implemented by: Volánbusz

Additional notes: /

Website: https://www.volanbusz.hu/hu/volanbusz/sajtokozlemenyek/hir/38343-eselyegyenloseg_a_kozossegi_kozlekedesben_a_volanbusz_az_akadalymentes_hozzaferes_szempontjabol_minosittette_autobusz_allomasait

https://access4you.io/places

Information: /

2. ACCESSIBLE BUS STOPS: RECONSTRUCTION OF STOPS AND BARRIER REMOVAL

Country of origin: Slovakia

Disability type: Mobility impairments

Transport mode: Road transport; Rail transport

Year of implementation: 2022

Description: Reconstruction, modernization and construction of shelters at 105 public transport stops in Bratislava. The project was aimed at increasing the comfort, information and safety of passengers, focused also on accessibility for disabled passengers and barrier removal

Picture:

Inclusion persons with impairments: No

Long term sustainability of good practice: Yes

Estimated costs: 1.900.000 €

Implemented by: DPB

Additional notes: /

Website: https://dpb.sk/sk/moderne-zastavky-mhd-v-bratislave

Information: /

WEBSITE

1. BARRIER-FREE TRANSPORT INFORMATION: PID - BARRIER-FREE TRANSPORT FINDER

Country of origin: Czechia

Disability type: Combination (All)

Transport mode: Road transport

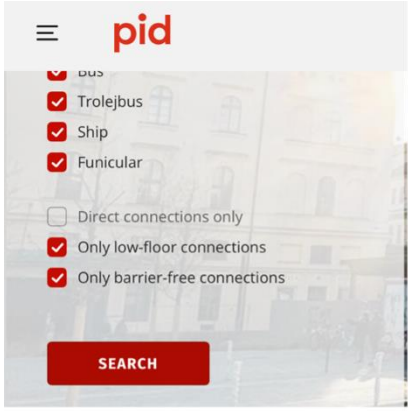
Year of implementation:

Description: The PID connection finder allows entry using the "barrier-free connection only" parameter.

The barrier-free accessibility of PID means of transport is limited by the following basic means:

- barrier-free access to the station, stops or wharf
- barrier-free adaptation of stations, stops or wharves
- accessibility of vehicles or vessels (with floor at platform level / with floor at platform level and boarding platform / with boarding platform)

Picture:



Inclusion persons with impairments: No information

Long term sustainability of good practice: Yes

Estimated costs: no information

Implemented by: Prague Transport Company

Additional notes: /

Website: www.pid.cz

Information: info@pid.cz