

Transport accessibility for persons with disabilities

The European Passengers' Federation's work for passengers with reduced mobility

EESC public hearing, 23/06/2022

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Situation

- Persons with disabilities are often not considered when building new mobility (including digital solutions)
- They want (and should be able) to move autonomously in their city, town or small village
- Freedom of movement is crucial in overall social interactions; it is in the core of autonomous living
- Everyone can be a person with a disability at any point (and we probably have been – after a surgery, broken leg – or will be as we get older)



The problem

- Disregarding persons with disabilities is not contributing for a balanced, equal and more sustainable society
- Persons with disabilities are persons with rights!
 - “Patching” solutions that might be expensive but don’t really fit them
 - Dangerous situations (as wheelchairs on the street/bicycle lane)
 - Different disabilities = different solutions
- There’s no “one size fits all” solution

Opportunity

- There are over 1 billion people with disabilities in the World (WHO, 2011)
 - 80% of disabilities are actually acquired between the ages of 18 and 64, that is to say the workforce age (according to the Disabled Living Foundation)
 - More likely to experience adverse socioeconomic conditions;
 - The current global employment rate for people with disabilities is just half that of those without disabilities
- Disability may increase dependency and limits participation in society
 - We can be the ones to change the environment. Transportation opportunities are key to changing the narrative
- Persons with disabilities bring unique diversity and skills to work and society in general



Solution

- Identifying concrete **needs** and working together with citizens from **all** ages and groups
- Accessibility concerns need to be planned with different groups
- When addressing accessibility concerns, we will also improve transport for other passengers

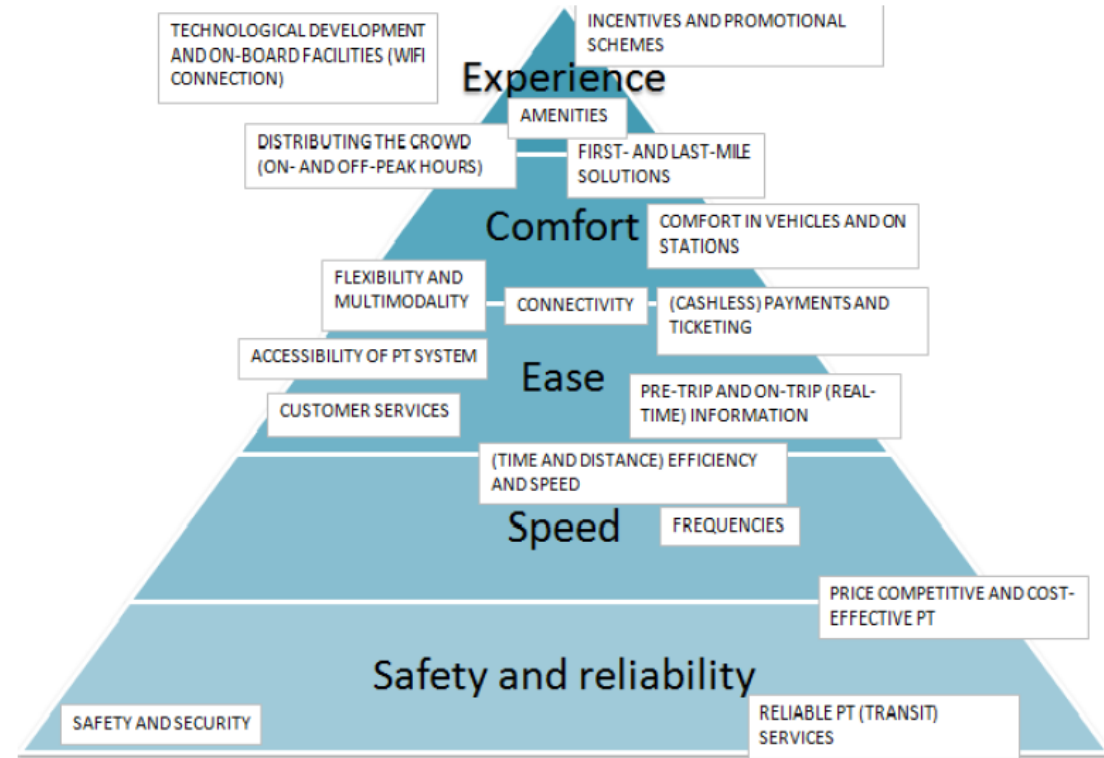


Figure 1 Maslow's pyramid, applied to public transport (CIPTec, Peek and van Hagen).

European Passengers' Federation (EPF)

- European association of national and regional passengers' organisations
- 39 member organisations
- 21 countries
- www.epf.eu



Accessibility unlocking

July 2021

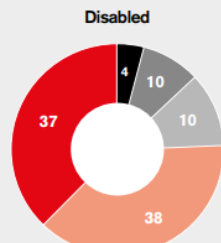
Provision of transport and ease of use

Overall, members of our Transport User Panel rated the provision of public transport in their local area positively. There was little difference between disabled and non-disabled respondents. The majority rated services as very or fairly good (70 per cent disabled and 74 per cent non-disabled). 17 per cent of disabled respondents and 14 per cent of non-disabled respondents rated services as fairly or very poor. These ratings were also fairly consistent across different disability 'types' (sensory, mobility, mental health, and cognitive).

However, disabled respondents said that public transport in their local area was difficult to use. 15 per cent of disabled respondents said it was very difficult to use, compared with 4 per cent of non-disabled respondents. Disabled respondents also gave included the difficulty of managing with more than one different disability type.

How easy is it for you to use public transport in your area? (%)

- Very easy
- Fairly easy
- Neither easy nor difficult
- Fairly difficult
- Very difficult



Source: Transport User Panel
Base size: disabled 473, non-disabled 3160.

Total saying fairly/very difficult: 15%

"[...] It feels to me like little notice is taken of where users are and where they need to get to. In an area like Milton Keynes, buses are the only viable alternative to car travel. I cannot cycle because of a health condition and walking would take too long. I wouldn't arrive at my destination in time for work etc..."

"Buses near my home are not frequent enough. It takes for over four minutes to get to the next bus stop. It goes to the town but not back in under two minutes. There are no buses at all on weekends anywhere at all."

24 AUGUST 2021

When

This slogan was once that stands out like a staff?

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Join the Passenger Panel

Do you want to help improve conditions for passengers in buses, trains and the metro? Join the passenger panel and take part in the Passenger Pulse surveys.



Join the Passenger Panel

Enter your email address and sign up for the Passenger Panel.

Sign up

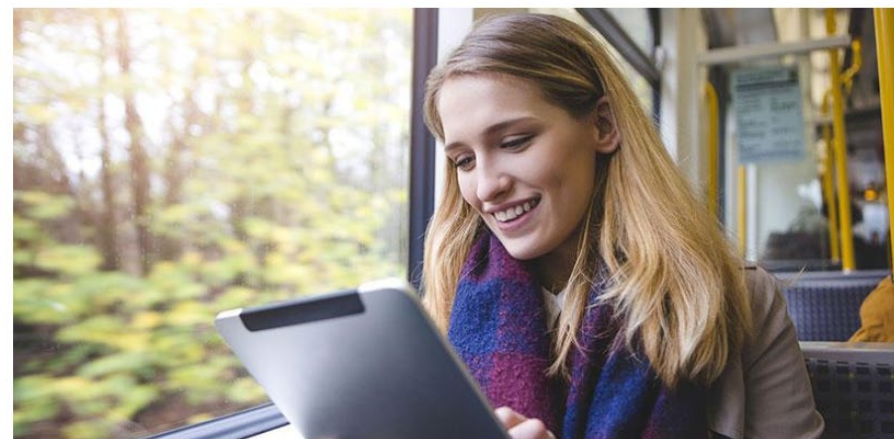


Photo: Getty Images

What does it mean to be part of the Passenger Panel?

Participants in the Passenger Panel are invited to participate in a survey via the Internet approx. every 2 months. In this way, you contribute to the Passenger Pulse being able to gather important knowledge about what can make public transport better.

In other words, you get the opportunity to express your opinion and be heard.

Examples from our members

Call for action

- Current laws and regulations need to be **monitored**
- However, **resources** for passenger organisations are limited
 - For some countries there are more resources allocated to research passenger needs and lobbying with public transport operators, others don't even have passenger organisations that could defend their rights
 - Passenger organisations are often the main contact point between the interests of the citizens and public transport operators
- Public transport operators also **need help** in transitioning to more accessible solutions
 - Often the will is there, but resource constraints make it that they choose the "easy solution"
 - Passenger organisations that have the resources to do research can help guide the local operators





Contact details

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