

BRIDGING INNOVATION: INTEGRATED, SAFE AND SEAMLESS MOBILITY

its

EUROPEAN
CONGRESS
ISTANBUL
27-29 APRIL 2026

**Inclusive by Design:
Applying Universal
Design Principles in
Transport and ITS**

Delphine Grandsart
European Passengers'
Federation
Belgium

Session number: CC8

ISTANBUL 2026

ORGANISED BY:



IN COLLABORATION WITH:

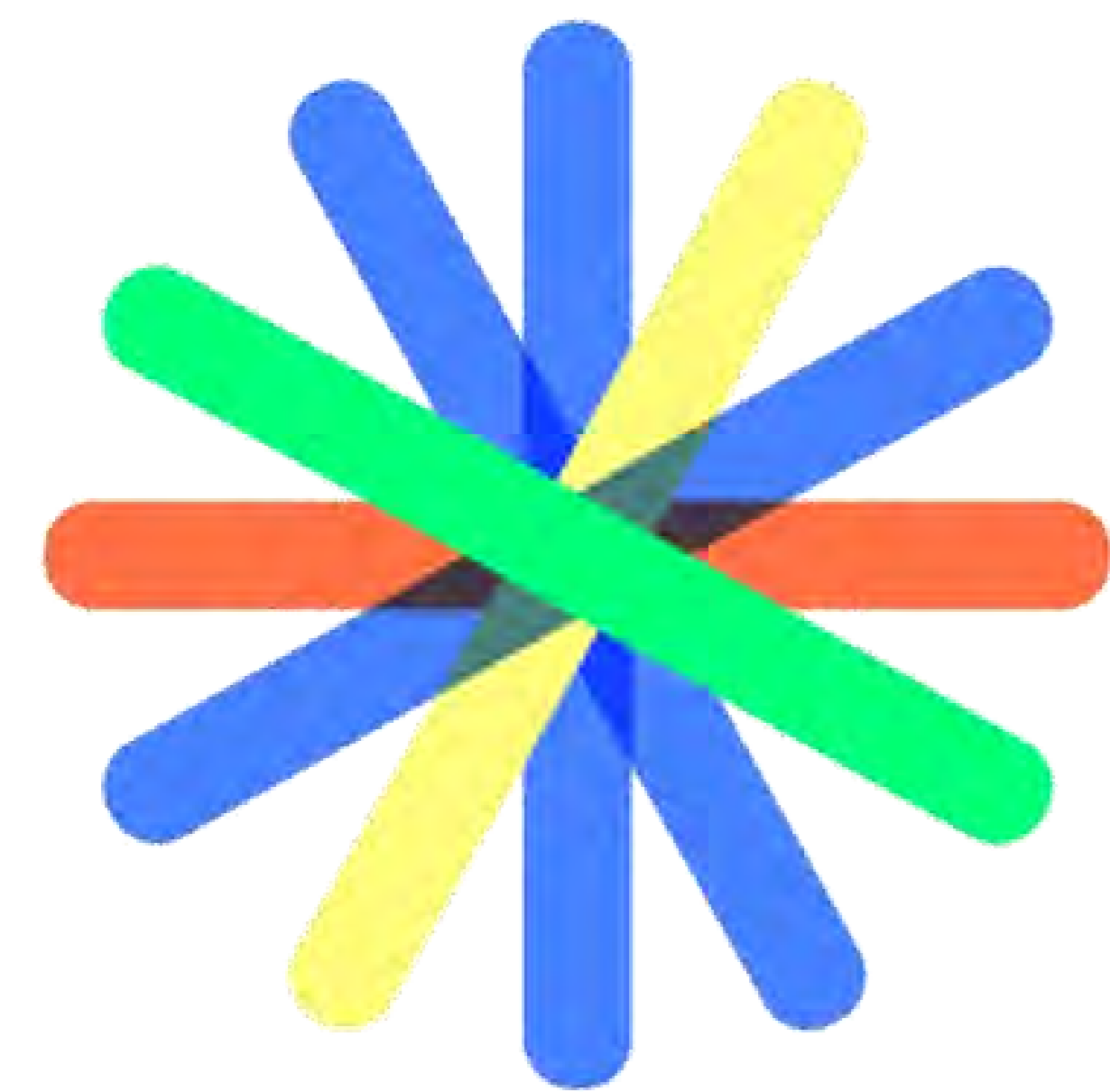


HOSTED BY:



SUPPORTED BY:





**European
Passengers'
Federation**



We are the voice of public transport users in Europe.

- European association of national and regional passengers' organisations
- 41 member organisations
- 21 countries

Main objectives

Advocate passengers' views at EU level

Promote sustainable mobility

Improve end-to-end journey experience

Tackle transport poverty

Defend better passenger rights

Always ask *'What's in it for users?'*

ORGANISED BY:



IN COLLABORATION WITH:



HOSTED BY:

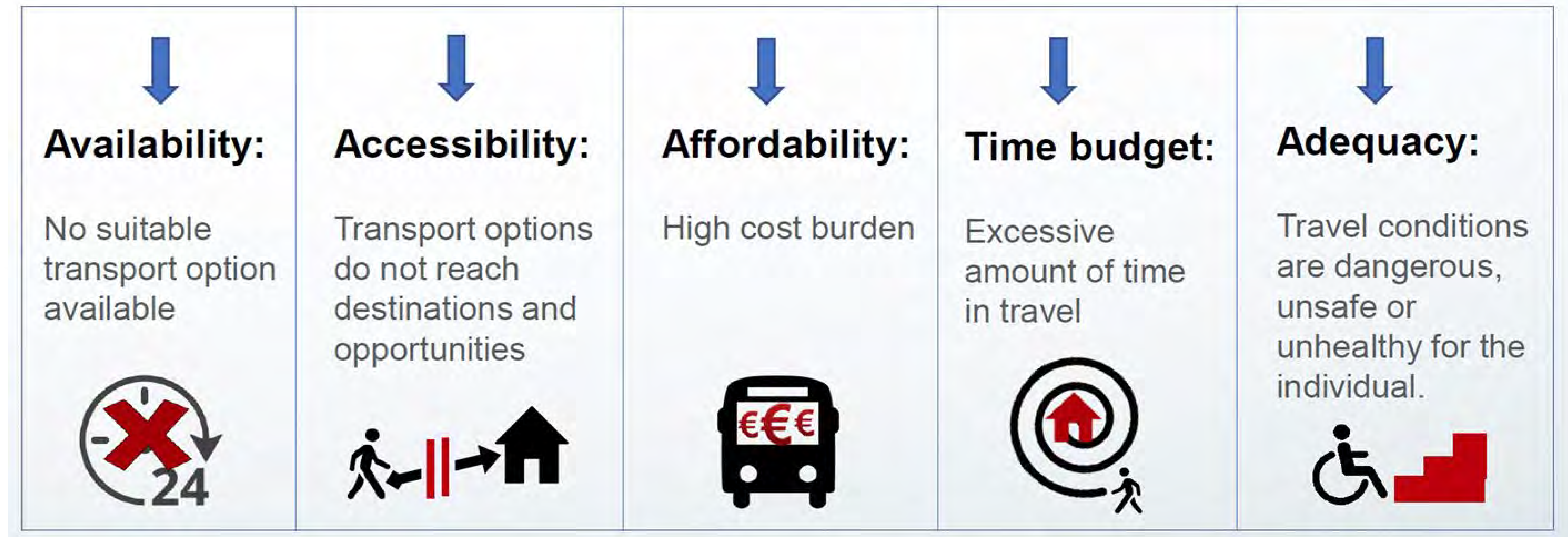
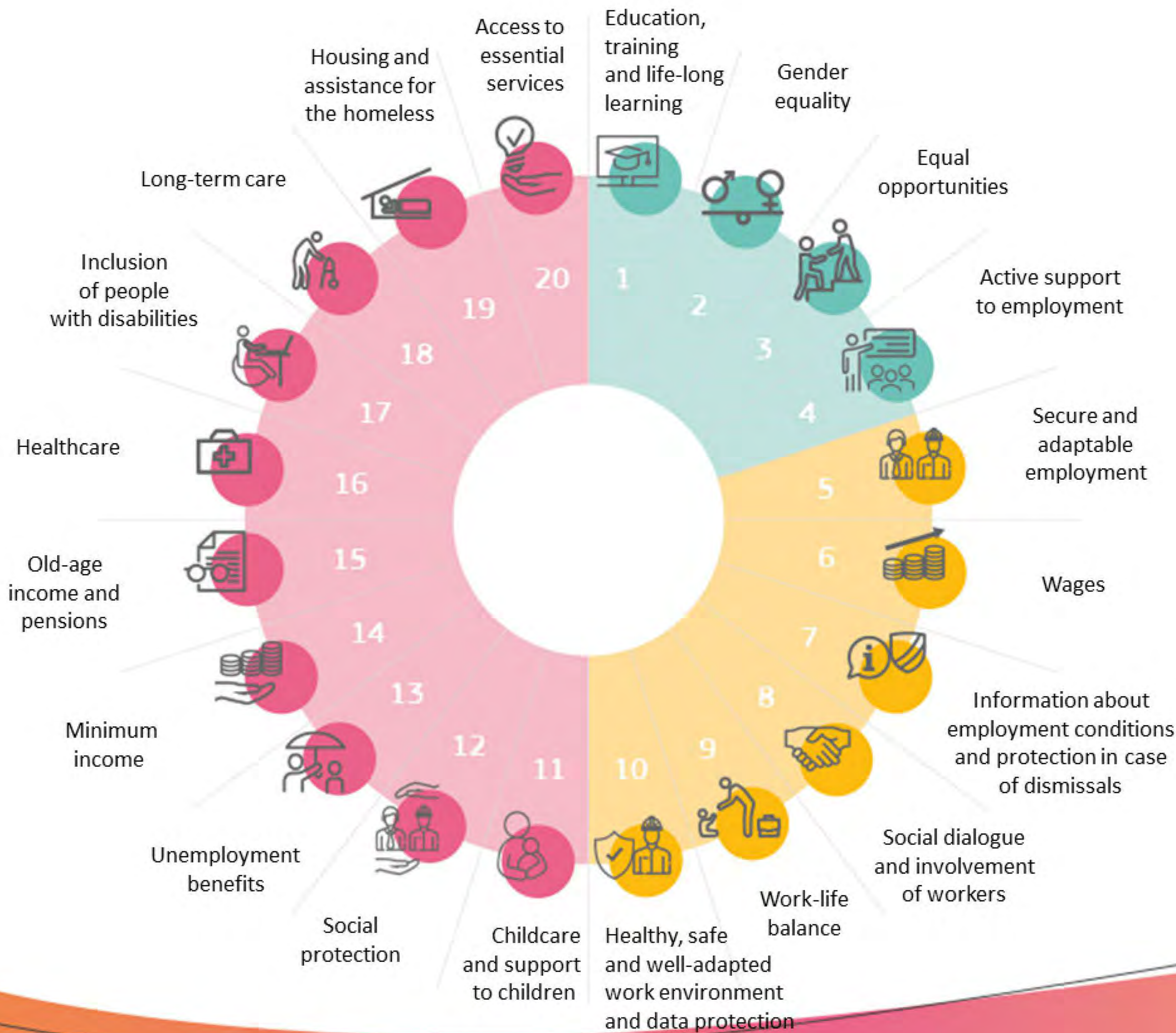


SUPPORTED BY:



Mobility = a social right

#SocialRights



Source: © HiReach project



ORGANISED BY:



IN COLLABORATION WITH:



HOSTED BY:



SUPPORTED BY:

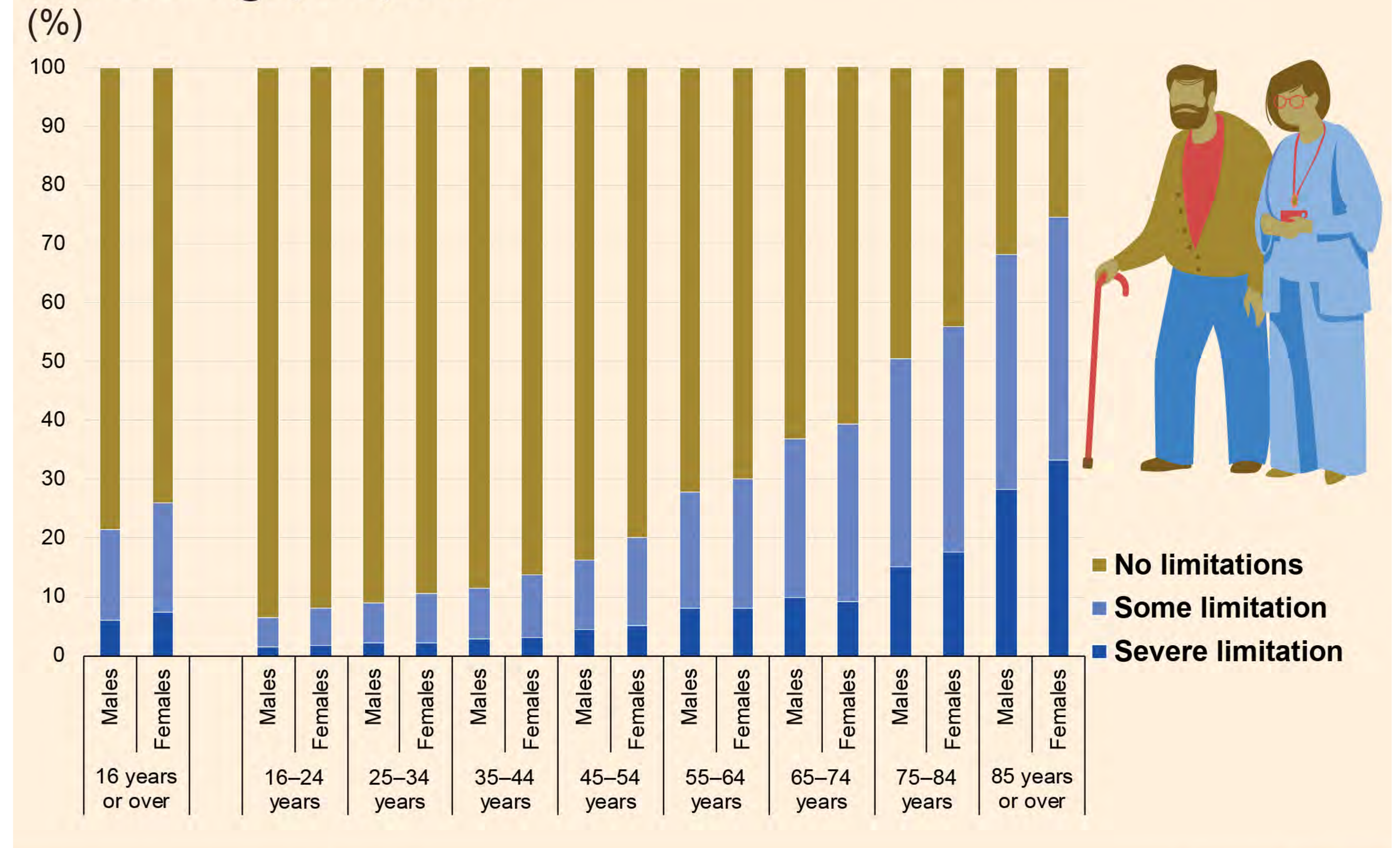


In 2024, almost one quarter of the EU-27 population aged >16 had some form of disability

“Persons with disabilities include those who have long-term physical, mental, intellectual or sensory **impairments** which in interaction with various **barriers** may hinder their full and effective **participation** in society on an equal basis with others.”



Share of people with a disability (activity limitation), by sex and age, EU, 2024



Source: Eurostat (online data code: hlth_silc_12)

ORGANISED BY:



IN COLLABORATION WITH:



HOSTED BY:



SUPPORTED BY:



Mind the (digital) gap

- **44% of EU citizens lack basic digital skills** (Digitalisation in Europe – 2025 edition, [link](#))
- **Digital exclusion and disadvantage** (London Travelwatch – 2023, [link](#))
 - 1,5 million Londoners are being left behind by a digital-first approach to transport
 - 1 in 6 people in London say they are unable to buy a ticket as they can't use or don't have access to a smartphone or internet connection
 - 1 in 5 Londoners say they have paid more for travel because they are not able to buy tickets online or by using mobile apps



ORGANISED BY:



IN COLLABORATION WITH:



HOSTED BY:



SUPPORTED BY:





A greater focus on end-users – including vulnerable to exclusion groups who may be at risk of transport / mobility poverty – is essential, when aiming for a transition towards a more sustainable and smart mobility that is also fair and just.

ORGANISED BY:



IN COLLABORATION WITH:



HOSTED BY:



SUPPORTED BY:



What do passengers need?



Source: Maslow's pyramid, applied to public transport (CIPTEC, Peek and van Hagen) (left) & HiReach project (right)

ORGANISED BY:



IN COLLABORATION WITH:



HOSTED BY:



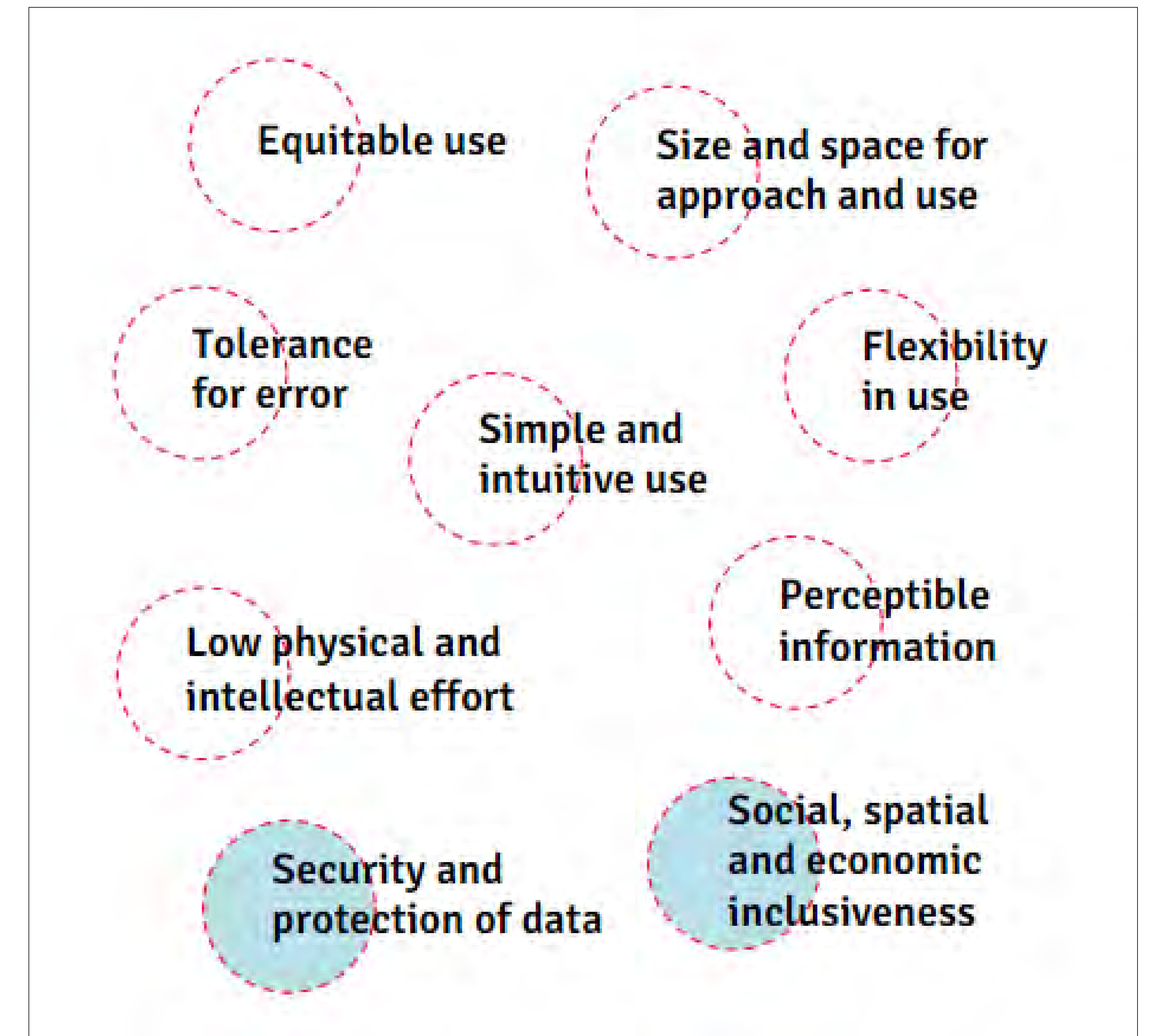
SUPPORTED BY:



What is Universal Design?

“Universal design is design that is usable by all people, to the greatest extent possible, without the need for adaptation or specialized design.”

Ron Mace,
<https://universaldesign.org/definition>



Source: <https://www.indimoproject.eu/>

ORGANISED BY:



IN COLLABORATION WITH:



HOSTED BY:



SUPPORTED BY:



15 years of the CRPD

DISABILITY RIGHTS ARE HUMAN RIGHTS

#NothingAboutUsWithoutUs



European Commission

SUSTAINABLE & SMART MOBILITY STRATEGY

9 DECEMBER 2020



European Commission

Union of Equality Strategy for the Rights of Persons with Disabilities 2021-2030



European Accessibility Act

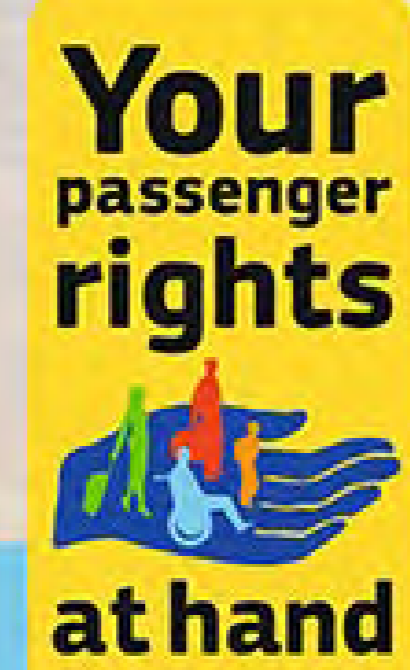
A key step to a Union of Equality



#EUDisabilityRights
#UnionOfEquality



Travelling is a right for all



Disabled? Reduced mobility? You cannot be discriminated against when travelling and you have the right to assistance before and during your journey

Find out more: Visit the website at europa.eu/youreurope/travel, download the passenger rights app or call Europe Direct on 00 800 6 7 8 9 10 11*

*Certain telephone operators may levy a charge for access to 00 800 numbers



Transport operators and airport, station, terminal and port managers have a legal obligation to assist you, to inform you about your rights and where to complain

EU legislation protects your rights wherever you travel across Europe

Mobility and Transport

Design Cities and Virtual Spaces for Everyone!

The Universal Design Tool for the Built Environment is a tool created within the [InclusiveSpaces](#) project.

Immerse yourself in an interactive city and explore how to create inclusive and sustainable environments. Use filters to discover specific strategies for different areas of the city. This tool is based on current best practices and 2025 regulations, aiming to support users with up-to-date and practical guidance.

Whether you are a resident, a designer, or a local authority, you can find practical solutions to improve urban spaces.

Let's build a better future together—are you ready to start?

Recommendations

Bus Stop Design
Carers, Children

Getting On and Off the Bus
Carers, Children

Parking and School Bus Accessibility
Carers, Children, Low-education

Travelling by Bus
Carers, Children

Filter content

bus

Click to filter the recommendations

Built and Virtual Spaces

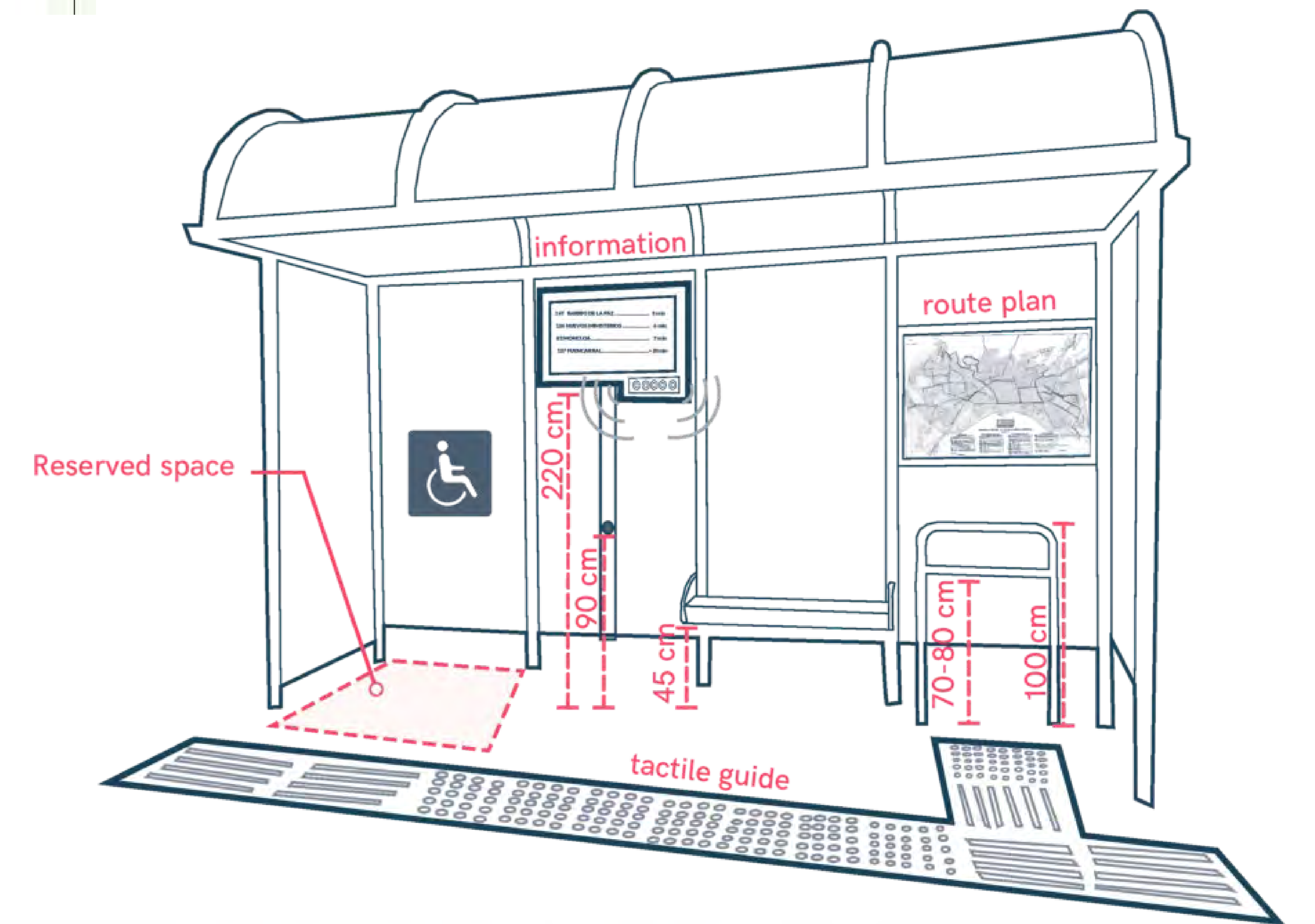
Building by Use

- Culture and Leisure
- Education Center
- Health Center
- House
- Market
- Office
- Public Buildings
- Sports

Facilities and Equipment

- Environmental conditions

- 1 Ensure bus stops are spacious and offer seating capacity, including space for wheelchairs.
- 2 Protect bus stops from sun and rain, ensuring clear visibility.
- 3 Provide information on bus routes and waiting times, and offer audible information (if requested) alongside display screens.
- 4 Incorporate tactile paving and provide maps to help with city orientation.



THANK YOU!

Delphine Grandsart

Senior Researcher
European Passengers' Federation
Belgium

delphine.grandsart@epf.eu

LinkedIn: [Delphine Grandsart](#)

2026.itseuropeancongress.com



European
Passengers'
Federation

<https://www.epf.eu/>



inclusive
spaces

<https://inclusivespaces-heproject.eu/>

ORGANISED BY:



IN COLLABORATION WITH:



HOSTED BY:



SUPPORTED BY:

