

CIVITAS

Sustainable and smart mobility for all

2030



CIVITAS Study Visit Komotini 8 April 2025



Day 2 agenda

1 Presentation from the Experts

2 Presentation from the Champion cities

3 Site visit 2

4 Problem statement and desired outcome

5 Co-creation workshop

1

Experts presentations

Accessible
centre **EU**

Working together to build a more accessible European Union for persons with disabilities



European Union for persons with disabilities



THE CIVITAS INITIATIVE
IS CO-FUNDED BY
THE EUROPEAN UNION



ΔΗΜΟΣ ΚΟΜΟΤΗΝΗΣ
MUNICIPALITY OF KOMOTINI



Developing Accessibility in Historical Cities

Ivor Ambrose and Katerina Papamichail

ENAT - European Network for Accessible Tourism
non-profit association

www.accessibletourism.org

Komotini, Greece
8 April 2025



Ivor Ambrose

Managing Director, ENAT

Accessibility of the Built
Environment, ICTs and
User Experience



Katerina Papamichail

Architect, Board Member, ENAT

Expert in Universal Design and
Accessibility Standards

EUROPEAN ACCESSIBILITY RESOURCE CENTRE

**Working together to build a more accessible European
Union for persons with disabilities**

Accessible
centre **EU**

- High level initiative of the EU Commission: The Accessible EU Resource Centre!
- National experts in every country
- <https://accessible-eu-centre.ec.europa.eu/>

Resources and events for practitioners, to support EU Policies and Regulations:

- Web Accessibility Directive 2016
- European Accessibility Act 2019
- Accessibility of the Built Environment
- Accessibility to Transport and Intermodal Mobility

Delivered by:



What will AccessibleEU do?



Support the implementation of the European Union legislation on accessibility



Build the capacity on accessibility in EU countries



Connect stakeholders responsible for implementing accessibility rules in the EU

Create a common European one-stop-shop on accessibility

Train excellent professionals on accessibility

One study per year on a selected topic on accessibility in Europe.



The project targets: 2023 to 2026

Every year:

- **500** new members per year in the Community of Practice
- **60** entries per year in AccessibleEU online library
- Around **150** good practices per year to be identified
- **88** events in EU Member States each year
- **34** experts from the **27** EU Member States

Events



▶ **Awareness-raising**

AccessibleEU will organise 1 European-level awareness-raising event, 2 in big EU countries and 1 in medium and small EU countries.



▶ **Training**

The Centre will offer annually 2 workshops and mutual learning events at a European level, and 1 in big, medium and small EU countries. Topics include but are not limited to accessibility of: Built environment, Transport, ICT and policies.



▶ **Networking events**

AccessibleEU will organise 1 EU level networking event, and 1 in each large and medium Member State.

Who can participate?

- ▶ Private and public companies
- ▶ Associations of businesses across industries
- ▶ Persons with disabilities, older persons and their organisations
- ▶ Public administrators responsible for accessibility legislation and policies, Public procurers
- ▶ Public authorities responsible for market surveillance of products and compliance services with accessibility obligations
- ▶ Providers of services for persons with disabilities, Assistive technologies providers
- ▶ Built environment professionals (architects, engineers, etc.), Technology developers
- ▶ Universities and academia of accessibility and disability

Get involved and help us to build a more inclusive Europe

If you wish to join our community and participate in our activities, please follow us in our website and social media.



[@EU_Social](#)



[EU Social](#)



[Accessible EU Centre](#)



[Social Europe](#)

Website: www.AccessibleEUCentre.eu

Email: accessibleeu@fundaciononce.es


Interactive Online Community:

<https://accessibleeucentre.criteria-campus.com/>

Join our community of practice




➤ <https://www.accessibletourism.org>



ENAT
European Network for
Accessible Tourism

Working together to make Tourism Accessible for All

English ▾

Supported by the
European Commission 

[About ▾](#) [Membership ▾](#) [News](#) [Events](#) [Resources ▾](#) [AccessibleEU](#) [Projects ▾](#)

[ENAT Code of Good Conduct ▾](#) [World Quality Programme](#) [Accessible Cities](#) [Contact](#)

Search 🔍

ENAT is...

- EU funded project, 2006-07
- Founded as a non-profit association, Brussels 2008
- A Multi-stakeholder network
- 80 members, 40+ countries
- Mainstreaming disability
- Combatting discrimination
- Promoting Inclusion and Universal Design in EU Tourism
- Sharing knowledge and expertise

Mission: “To make European tourism destinations, products and services accessible to all travellers and to promote accessible tourism around the world.”

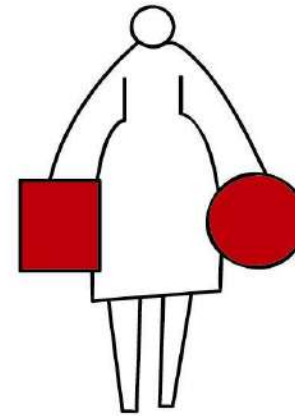
A few of ENAT's Members and Partners



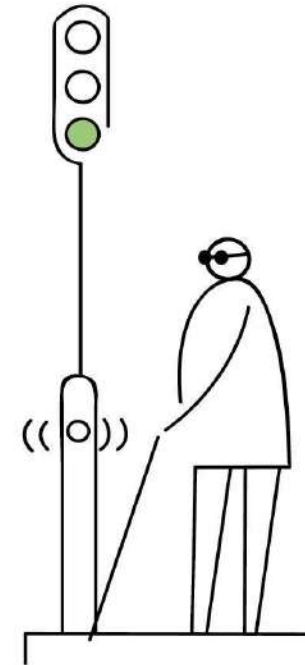
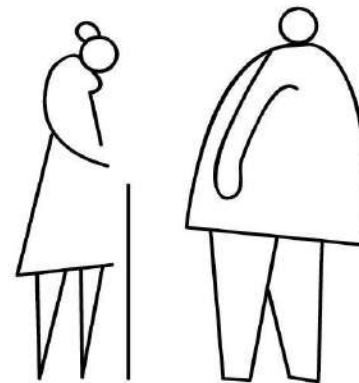
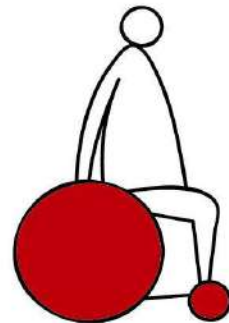
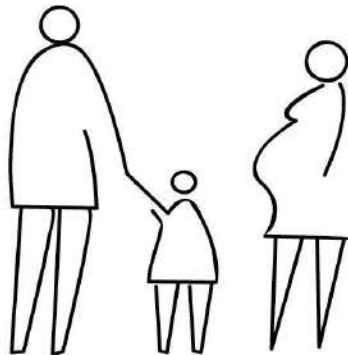
Accessible Tourism – Open to Everyone



Tourists come in
all shapes
and sizes



Let them in!



Accessible Tourism is not “Special” Tourism



It is part of every kind of offer

- Accommodation
- Adventure
- Culture and Heritage
- Gastronomy
- Conferences & Fairs
- With kids
- Education
- Nature in the city
- City Break
- Religion
- Sports & Events
- Festivals



ACCOMODATION



RESTAURANTS

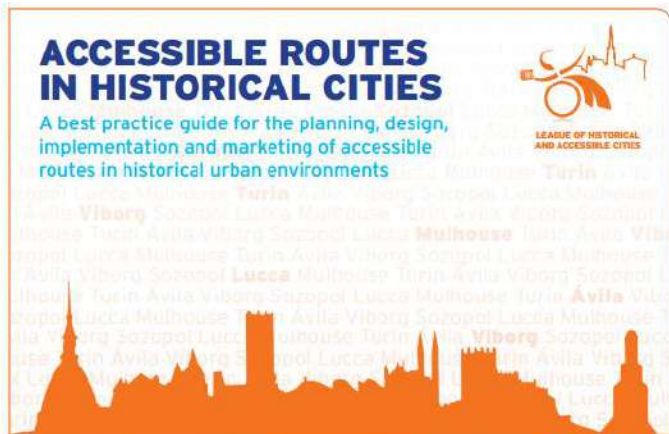


SHOPPING



TOURS & ATTRACTIONS

Accessible Routes : League of Historical Accessible Cities



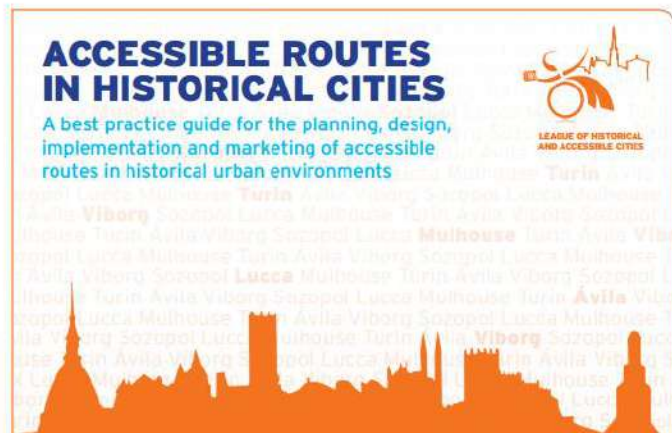
An accessible cultural route can serve several purposes.

FOR THE VISITORS:

- It provides insights into some of the key attractions of the city within a clearly defined space.
- It provides accessibility information, to all visitors before and during the visit.



Accessible Routes : League of Historical Accessible Cities



FOR THE DESTINATION MANAGEMENT ORGANISATION (THE CITY):

- It is a tool for organising and communicating messages and images about the character of the city to visitors.
- It contributes to the visitor's overall experience and understanding of the city and its people, its historical origins and its cultural significance.
- It empowers professionals to promote the culture of tourism accessibility

Auditing the route involves local stakeholders in developing reliable and appropriate information about the accessibility of tourism facilities and services, engaging associations of people with disabilities, specialist tour operators and others.

Link: <https://www.accessibletourism.org/?i=enat.en.reports.1487>

Case Studies

- City of Patras, Greece
- Killarney Town, Ireland



Starting point, 2013:

CLEAR FOR ALL European Union funded project SOUTH EAST EUROPE

- **Policies and plans for the development of the city:** quality, tourism related physical assets, planning restrictions, possibilities...
 - Rebuilding, regeneration and unification / connection of archaeological sites of Patras.
 - Investing in city image and the work of the many NGO-groups.

Case Study: City of Patras, Greece



Study for Accessible Heritage Routes:






- Overview of the Physical Accessibility of the City of Patras
- Points of Interest (POI)
Visitor attractions
Historical and Cultural Sites
- Public transport terminals:
Ferry port,
Bus station,
Train station





Access Audit of Points of Interest

Catalogue with images,
descriptions of current
state, accessibility
features.







 	<p>9-Evangelistria Church Orthodox Cathedral</p> <p>View from <u>Mezonos Street</u></p> <p>View of platform lift (folded) at left hand side entrance and church steps</p>	<p><u>Mezonos 103</u>. The Cathedral of the Immaculate Conception in Patras. Architect Ernst Ziller. The first public building built in the "New" or "Lower Town" after the liberation from the Turks (1828). Founded in 1842 and inaugurated in 1846, and from 1856 until today is the Cathedral of the city of Patras and Metropolis. A platform lift has been added to the second (not the main) entrance. There is a button to press for assistance. Five steps and handrails at main entrance.</p> 
	<p>10-Municipal Theatre Apollon</p>	<p>Designed by the German architect Ernst Ziller, it was completed in 1872. The Apollon is located east of George A Square. The theatre has one step at the entrance. Temporary wooden ramp when required. No accessible toilets.</p> 



Access Audit of Points of Interest

Catalogue with images,
descriptions of current
state, accessibility
features.

With indications of access
problems and good
practices.

 	<p>Benches are provided for people to rest and talk (but the benches should have back rests)</p>
 	<p>Junction Riga Fereou and Gerokostopolou. Metal box with no obvious function is an obstacle to pedestrians and wheelchair users and is an unmarked hazard to blind people.</p>
 	<p>Typical example of a shop with inaccessible high threshold at the entrance.</p> <p> </p> <p>Markings on glass doors protect against people walking into them and having accidents.</p>

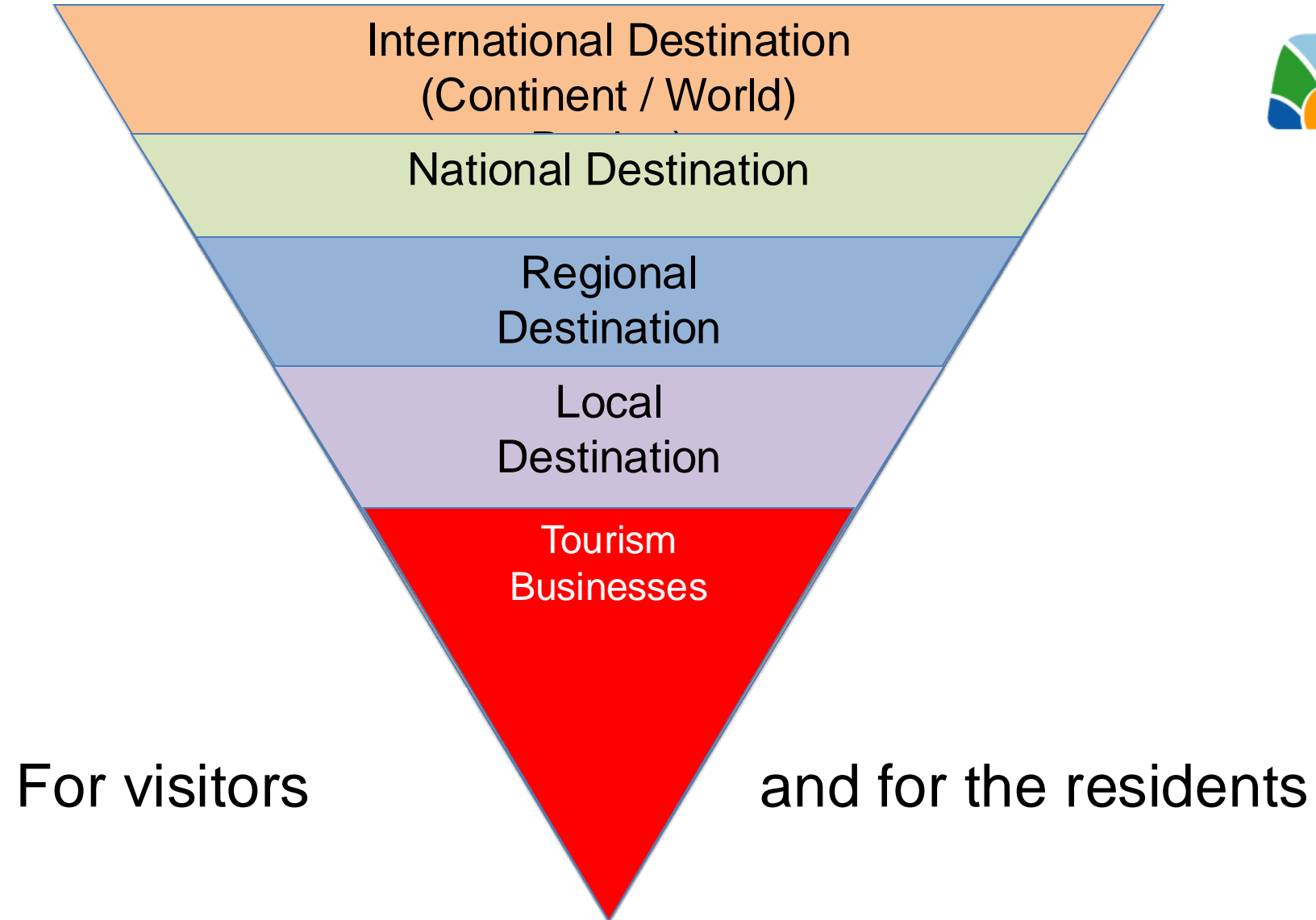


Access Audits and Improvement Plans addressing short and long-term actions:

- “Public realm”
 - Streets and pavements, surfaces, lighting, hazard protection
 - Street parking and parking areas
 - Pedestrian crossings, traffic lights
 - Seating
 - Public toilets
 - Parks and gardens, planting
- Public transport terminals
- Access to public buildings shops, cafes, attractions
- Tourism Information Office - external and internal

The Role of Destination Managers and NTOs in Developing Accessible and Inclusive Historical Cities

Actions are needed on every level... Building from bottom-up and top-down



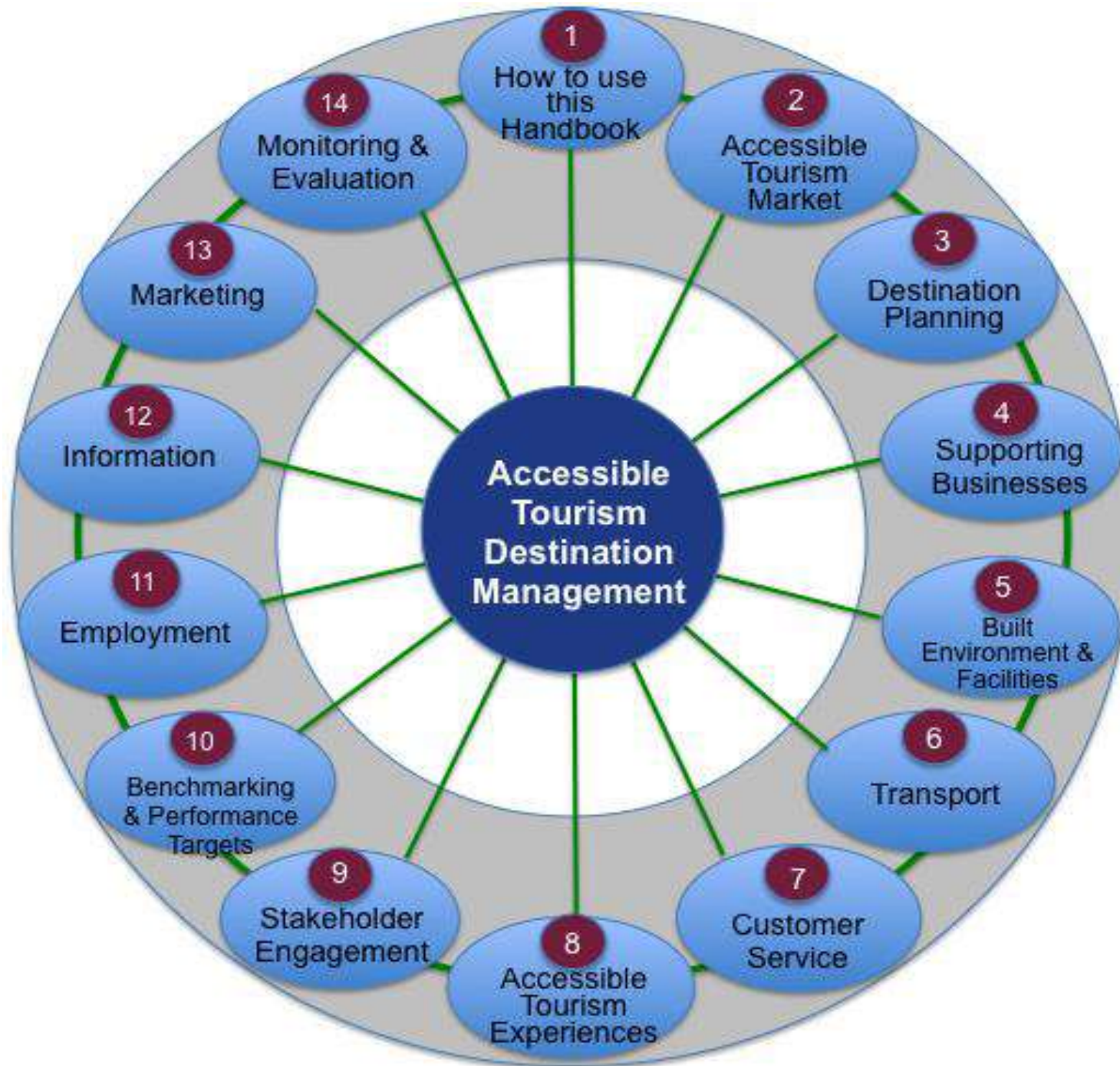
Support from Top-Down

1. Develop National and Regional policies and action plans, in cooperation with tourism actors and stakeholders
 2. Engage with International Networks
 3. Skills development: training & education
 4. Improve the offer - infrastructure and activities
 5. Improve communication and information to businesses & visitors
- Accessibility from start to finish....

...Ensuring an inclusive experience for All

... Leaving no-one behind





Portugal
Accessible
Tourism
Destination
Handbook
by ENAT, 2018

SECTION 1. INTRODUCTION

1. Developing the Accessible Tourism Destination
2. The Accessible Tourism Market
3. Why be accessible?

SECTION 2. REQUIREMENTS AND ANALYSIS

1. Why you need Champions
2. Developing your Policy
3. Developing your Destination Strategy
4. Benchmarking
5. Understanding Competition
6. Destination Audit
7. Transport; Key messages for Destination Managers

10. Built Environment & Facilities: Key messages for Destination Managers
11. Customer Service Key Messages
12. Information Key messages for Destination Managers

SECTION 3. ACCESSIBLE DESTINATION MANAGEMENT

13. Supporting resources at destination level
14. Encouraging businesses to improve accessibility
15. Development principles for different types of destinations and tourism experiences
16. Engaging with Architects and Planners
17. Employment of Disabled people in tourism-related businesses
18. Social Tourism Development

SECTION 4. MARKETING, PROMOTION AND MONITORING

- 19. Marketing
- 20. Monitoring and evaluation

ANNEXES

- Annotated list of Tools and Methods
- On-line resources
- Bibliography and Reference



Questions to ask under each heading:

1. **What** is the issue that needs to be addressed?
2. **Why** this issue is important and relevant to creating an accessible destination?
3. **How** to develop the process?
4. **Who** should be involved?

Start measuring, start counting!

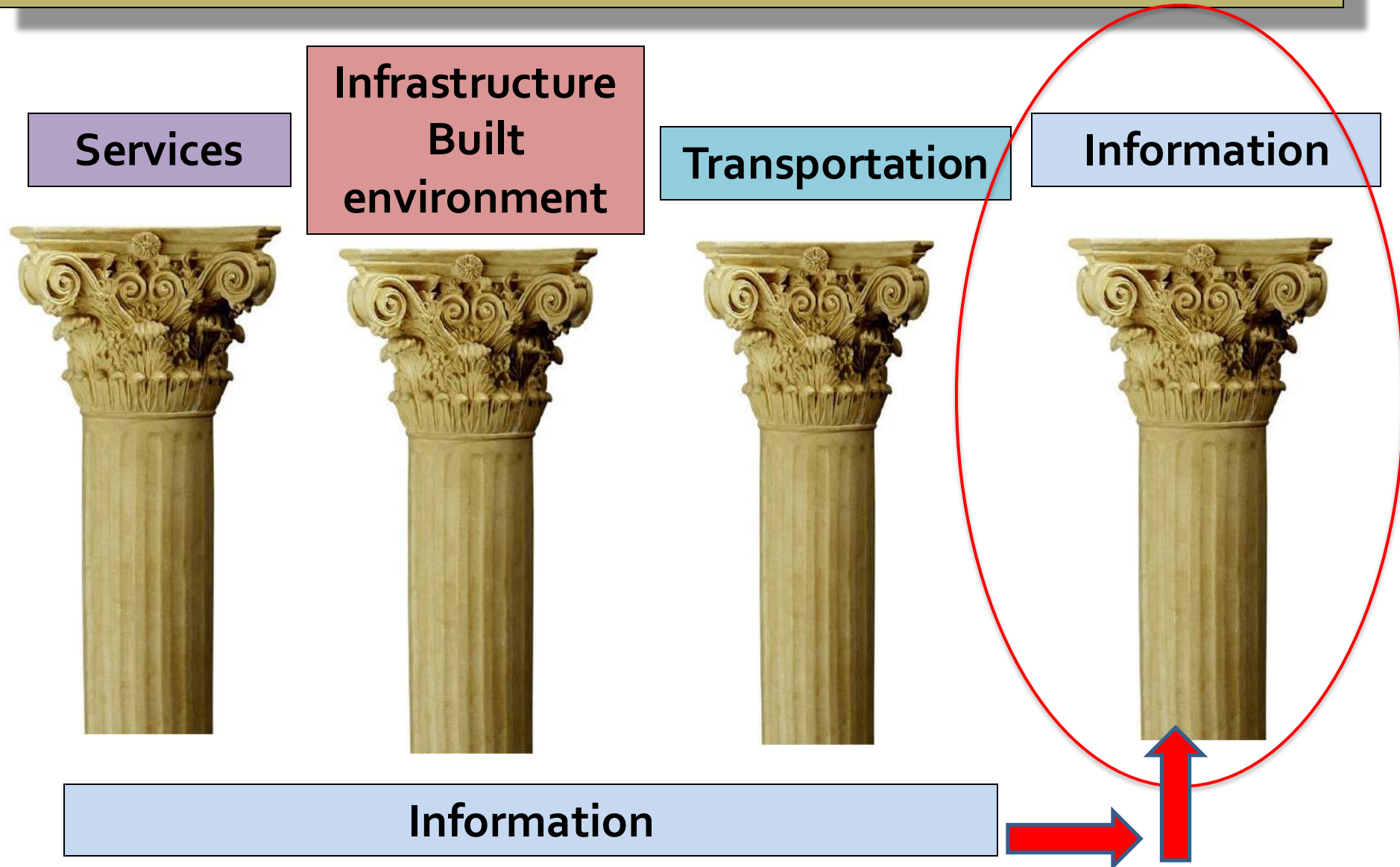


Audit your policies. premises, services

- Expert & User evaluation
 - Buildings
 - Facilities
 - Services
- **Make an access improvement plan**
- **Implementation with trained staff**
- **Measure the effects of your actions**
 - User satisfaction
 - ROI – Return on investment
 - Environmental and Social Indicators

The Importance of Accessibility Information

The main pillars of accessibility



The Chain of Accessibility

From arrival to departure, the visitor must be guaranteed an unbroken «chain of accessibility»



The Chain of Accessibility

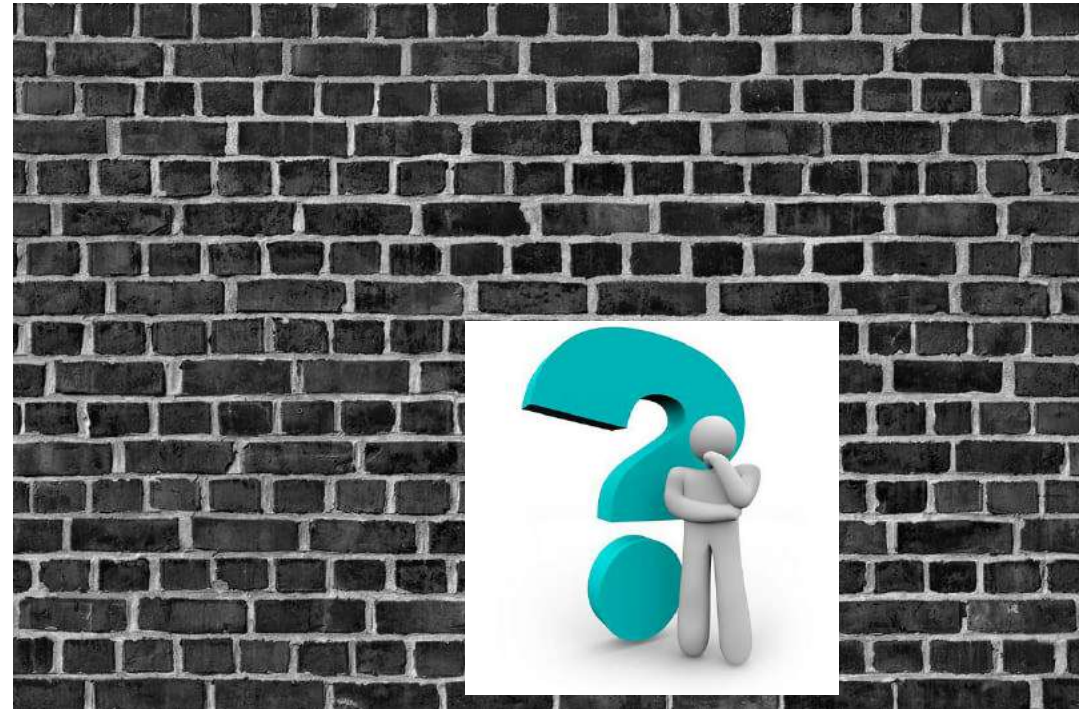
If just one link in the chain is broken (inaccessible) the trip will be spoiled...



Accessibility information is the key

- **Lack of information about accessibility is the first barrier for visitors with access requirements**
- Where can I go?
- Will it be suitable for me?
- Will they understand my needs?

Without answers to these questions destinations and businesses will lose these customers and all the people who travel with them.



The importance of information!

Universal Design of Tourist Information

After improving the accessibility visitors need to know about it.

- Cultural venues must provide an **Accessibility Guide** with **objective** information about the accessibility of the venue.
- Visitors need to know: **“What is accessible for me”?**



Accessibility Information should be:

1. Easy to find
2. In accessible formats
3. Reliable
4. Accurate
5. Up to date



Information

Regarding accessibility- Access audits

- ✓ Objective
- ✓ Reliable
- ✓ Updated
- ✓ Easy to find

Accessible information

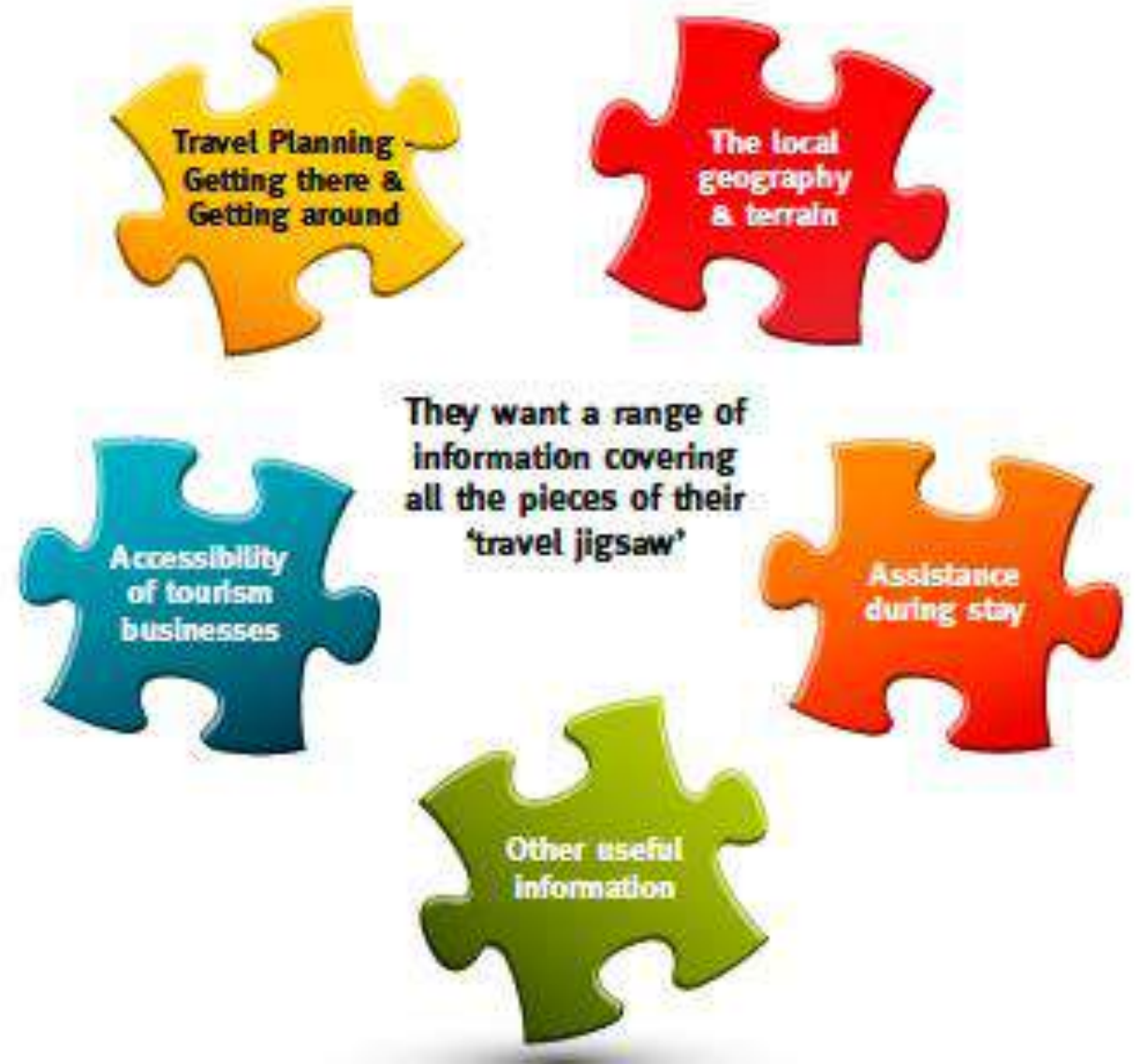
- ✓ Alternative forms
- ✓ Accessible websites
- ✓ Printed matter
- ✓ Applications
- ✓ Signage

Quite important :
Information regarding also
inaccessible services and facilities

Marketing Information

Accessibility information gives the **power of choice** and **builds trust** between the destination/business and the customer

It also gives a **competitive advantage** to your destination



Promoting the accessibility of your destination

VisitEngland 

 VisitScotland | Alba™

Accessibility Guides

The official site to create and publish your guide



[Log In](#) | [Register](#)

95% of visitors with
access requirements

look for accessibility information on a
venue before deciding to visit
(Ref: Euan's Guide survey)



Promoting the accessibility of your destination

VisitEngland 

Visit Scotland | Alba 

Accessibility Guides

The official site to create and publish your guide



[Log In](#) | [Register](#)

Tourism is for everybody
Are you offering an inclusive tourism
experience?



The benefits of having a guide



Help to get you started



Start creating your guide now

House for an Art Lover
RAMPED
ACCESS TO ART
LOVERS' SHOP
AND CAFE →

Accessibility Guides (published audited information) :

- ✓ Key outdoor areas/accessible routes
- ✓ Public buildings
- ✓ Attractions
- ✓ Historical monuments and buildings
- ✓ Accommodation/hotels
- ✓ Restaurants (menus, physical access, waiter service)
- ✓ Beaches.....

Accessibility Guide: the Roman Baths and Pump Rooms, City of Bath, UK



The Roman Baths is one of the finest historic sites in Northern Europe, and one of the most popular tourist attractions in the UK, awarded by Visit England for its accessibility.

Accessibility Guide:

“We welcome all visitors to the Roman Baths including those with additional access needs”.



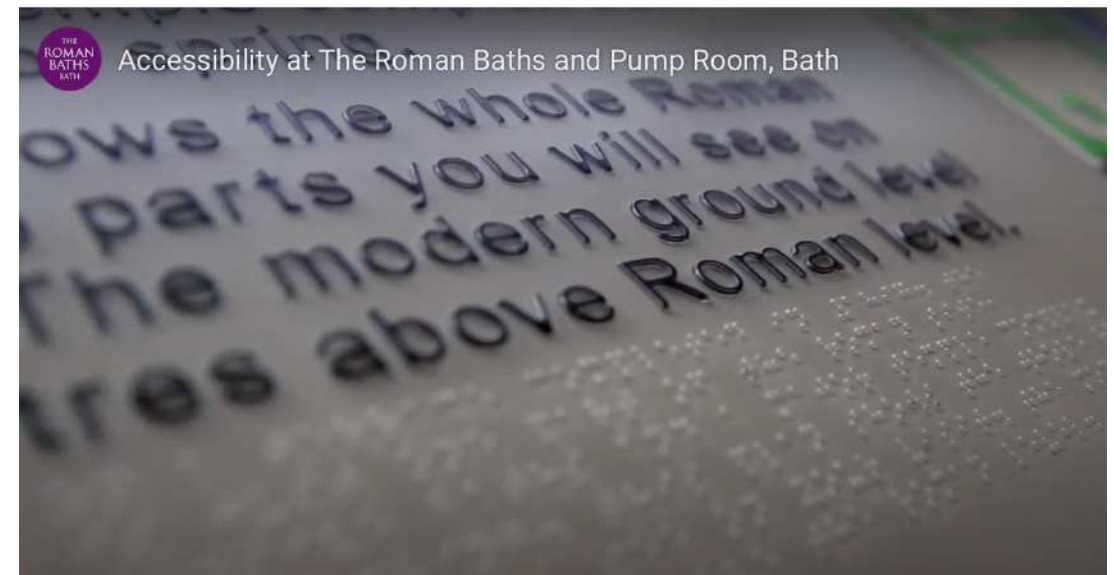
Accessibility Guide: the Roman Baths and Pump Rooms, City of Bath, UK

“The site is 90% accessible to wheelchair users

Visitors with hearing or visual impairments can enjoy the site using the British Sign Language or fully descriptive audio tour and tactile models.

We also provide information for visitors with autism and potential claustrophobia.”

<https://www.romanbaths.co.uk/accessibility>



Accessibility Guide: the Roman Baths and Pump Rooms, City of Bath, UK

Information of the Guide includes the new constructions, including the reception, lift, accessible toilets and restaurant which are designed to be accessible for all, following the UD principles.

This excellent Accessibility Guide also includes a 4-minute **YouTube Video made by Martyn Sibley**, a well-known disabled traveller and blogger.

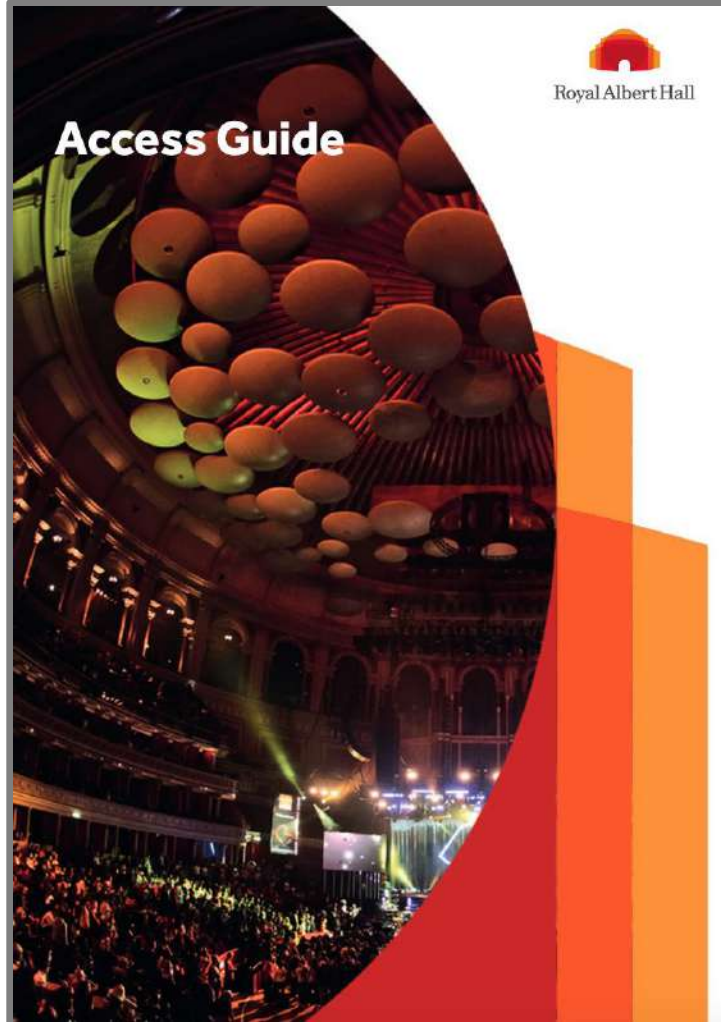
The Accessibility Guide can also be downloaded as a PDF document

<https://www.romanbaths.co.uk/accessibility>



Universal Design of Tourist Information:

The Royal Albert Hall, United Kingdom – an historical, working concert venue



Photos: <https://www.royalalberthall.com>

Royal Albert Hall, Website: Accessibility section

The screenshot shows the website's navigation bar with the Royal Albert Hall logo and menu items: WHAT'S ON, VISIT, OUR 150TH, ABOUT THE HALL, SUPPORT US, and SHOP. A breadcrumb trail reads Home > Plan Your Visit > Accessibility. A dark red banner contains the word 'ACCESSIBILITY' in white. Below this, a section titled 'Group Travel and Tours' includes a paragraph: 'We aim to make your visit to the Hall as comfortable as possible. Please browse the pages below to find out more about our services and facilities.' To the left, under 'RELATED LINKS', are two search options: 'Search: Events with a Mobiloo' and 'Search: Dementia-friendly events'. Below these is a 'DOWNLOADS' section, which is circled in red and contains a link for 'Royal Albert Hall access guide PDF [5.7 MB]'. To the right, there are two image-based links: one for 'ACCESSIBLE TICKETS, FACILITIES AND SERVICES' featuring a red sign with a wheelchair icon and the text 'ASSISTANCE INTERCOM AT TOP OF RAMP', and another for 'ACCESSIBILITY REQUEST FORM' featuring a night photograph of the Royal Albert Hall building.

150 Royal Albert Hall

WHAT'S ON | VISIT | OUR 150TH | ABOUT THE HALL | SUPPORT US | SHOP

Home > Plan Your Visit > Accessibility

ACCESSIBILITY

Group Travel and Tours


We aim to make your visit to the Hall as comfortable as possible. Please browse the pages below to find out more about our services and facilities.

RELATED LINKS


- Search: Events with a Mobiloo
- Search: Dementia-friendly events

DOWNLOADS

- Royal Albert Hall access guide PDF [5.7 MB]



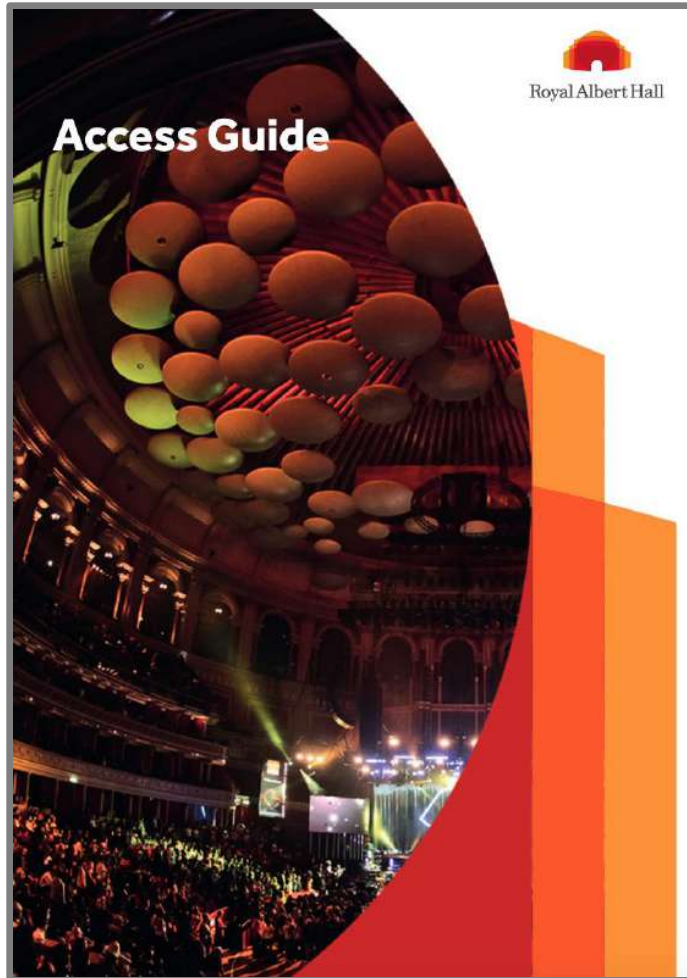
ACCESSIBLE TICKETS, FACILITIES AND SERVICES
Services and facilities available that can be reserved in advance of your visit.



ACCESSIBILITY REQUEST FORM

<https://www.royalalberthall.com/your-visit/accessibility/>

Royal Albert Hall, United Kingdom – Access Guide Table of Contents



Contents



- Booking
- Transport
- Getting Around
- Building Plans
- Services & Facilities
- Food & Drink
- Daytime Visits
- Access List

To request an alternative format, please telephone the Box Office Access Line on 020 7070 4410 or email access@royalalberthall.com

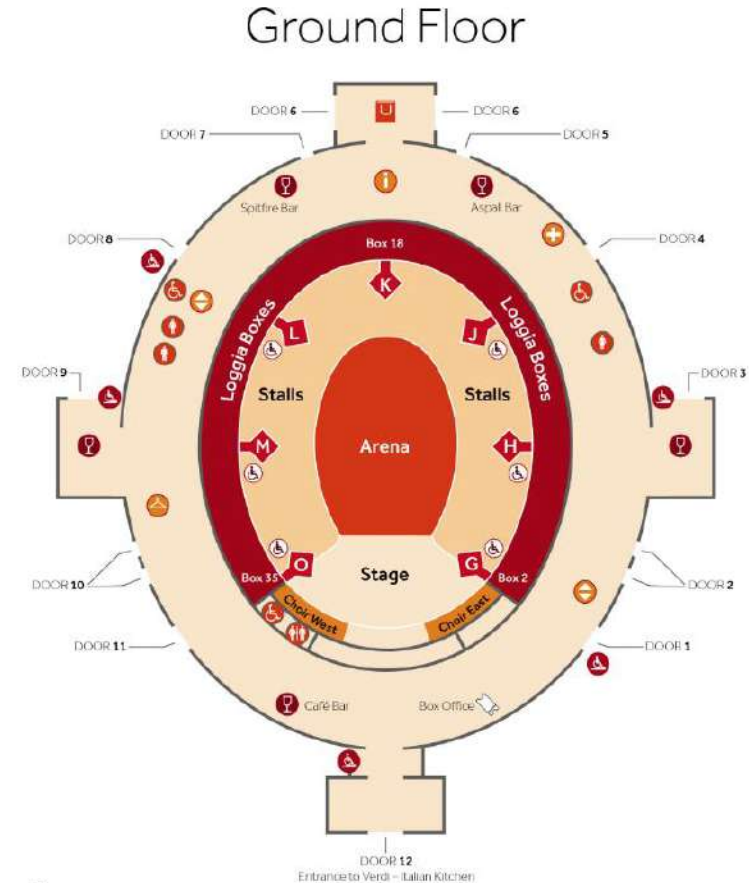
Royal Albert Hall – Access Guide with floor plans for each level

Building Plans



Key

- Ramp access
- Unisex toilets
- Male toilets
- Female toilets
- Accessible toilets
- Cloakroom
- Bar
- Lift
- First Aid
- Information
- Stalls entrance
- Wheelchair accessible seating areas
- Merchandise sales support
- Box office



Key

- Ramp access
- Unisex toilets
- Male toilets
- Female toilets
- Accessible toilets
- Cloakroom
- Bar
- Lift
- First aid
- Information
- Stalls entrance
- Wheelchair accessible seating area
- Merchandise sales point
- Box office

Resources: Standards and Guidance Documents

Accessibility standards



ISO 21542:2021

Building construction — Accessibility and usability of the built environment



ISO Standard 21902:2021.

Tourism and related services — Accessible tourism for all — Requirements and recommendations

Accessibility standards



New ISO Standard 5727:2024

Accessibility and usability of the built environment —
Accessibility of immovable cultural heritage
General principles and methodology for interventions

Establishes criteria and a methodology for providing accessibility to immovable cultural heritage through interventions arising from conservation, restoration or specific accessibility needs.

ANNEX with Examples of Good Practice from around the world



EUROPEAN COMMITTEE
FOR STANDARDIZATION

EN 17210:2021

Accessibility and usability of the built environment - Functional requirements

The Standard with functional requirements, including a Rationale for each clause to explain better to the reader about the challenges which some users experience and consequences of not applying accessibility as explained in the corresponding clause which follows.

Supported by two Technical Reports

- **TR 17621:2021**-” Accessibility and usability of the built environment - Technical performance criteria and specifications”
- **TR 17622:2021**- “Accessibility and usability of the built environment - Conformity assessment”

Standard under revision with new Annex to support implementation of the European Accessibility Act.

European Accessibility Act (2019)



National legislation in EU Member States will apply from 28 June 2025 to:

Products

- payment terminals, ATMs, ticketing and check-in machines, self-service information terminals;
- smartphones
- TV equipment involving digital television services;

And Services:

- telephony services;
- services to access audiovisual media services;
- certain elements of **air, bus, rail and water transport** services such as **websites, mobile services, electronic tickets, information;** consumer banking; e-books; e-commerce; emergency calls '112'.

Legislation applies to the Built Environment, only where above services are provided.





How to apply ISO Standard 21902
Accessible tourism for all'

Recommendations for key players in management of natural resources

Via Libre

UNWTO UNE Normatización Española Fundación ONCE



How to apply ISO Standard 21902
Accessible tourism for all'

Recommendations for key players in the cultural tourism ecosystem

Via Libre

UNWTO UNE Normatización Española Fundación ONCE

© Jeannette Teufel-Dreier.com

User Guides for public and private sector organisations and destinations, based on **ISO Standard 21902:2021 Manuals on Accessible Tourism for All: Principles, Tools and Good Practices**

Download the **6 User Guides** from the ENAT website:
<https://www.accessibletourism.org/?i=enat.en.reports.2410>



In collaboration with Turismo de Portugal, Turismo Argentina and ENAT

How to apply standards in cultural tourism

Focus on:

- Heritage, Monuments and Historic Areas
- Museums and Exhibit Spaces
- Events and Staging Environments

Messaging:

- Innovate in interpretation
- Create digital alternatives
- Gather feedback from end-users

In collaboration with ICOMOS and ENAT



How to apply ISO Standard 21902
*Accessible tourism for all*¹

**Recommendations for
key players in the cultural
tourism ecosystem**

 | **Via Libre**

© Jeanette Teare|Dreamstime.com

Training and awareness of accessibility for all stakeholders

- Build up knowledge
- Create common understanding
- Learning to work together as a team

Thank you,
from ENAT

Email: enat@www.accessibletourism.org

Membership information

<https://www.accessibletourism.org/membership>

Sign-up page

<https://enat.eu/user/register>



Questions?



1

Experts presentations

CIVITAS STUDY VISIT IN KOMOTINI

Inspiration by Cerema

April, 8th 2025



SUMMARY

Buildings

- Library
- School
- Sport center

Public space

- Narrow street
- Pavement
- occupation of public space
- pedestrian-bicycle separation

Public participation

- Organization
- Tools of consultation
- Group of experts on usage
- Training and awareness

Data

- French context
- Application



Building

LIBRARIES AND MULTIMEDIA LIBRARIES

Less frequented by people with disabilities

- Editorial production remains inaccessible (only 10% is accessible)
- The quality of use of buildings and their surroundings sometimes fails to provide a comfortable and appropriate experience for people with disabilities
- Librarians are not always trained to deal with disabilities, and sometimes lack the tools they need to best support this public
- The services offered are sometimes not very visible

Two levers for improvement

- Access to the cultural center
- Access of the content

LIBRARIES AND MULTIMEDIA LIBRARIES

- Access to the cultural center
 - Digital accessibility : to find out what services or content the library offers
 - Necessary information on physical accessibility and content
 - Offers, services and benefits available
 - A guide in Easy-to-read (easy to read and understand) and an adapted contact form
 - To go the library
 - Reserved parking spaces, accessible public transportation and stops
 - Proximity and identification of the entrance or the accessible entrance (sign, beacon, architectural...)



LIBRARIES AND MULTIMEDIA LIBRARIES

- Access to the cultural center
 - To reach the reception
 - Clear signage, acoustics, lighting, wayfinding, etc.
 - magnetic induction loop
 - Trained reception staff



LIBRARIES AND MULTIMEDIA LIBRARIES

▪ Access of the content

Not all content and media will be suitable for all audiences, consideration of the available offerings and how they complement each other.

- Adapted collections: audio books, Braille books, large-print books, easy-to-read books and books for dyslexics...
- Digital resources to complement physical resources: digital magazines and books...
- Lending out equipment such as electronic magnifiers, audio book readers and e-readers



LIBRARIES AND MULTIMEDIA LIBRARIES

- Beyond



SCHOOL

- **Complex buildings**
 - Teaching but hidden uses: welcoming parents, lending premises to associations, organizing polling stations
 - Adaptation to children: safety and specifics for the young age
 - Accessible building will not be an obstacle to welcome disabled students
- **Educational programs**
 - Light disabilities : ordinary class, with specific help
 - Mild disabilities : ordinary school but specific classes
 - Important disabilities: ordinary school with medical-social wing



SCHOOL

- How to provide an accessible school :
 - Easy to understand path and spaces : colors, signs...
 - Adaptation for the young age : handrail, bathroom sink



SCHOOL

- Schoolyard, accessibility and greening
 - Accessible pathway, games, activities



SPORT CENTERS

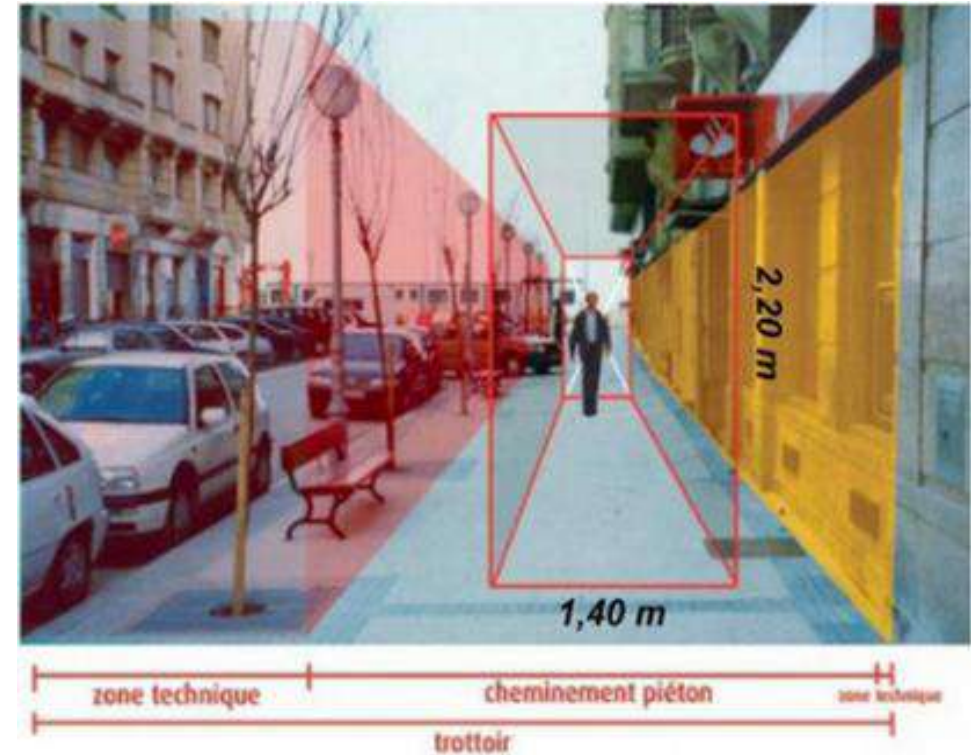
▪ Accessible sports facilities

- accessibility of routes to changing rooms and sports fields
- wider door for sports wheelchairs (changing rooms, fields, toilets)
- accessibility of stands, closeness of the attendant
- Large storage area



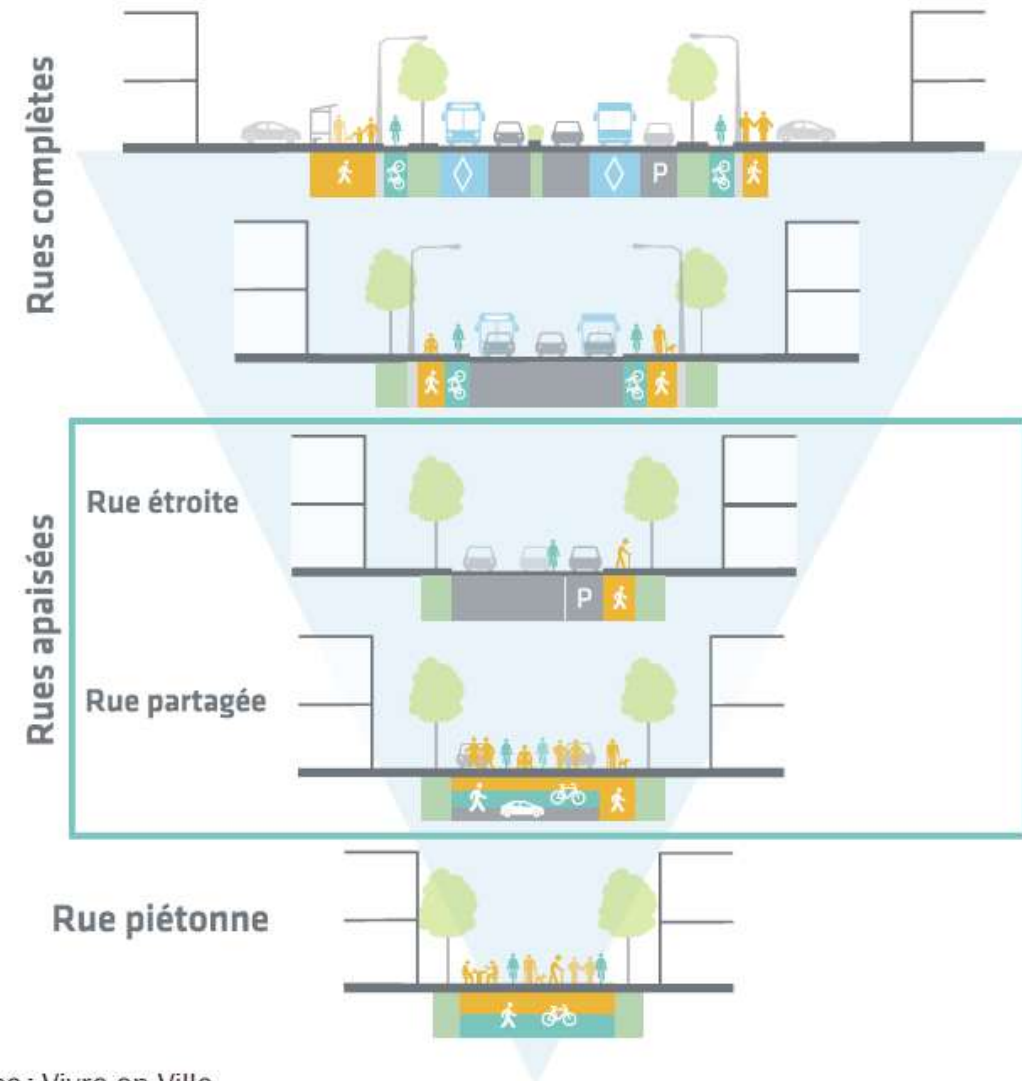


Public space



CALMER STREETS

- Hierarchy of road networks in line with the functions of the various streets (main roads, distribution roads for movement within the urban area, feeder roads)
- Adaptation of the layout to the uses to generate confort, security and well-being
 - 30km/h zone
 - Meeting/strolling zone
 - Pedestrian zone
- **4 main criteria**
 - Relative or absolute priority given to pedestrians;
 - Free or limited access for motorized vehicles;
 - Vehicle speed limits ;
 - Parking facilities for motorized vehicles



Source : Vivre en Ville



Guided tour with local residents

NARROW STREET (HISTORICAL STREET)

- The design of a narrow street aims to establish an optimal distribution of space, without modifying the usual traffic rules. Several measures can be envisaged:
 - Reduce the width of traffic lanes;
 - Wider and safer spaces intended exclusively for pedestrians (e.g. curb extensions, raised crosswalks);
 - Create a sinuosity in the roadway (e.g., chicane, parking area) ;
 - Narrow visual perspectives (e.g. planting, vertical elements, street furniture, landscaping).
- **Various leverages**
 - lane width reduction;
 - Reduced on-street parking ;
 - the introduction of a one-way system.



NARROW STREET







Existing profile compatible with a 30km/h zone.
The entrance has been designed for better readability.



Redesign of the entire space to ensure consistency with the desired uses
and the statute of the pedestrian-priority zone.



PAVEMENT

- Working toward an efficient way to choose the pavement
 - Aesthetic requirements
 - Diversity of techniques
 - Variety of materials
 - Technical consideration
- Metropole de Lyon and Cerema : an experiment in paving comfort
 - 12 different types of materials
 - cohort of 27 users

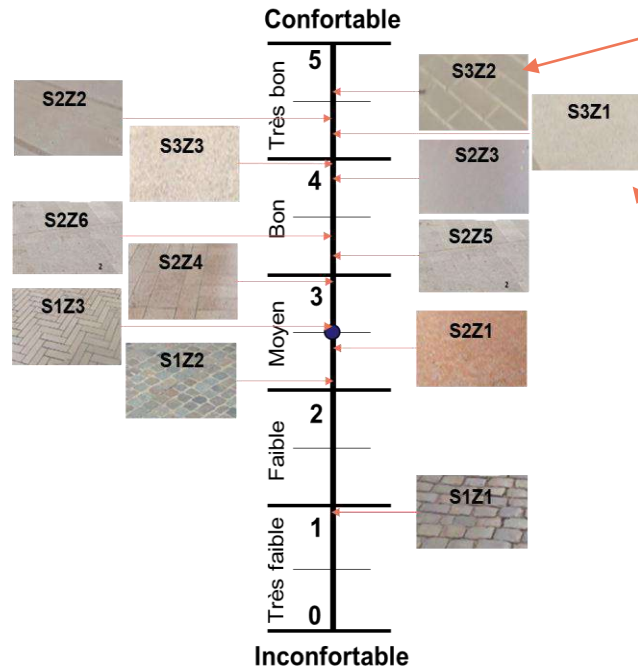


PAVEMENT



PAVEMENT

■ The 3 favorites



Concrete paving stone



* sandblasted concrete



Bush-hammered concrete

OCCUPATION OF PUBLIC SPACE

- Identification of the uses
- « Tactical » urban planning and temporary use of the public spaces



OCCUPATION OF PUBLIC SPACE



CYCLE / PEDESTRIAN SEPARATION

- Easy-to-understand layouts
- High level of safety and service (continuity, efficiency, comfort) for both pedestrians and cyclists
- Avoiding conflicts

CYCLE / PEDESTRIAN SEPARATION





Participation

FRENCH CONTEXT

- Cities of more than 5 000 inhabitants needs to have a consultative comitee representing the 4 disabilities families
 - it meets once a year to present the results of the past year and the action plan for the coming year
 - It needs to publish a report annually
- Some cities go beyond and organize thematic working groups
 - Example on Lyon Metropole : 4 WG building, public space, transportation and tourism/culture/sport

ORGANIZATION OF THE PARTICIPATION

- **Two ways of working together on a project with disabled people:**
 - Consult a specific body: submit a project to a group of people with disabilities within the Commissions Communales et Intercommunales pour l'Accessibilité (CCA and CIA).
 - Conduct a consultation within a non-specific body: better welcome and involve people with disabilities (PWD) within existing public consultations
- **Preparatory work**
 - Informing and communicating about the participation process
 - Location participation: meeting room, workshop, wandering, video
 - Invitation
- **Meeting**
 - Equipment
 - Trained staff and facilitators
 - Translation and transcription
- **Deliverable and dissemination**
 - Accessible support (digital or not)
 - Satisfaction survey

ORGANIZATION OF THE PARTICIPATION

■ Simplified information

- Easy-to-read
- Technical glossary in Easy-to-read or simplified French
- Easy-to-read or simplified French poster
- Simplified plans



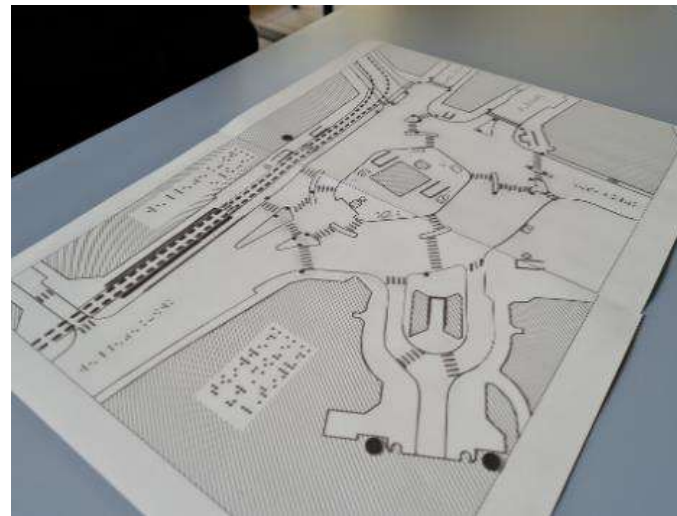
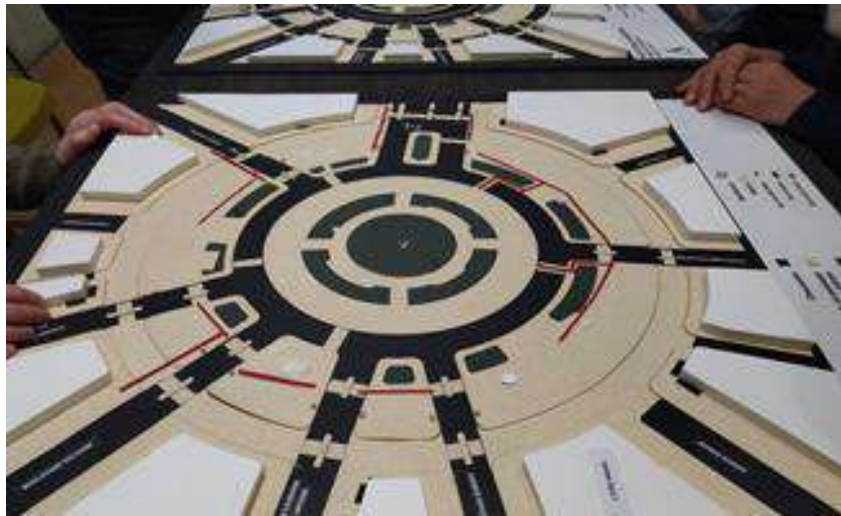
■ Field test

- Exploratory walk
- Sensitive cards
- Equipment testing: prototype, test board or space situation
- Immersive film: 3d / virtual reality



ORGANIZATION OF THE PARTICIPATION

- Tactile models
 - Thermoformed model
 - Relief model



GROUP OF EXPERTS ON USAGE

- People trained in accessibility
- Delivery phase, a « key moment »
- Transportation, stadium, streets, hospitality
- Heritage of the Olympics and Paralympics games



TRAINING AND AWARDNESS

- to provide the town's staff and elected representatives with a minimum knowledge
- the staff responsible for designing and maintaining public spaces (roads, green spaces, waste), the municipal police and elected representatives
- one-day awareness-raising module that was reproduced 15 times (150 people trained over 3-months period)

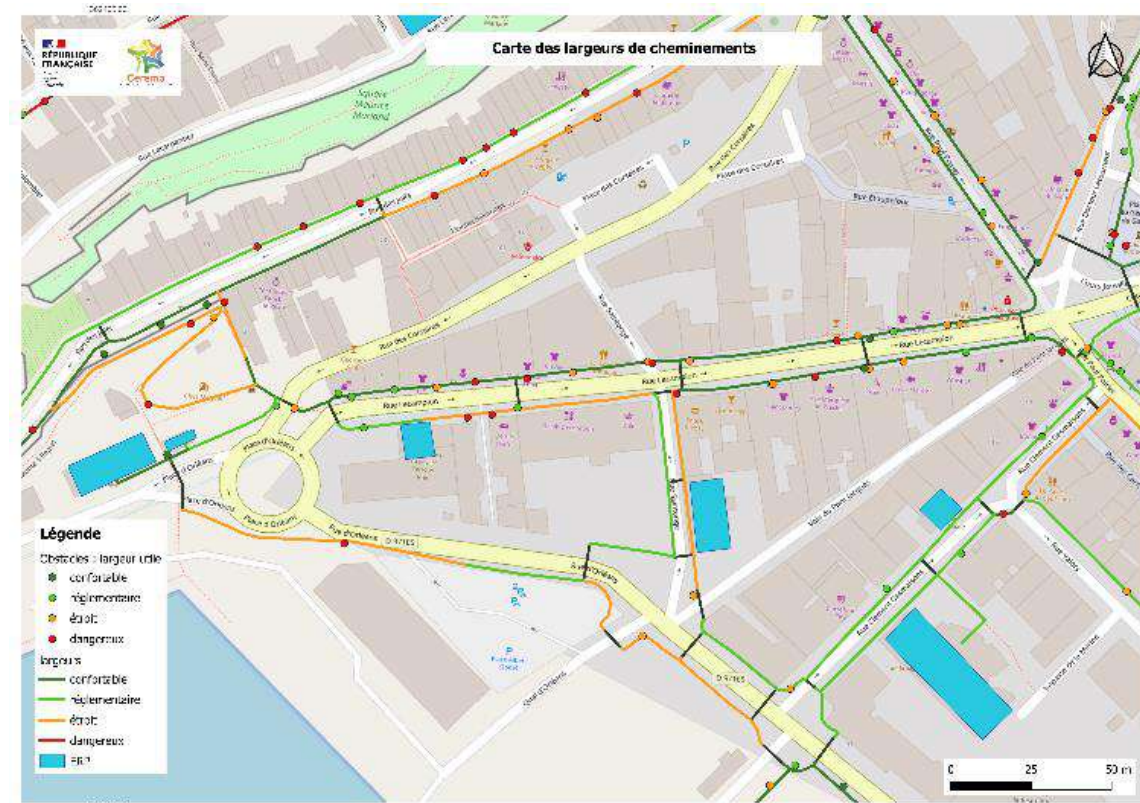




Data

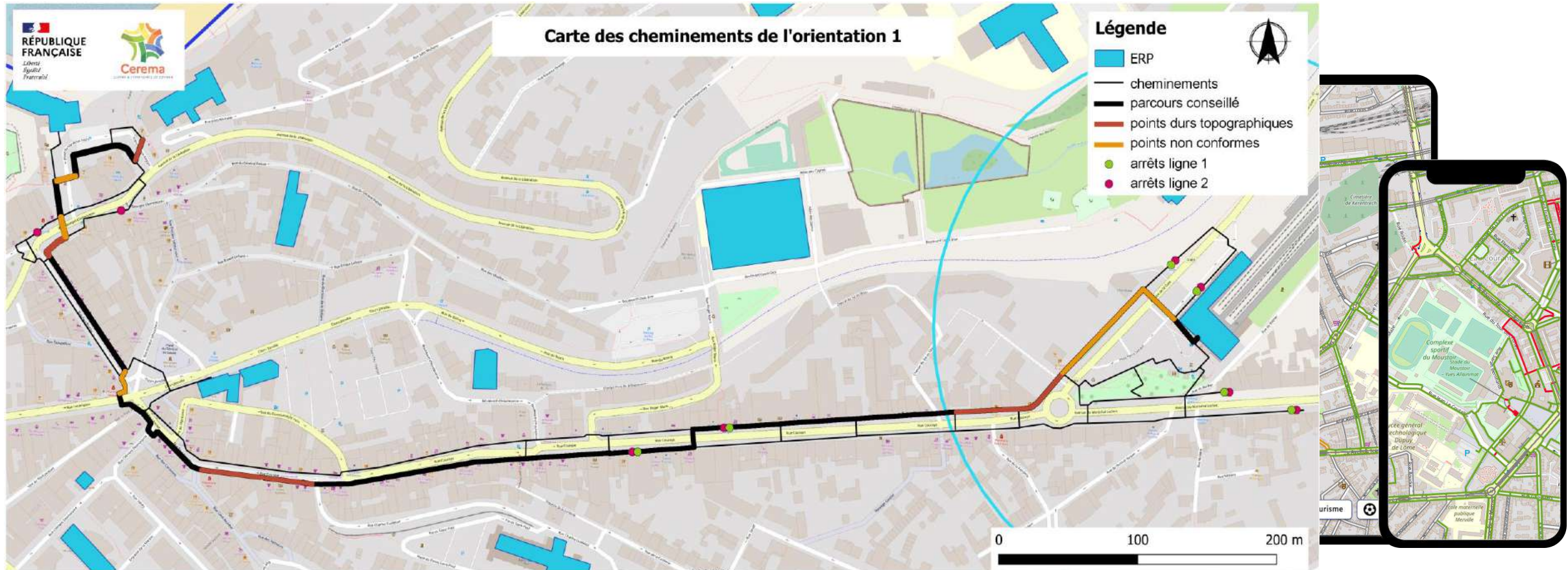
DATA STANDARDIZATION : A FRENCH CONTEXT

- Creation of a data standard to describe the accessibility of the city
 - Describe the accessibility of buildings, roads, public spaces and transport in a uniform manner throughout the territory
 - Diagnose the accessibility of the city
 - Plan works and upgrade to current regulation
 - Offer a route planner for users
- Width of paths
 1. Comfortable: path width greater than 1.80 m (passage of two wheelchairs or strollers)
 2. Regulatory: path width between 1.80 m and 1.40 m
 3. Narrow: path width between 1.40 m and 0.90 m
 4. Dangerous: path width less than 0.90 m (width of a manual wheelchair).



DATA STANDADIZATION : A FRENCH CONTEXT

▪ Prioritizing accessibility work

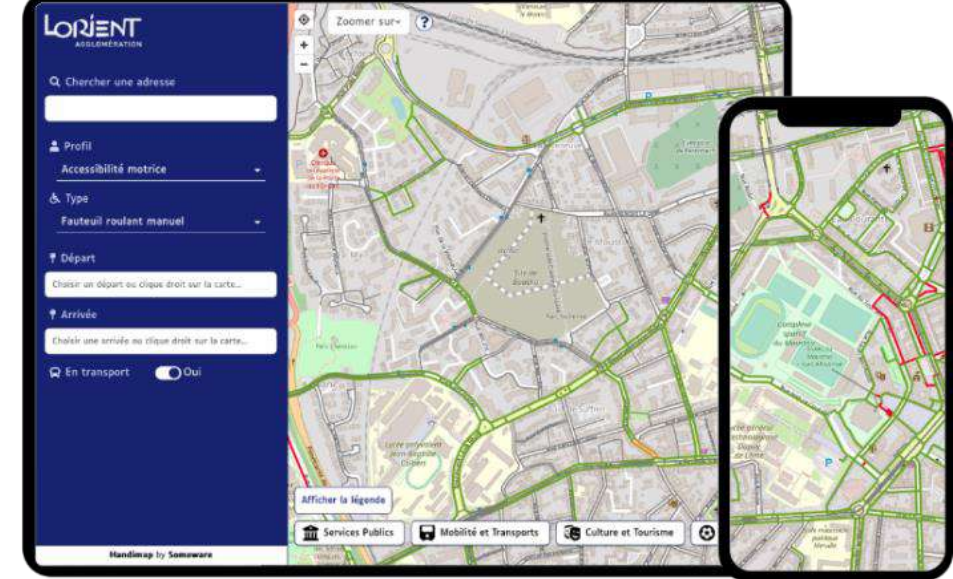


PEDESTRIAN ROUTE PLANNER

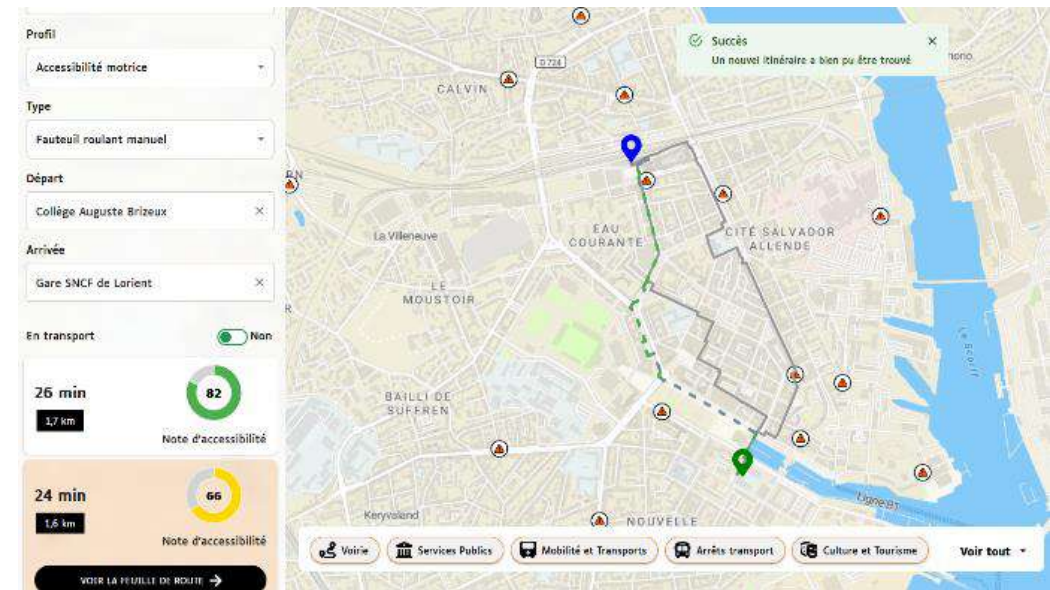
A mobility application that adapts to everyone's abilities

Identify accessible places according to your needs and their level of accessibility, and find the best itineraries to suit your abilities (by public transport, on foot or in a wheelchair).

- Route planner: Find the best route to your destination
- Obstacles: Identify and signal obstacles on your route
- Alerts : Get real-time information about your route
- Real-time: Plan your route according to roadworks, moving obstacles and events
- Points of interest: Discover nearby places of interest and their accessibility
- Multimodal: Reliable route continuity linking different travel solutions



<https://itineraires.lorient-agglo.bzh/itineraire>



CONCLUSION

- Implement an accessibility strategy
 - Clear vision : efficiency, budget, work/renovation
 - Diagnosis, organisational aspects and services, action plan
 - Implement the action plan : in-house, delegation, project manager
 - Assessment indicators

Thank you



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Questions?

