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English version

### Guidelines to standardisers of Collective Transport Systems - Needs of older people and persons with disabilities - Part 1: Basic Guidelines

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## Foreword

The production of this CWA (CEN/CENELEC Workshop Agreement) “Guidelines to standardisers of Collective Transport Systems – Needs of older people and persons with disabilities – Part 1: Basic guidelines” was agreed by the CEN/CENELEC Workshop on Accessibility in Collective Transport Systems as part of its work plan in its meeting on 2003-07-07.

The final review/endorsement round for this CWA Part 1 was started on 2004-01-28 and was closed on 2004-02-27. The comments received were all included in the final text of the CWA which was submitted to CEN for publication on 2004-04-21.

The present CWA Part 1 has been developed through the collaboration of transport designers and providers, manufacturers, users and people experienced in dealing with older and disabled people using collective transport systems.

The present CWA have received the support of representatives of these sectors. A list of experts who have supported the document's contents may be obtained from the CEN Management Centre or the CENELEC Central Secretariat.

## Introduction

People with functional limitations, whether the result of disability or old age, are confronted with a broad range of important difficulties and obstacles that impact their independence, full social mainstreaming and equal opportunities. This loss of opportunities is expressed, among others, in the impediments such persons face to access collective transport.

One of the most important goals pursued in our society and therefore by its representatives is universal access to collective transport, including older persons and people with disabilities.

After over half a century of overt concern for improving collective transport, as illustrated by the fifty years of history of the European Conference of Ministers of Transport, there has been significant progress made in some countries. However, there is still a need for further development and improvement of passenger transport - from design to implementation – along the lines of standards that ensure accessibility for everyone.

Disabilities may be permanent or temporary and may be the result of any number of causes. The most common are the limitations deriving from disabilities and old age; but they may also be occasioned by specific circumstances and situations, such as people who are overweight or extremely tall or short, children, pregnant women, people travelling with prams/strollers, carrying bulky packages, etc.

In this regard, attention should be drawn to the fact that while minor limitations should not, initially, cause difficulties in the use of conventional collective transport systems, the combination of a number of minor limitations (as is often the case in the ageing process) may in fact lead to accessibility problems.

While not all older people need special systems to access public passenger transport, the number of older citizens is rising and will continue to increase in the medium term, dramatically raising the number of users demanding solutions to make transport accessible to them and to everyone.

CEN/CENELEC Guide 6 reminded us that 'it is an important goal for the whole of society that all people have access to products, services, workplaces and environments. The issue of accessibility to and usability of products and services has become more critical with the increasing percentage of older persons in the world's population. While not all older persons have disabilities, the prevalence of disability or limitations is highest among this demographic group'.

It is also important to understand the effects, both statistically and economic, of the growing number of people in the population who are older. Reference is made to this in the Scope section of this document.

It is important, then, in drafting technical standards geared to improving the quality of collective transport, to cater for people whose reduced mobility either temporarily or permanently prevents them from making use of such systems.

It is important to underline that the public transport chain and passenger transport systems also include accessible information for passengers with disabilities, and access to related infrastructure, i.e. stations, bus stops, etc.

This CEN/CENELEC Workshop Agreement document Part 1 has been prepared by CEN/CENELEC Workshop 16, entitled "Accessibility in Collective Transport Systems" (ACTS). This is a Sector Guide of CEN/CENELEC Guide 6:2002 which is part of the development of EU Mandate 283 to the European Standards Bodies for a guidance document in the field of safety and usability of products by people with special needs (e.g. elderly and disabled). The Secretariat was held by AENOR.

We are grateful to all those who have contributed to the production of this publication, especially those who have loaned illustrations to emphasise points made by the text.

Workshop 16 has identified areas, which would benefit from further development and anticipate further work.

## 1 Scope

The present text provides guidance to writers of relevant standards relating to collective transport on how to take account of the needs of all passengers with reduced mobility, especially older persons and persons with disabilities.

This document pursues the furtherance of globally accessible collective transport, that is to say, transport that can be used by everyone.

Specifically, this document aims to:

- Provide information and raise awareness on how passenger transport systems should be designed and the circumstances that should be taken into account so each of their elements is fully accessible.
- Draw attention to the importance of taking account of the needs of people with disabilities when developing standards.
- Raise awareness of the social importance of accessible collective transport (transport services for all).
- To demonstrate that the benefits of accessible transport improve the quality of service (comfort, safety, convenience, etc.) for all users.
- Make more apparent the potential increase in economic trading benefits through extending accessible transport to a wider population.
- Emphasise the growing market potential. By the year 2010 about 25% of the EU population will be over 60 years and over 30 % by the year 2020. Many of the people who are in the older age groups have money and use this to travel. The percentage of disabled people in the EU will have risen from 11% today to 18% by 2020. Furthermore as the EU itself gets larger these percentages are likely to rise also.
- Remind governments and planners that effective and accessible collective transport systems also save money because less social services funding is required to provide special transport services.
- Currently many relatively small personal accidents and injuries occur whilst travelling. There is evidence to show that millions of Euros are spent each year on the personal and social cost of these. Many of these accidents could be prevented by more accessible and well designed walkways etc., as we recommend in this document. Again, governments and planners should take note of this fact.

This document is applicable to all means of collective transport used at any time, in any place or for any reason.

The document includes:

- Terms and definitions, general considerations and some advice on using the document.
- A series of tables intended to facilitate a review of the elements involved in transport systems to take account of the consequences of possible functional limitations affecting passengers.

The structure of this document follows the outline of CEN/CENELEC Guide 6 "Guidelines for standards developers to address the needs of older persons and persons with disabilities", which may be regarded as the overall or general framework.

## **2 Normative references**

CEN/CENELEC Guide 6:2002, *Guidelines for standards developers to address the needs of older persons and persons with disabilities. (ISO/IEC Guide 71:2001)*

Other relevant documents are referenced at the very end of this document