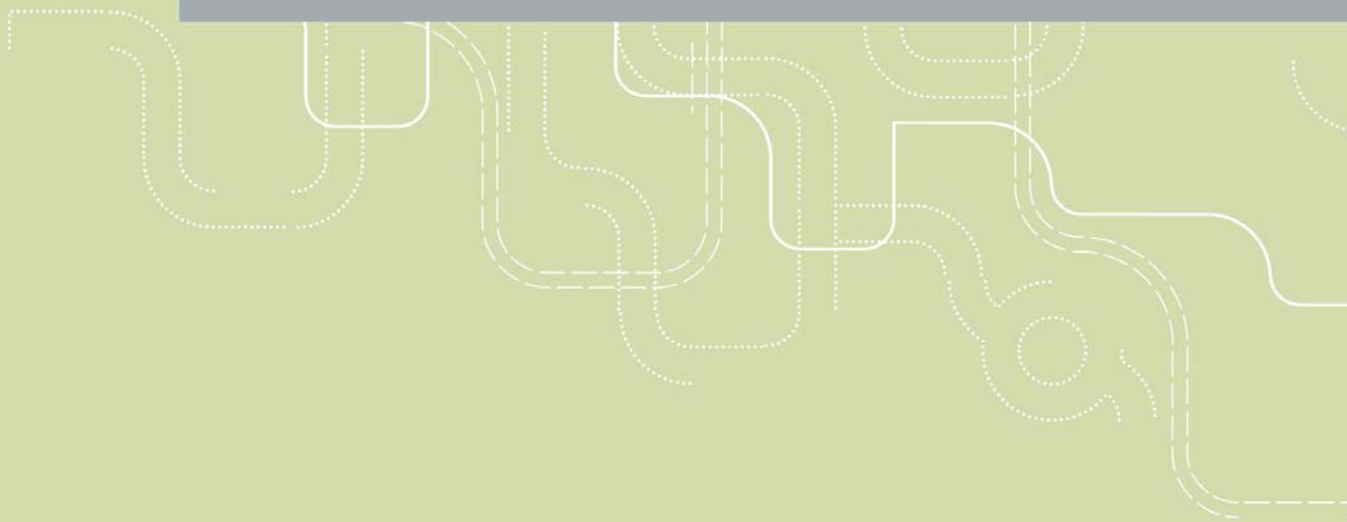


Policies, legal frameworks and other means for  
improving accessibility of public transport systems  
in the Nordic countries





# **Policies, legal frameworks and other means for improving accessibility of public transport systems in the Nordic countries**

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**Summary:**

The Norwegian Public Roads Administration is heading a Nordic working group concerned with developing indicators for accessibility of public transport systems on roads.

As a backdrop and starting point for this work, the working group wanted a study describing policies and strategies, prevailing laws, regulations, standards and guidelines concerning the accessibility of public transport systems in the Nordic countries. The working group wanted an overview of ongoing work and current status of the work with national travel planners as well.

A major part of the data needed in this study was collected through a relatively extensive questionnaire to the Ministries concerned with public transport in the Nordic countries. The questionnaire was originally carried out as part of the project Euro Access, under the 6th framework programme

**Titel:** Politikk, lovverk og andre virkemidler for å bedre tilgjengeligheten til kollektive transportsystemer i de nordiske landene

**Forfatter(e):** Aud Tennøy, Jan Usterud Hanssen

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Vegdirektoratet leder en nordisk gruppe som skal utvikle indikatorer for tilgjengeligheten til kollektive transportsystemer. Denne rapporten er utarbeidet som bakteppe for arbeidet med indikatorer.

Rapporten gir en oversikt over politikkdokumenter, handlingsplaner, lovverk, retningslinjer, håndbøker og lignende som gjelder tilgjengelighet for funksjonshemmede til kollektive transportmidler i de nordiske landene. Andre virkemidler for å bedre tilgjengeligheten til kollektive transportmidler, som nasjonale reiseplanleggere, økonomiske insentiver, budsjettkrav, opplæring, prisreduksjoner og spesialtransport, er også listet og diskutert. Data til rapporten er i hovedsak hentet fra et spørreskjema til de nordiske transportministriene. Spørreskjemaet var i utgangspunktet utarbeidet og sendt ut som del av et EU-prosjekt under 6. rammeprogram (Euro-Access).

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# Preface

The Norwegian Public Roads Administration is heading a Nordic working group concerned with developing indicators for accessibility of public transport systems on roads. As a backdrop and starting point for this work, the working group wanted a study describing policies and strategies, prevailing laws, regulations, standards and guidelines concerning the accessibility of public transport systems in the Nordic countries on roads, as well as EU policy and legislation in this field. The working group wanted an overview of ongoing work and current status of the work with national travel planners as well. The Institute of Transport Economics (TØI) was asked to undertake this study. The findings are presented in this report.

A major part of the data needed in this study was collected through a relatively extensive questionnaire to the Ministries concerned with public transport in the Nordic countries. The questionnaire was originally carried out as part of the project *For a European Accessibility of public transport for people with disabilities*, funded by the DG Research of the European Commission, under the 6th framework programme. We would like to thank those who answered the numerous, detailed questions. We would also like to thank those who helped us with information about national travel planners.

The contact person at the Norwegian Public Roads Administration was Anders Dalen. The work at Institute of Transport Economics was carried out by Jan Usterud Hanssen (mainly the part about travel planners) and Aud Tennøy, with the latter as project manager. The quality control was carried out by Head of Department, Professor Arvid Strand.

Oslo, December 2007  
Institute of Transport Economics

*Lasse Fridstrøm*  
Managing director

*Arvid Strand*  
Head of departement



# Table of contents

## Summary

<b>1</b>	<b>Introduction.....</b>	<b>1</b>
1.1	Background.....	1
1.2	The need for accessible public transport systems.....	1
1.3	Objectives of this work.....	2
1.4	Methodology and data collection.....	2
<b>2</b>	<b>EU policy and legislation.....</b>	<b>5</b>
2.1	EU policy and strategies.....	5
2.2	EU legislation.....	6
<b>3</b>	<b>Policies, strategies and action plans in the Nordic countries.....</b>	<b>10</b>
3.1	Denmark.....	10
3.2	Finland.....	11
3.3	Iceland.....	12
3.4	Norway.....	13
3.5	Sweden.....	14
<b>4</b>	<b>Status of legal frameworks in the Nordic countries.....</b>	<b>16</b>
4.1	Laws, provisions and regulations.....	16
4.2	Implementation of some EU directives in national legislation.....	22
4.3	Standards and guidelines.....	24
4.4	Employment and education issues.....	28
<b>5</b>	<b>Other initiatives.....</b>	<b>29</b>
5.1	Reducing individual economic barriers.....	29
5.2	Incentives to encourage accessibility of public transport systems.....	31
5.3	Training.....	32
5.4	Indicators.....	34
5.5	Networking.....	35
5.6	Influence of various groups.....	35
5.7	National travel planners.....	36
<b>6</b>	<b>Discussion.....</b>	<b>41</b>
6.1	Discussions.....	41
6.2	Challenges.....	47
	<b>References.....</b>	<b>48</b>
	<b>Appendix.....</b>	<b>55</b>

**Summary:**

# **Policies, legal frameworks and other means for improving accessibility of public transport systems in the Nordic countries**

## **Introduction**

The demographic changes in the Nordic countries will continue contributing to increased numbers of people with reduced mobility, among them older and disabled people. Accessibility of public transport systems is a necessity for independent living, social inclusion and sustainable development. Based on this, accessibility of public transport for people with disabilities will be increasingly important in order to provide a society with equal rights.

The Norwegian Public Roads Administration is heading a Nordic working group concerned with developing indicators for accessibility of public transport systems on roads. As a backdrop and starting point for this work, the working group wanted a study describing policies and strategies, prevailing laws, regulations standards and guidelines concerning the accessibility of public transport systems in the Nordic countries, as well as EU policy and legislation in this field. The working group wanted an overview of ongoing work and current status in the work with national travel planners as well. The Institute of Transport Economics (TØI) was asked to undertake this study. The findings are presented in this report.

The questionnaire that forms a major part of the data collection to the project was originally carried out as part of the ongoing project *For a European Accessibility of public transport for people with disabilities*, with the abbreviation Euro-Access, funded by the DG Research of the European Commission, under the 6th framework programme<sup>1</sup>.

## **EU policy and strategies**

EU has developed and is continuously working on an action plan called “Equal opportunities for people with disabilities: A European Action Plan” (Commission of the European Communities 2003). It says that contributing to shaping society in a fully inclusive way is the overall EU objective. In this respect, the fight against discrimination and the promotion of the participation of people with disabilities into economy and society play a fundamental role.

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<sup>1</sup> Contract number 044448.



During the 2000s, the EU has developed and implemented several directives and regulations aiming at making public transport systems more accessible and useful for all. We found that the following directives are the most important in our context:

- Special provisions for vehicles used for the carriage of passengers comprising more than eight seats in addition to the driver's seat (Directive 2001/85/EC)
- On coordinating the procurement procedures of entities operating in the water, energy, transport and postal services sectors (Directives 2004/17/EC)
- On the coordination of procedures for the award of public works contracts, public supply contracts and public service contracts (2004/18/EC)

There are also the directives On safety rules and standards for passenger ships (Directive 2003/24/EC) and On the interoperability of the trans-European high-speed rail system and conventional rail system (Directive 2004/50/EC), the regulations about air passengers (Regulations No 1107/2006 and 261/2004), and the proposal on international rail passengers' rights and obligations (COM 2004/13). These are transport related, but not directly related to public transport on road.

## **Policies, strategies and action plans in the Nordic countries**

All the Nordic countries have, or are in the process of developing, policy documents and action plans for more accessible public transport systems. The approach, depth and focus of these policies vary between the countries. We find that the Finnish accessibility strategy and the connected ELSA research and development programme, together with the Norwegian BRA-programme, are the documents featuring the most detailed and concrete action plans.

In all the policy, strategy and action plan documents, it appears that accessible public transport systems in general is viewed as a means to allow everybody, as far as possible, to live independently, and to work, study, enjoy leisure time and meet other people.

## **Legal frameworks in the Nordic countries**

From the information we received from the Ministries, as well as the information we came across through other sources, we have found that there is a manifold of legislation covering accessibility of public transport systems. Finland and Sweden have specifically mentioned the right of disabled people in their constitutions. Norway (and perhaps Denmark) are in the process of proposing non-discriminatory acts that include accessible public transport systems. All countries have planning and building legislation requiring accessibility in some way in and to new buildings and constructions. All countries except Norway have legislation requiring society to provide transport services for severely disabled persons who are not able to use ordinary public transport services (in Norway this is organised in other ways). Sweden, Finland and Denmark have laws requiring operators or authorities to take account of the needs of disabled people when planning and organising public transport services.

We found that EU Directive 2001/85/EC (the bus directive) for buses class I is implemented in the national legislation through regulations in all the Nordic countries, although Finland has not yet phased out their older national provisions. Only Sweden seems to have implemented some accessibility requirements for buses class II and III.

EU Directive 2004/18/EC does not seem to have had substantial influence on the legal frameworks or practices regarding accessible public transport systems. However, we found that Norway has developed guidelines for universal design in public procurements, also including public transport.

Standards and guidelines are important parts of the legislation. We also found that guidelines have been drawn up for topics that are not yet covered by the legal framework. Most countries have detailed guidelines connected to their planning and building legislation, which are important for accessibility to terminals and other buildings, and which require accessibility to be assessed when planning and building large constructions. All countries have some kind of guidelines for planning and design of roads and streets. These will have an impact on accessibility of public transport systems, not at least when it comes to bus stops and the journey from home to terminal, for example. We will highlight Finland's SuRaKu cards, which also cover maintenance as part of the accessibility strategy and the Danish *Transport areas for all. Accessibility Handbook*, which covers accessibility of pedestrian areas in a thorough way. There are, as expected, guidelines describing accessible vehicles. Among other interesting guidelines we would like to highlight the Norwegian *Guidelines for universal design in public procurements*.

## **Other initiatives**

Pricing systems to reduce individual financial barriers is one way to improve accessibility of public transport systems. We found that all countries have some forms of concessionary fares for the disabled, in order to reduce individual economic barriers to ordinary public transport systems. All countries also have special transport systems for severely disabled people, with user prices largely similar to the fares of ordinary public transport.

Apart from the legal framework, we know that various systems for encouraging improvement of accessibility of public transport systems exist. In the questionnaire, we asked if governmental authorities (like the Ministry of Transport) set requirements about accessibility of public transport for all/for persons with disabilities as a condition when the various public directorates, departments etc. (like the Road Department) receive money from the budgets, and if economic incentives are used in order to request or encourage operators or authorities to improve the accessibility of public transport systems. We found that some form of these incentives is used in most of the Nordic countries.

Training of bus drivers and service personnel who are in direct contact with passengers, and for architects, engineers, land use planners and transport planners planning, designing and building the physical environment, as well as persons with disabilities themselves, is an important means to achieve a (more) accessible public transport system. All the Nordic countries have some kind of training for drivers and other service personnel. To some extent, all of them offer training to planners, engineers, architects, transport planners etc. in universal design. Only Sweden has reported training for disabled persons in using public transport systems.

We asked how much influence various groups and factors have had on the development of the legal framework regarding accessible public transport in the countries. All respondents find that development in EU has had a high degree of influence, while user groups and the public administration are the groups that are found to have the second highest degree of influence.

## **National travel planners**

We were to describe the current status of national travel planners in the Nordic countries, and to find out if the information needed for persons with reduced mobility to plan a journey is included in the national travel planners. A travel planner is defined as a web site showing (all) the public transport services in the country. Such journeys can consist of several links with several modes (including walking).

We found that the Nordic countries (apart from Iceland) can be considered to be roughly at the same level in the development and provision of national travel planners. All the countries reported having a national travel planner covering all (or most) public transport systems in the country, but this does not necessarily mean that it is comprehensive or that it covers all scheduled transport possibilities. None of the travel planners offer information needed for persons with special needs to plan a journey in a comprehensive or systematic way. The MultiRIT project in Norway and the KOLL framåt project in Sweden may bring interesting new knowledge, examples and ideas into this field.

The role that national authorities have in the development and operation of national travel planners varies. The Ministry is an active driving force in Finland. In Sweden, the existing national travel planner is initiated and operated with national authorities involved. The national travel planners in Denmark and Norway are more a result of a gradual development and coordination of different information systems. We are not sure how this works in Iceland.

In all countries (we are not sure how this works in Iceland) it is expected that transport operators provide the necessary information. The quality of the information depends on data delivered by the operators. The frequency of revision may be stated by law or national regulations, but we are only aware of this being done in Norway. Thus, it must be expected that there are routes or areas of the countries with incomplete or incorrect information.

The respondents did not report national requirements or objectives related to travel planners. Apart from Norway, we have not obtained information on national guidelines about details in the travel planners, frequency of updating the data, etc.

## **Discussions**

As a starting point for our analysis we asked: will the prevailing policies and legal framework ensure accessible public transport systems in the Nordic countries? Or spelled out another way: are the policies and legal framework good enough? And if not, what are the main challenges?

It is clear that providing detailed answers to these questions for each of the countries or for “the Nordic countries”, based on the knowledge we have gathered and presented in this report, is not possible. The analysis or discussion has to be at a more superficial level.

An obvious challenge is to define what are “good enough” policies and legal frameworks. Two fundamental ideals are frequently referred to when discussing accessible public transport systems. These are the ideal of universal design, or design for all, and the ideal of a journey being accessible throughout the travel chain, “the whole journey”. In order to point out the main challenges for achieving accessible public transport systems, we will compare the status quo in policies and legal frameworks in the Nordic countries as

described in this report, with the ideals of universal design/design for all - throughout the travel chain.

Our analysis showed that several of the national policies on accessible public transport systems include the ideals of universal design and accessibility throughout the whole journey. Still, it is clear that the legal frameworks are not setting the requirements for fulfilling these ideals. Based on this, we concluded that prevailing legal frameworks are not “good enough”.

## **Challenges and possibilities**

So, what are the main challenges? In our analysis, we found that mobility impairments are still more in focus than others, but that sensory, and also cognitive, impairments are gaining more attention. The ideals and understanding of the problem are moving towards universal design.

The vehicles and the terminals/ (stops) seem to be the parts of the journey where the legal frameworks set the strongest requirements. In a perspective of accessibility throughout the travel chain, it thus appears that improving the legal frameworks concerning providing necessary information about the journey, the trip to/from the terminal/stop and the ticketing systems are the main challenges in this context. That said, it is important to point out that the prevailing legal frameworks do not require accessible terminals, stops or terminals for all user groups either.

The EU directives 2004/17/EC and 2004/18/EC clearly state that *Contracting authorities should, whenever possible, lay down technical specifications so as to take into account accessibility criteria for people with disabilities or design for all users*. Since public authorities are the major, and often the only purchasers of infrastructure and services that are part of the public transport systems (the whole journey), and control it in various other ways as well, using these directives in public procurements may be a quick and easy way to contribute to the improvement of public transport accessibility.

Another important challenge is that the legal frameworks deal mainly with building or purchasing new things. Looking at directives and regulations from the EU, for example, we see that bringing in people to support travellers is another approach. The whole chain of information is another important approach. Maintenance must not be forgotten, especially in the snowy parts of the Nordic countries, and especially when focusing on the whole journey. Without good maintenance, the accessibility of public transport systems can never be good enough. It is also clear that initiatives are necessary beyond what the legal frameworks require, if substantial improvements are to be achieved.

## **Inventory of policies, action plans, legal frameworks and guidelines**

As an appendix, references to documents mentioned and described in the report are organised by country under the main headings; EU-documents, Policies, strategies and action plans, Laws, provisions and regulations and Standards and guidelines. This listing is meant as an inventory, where one easily may get an overview of e.g. guidelines or policy documents in the Nordic countries. All documents in the inventory are also listed in the References (but not vice versa).

# 1 Introduction

## 1.1 Background

In 2006 the Nordic Cooperation on Disability (NSH) adopted a number of initiatives in order to get accessibility of public transport systems on the Nordic agenda. During a workshop in December 2006, development of a Nordic indicator system to measure accessibility of the public transport systems was highlighted as an important issue. Two working groups, one for roads and one for rail, were established. Members are Ministries and other public authorities with responsibilities for accessible public transport. The Norwegian Public Roads Administration is heading the working group concerned with public transport on roads, while the Swedish Banverket is heading the group concerned with rail transport.

As a backdrop and starting point for this work, the working group wanted a study describing current EU policy and legislation concerning accessibility of public transport systems, as well as the situation in the Nordic countries regarding policies and strategies, prevailing laws, regulations standards and guidelines. The working group wanted an overview of ongoing work and current status in the work with national travel planners as well. The Institute of Transport Economics (TØI) was asked to undertake this study. The findings are presented in this report.

## 1.2 The need for accessible public transport systems

The demographic changes in the Nordic countries will continue contributing to increased numbers of people with reduced mobility, among them elderly people and persons with disabilities. Accessibility of public transport systems is a necessity for independent living, social inclusion and sustainable development. Based on this, accessibility of public transport for people with disabilities will be increasingly important in order to ensure a society with equal rights.

The leading edge in thinking and practice in this field is steadily shifting beyond legal obligations and well-meaning philanthropy, towards a solutions-focused culture which shifts the emphasis from the person's disability to the changes a business can make easily to enable that person to contribute their skills and productivity. The shift is from a focus on cost and dysfunction to an emphasis on investment in human potential.

There is a move away from seeing people with disabilities as the passive recipients of compensation. The new approach recognises their legitimate demand for equal rights and for full participation in society. The fight against discrimination and the promotion of the participation of people with disabilities into economic activity and social participation are clear objectives for the Nordic countries.

These changes in the perception of the importance of mobility for persons with disabilities are increasingly both the result of, and a contributor to, wider socio-political policies that seek to ensure equality for all, including disabled people. Another aspect worth emphasising is that transport policy does not stand alone. To be truly effective, it has to form part of broader policies and legislation, which will include such areas as land-use, health, education and social policy.

It follows that the creation of fully accessible public transport is a complex process. It requires not just accessible vehicles – buses, coaches, trams, trains etc., but also an accessible environment in the broadest sense. Because people with disabilities in general tend to be less well off than their able-bodied peers, financial assistance is also important.

### **1.3 Objectives of this work**

The Norwegian Public Roads administration asked the Institute of Transport Economics to undertake a study in order to describe:

- EU policy and legislation concerning accessibility of public transport systems
- Policies, strategies and action plans promoting improved accessibility of public transport systems on roads in the Nordic countries (Iceland, Finland, Denmark, Sweden, Norway)
- Prevailing legislation - laws, provisions, regulations, standards and guidelines - concerning accessibility of public transport systems on road in the Nordic countries
- Other means used in order to improve accessibility of public transport systems on road in the Nordic countries
- Status of the work with national travel planners in the Nordic countries, and if data on accessibility is included in the travel planners

Although our main focus has been on public transport systems on roads, we have also included the documents and information we have received concerning rail transport. Policies, action plans and legislation focusing on public transport often do not distinguish between road and rail. We have not attempted to create artificial divisions between these. This means that where rail transport is included in the report, the coverage is more accidental and superficial than is the case for public transport systems on roads.

### **1.4 Methodology and data collection**

#### **1.4.1 Review of EU policy legislation**

The current state and development of EU policy and legislation concerning accessibility of public transport systems was described based on available literature.

#### **1.4.2 Questionnaire to the Nordic Ministries of Transport**

TØI is involved in a research project within the sixth EU framework programme, called *For a European Accessibility of public transport for people with disabilities* (Euro-

Access)<sup>1</sup>. TØI is heading a work package concerned with some of the same questions that are dealt with in this report. As part of the Euro-Access project, questionnaires concerning policies, strategies, legislation, economic incitements etc. regarding accessibility of public transport systems were sent to the Ministries responsible for public transport in all countries in the EU plus Norway and Iceland. This comprehensive questionnaire was developed by TØI, in cooperation with the other partners in Euro-Access. The questionnaire is qualitative, which demands a lot from those answering it.

We received completed questionnaires from all Nordic countries, although the completeness of the questionnaires varies to some extent. When answering the questions asked by the Public Roads Administration, we used information from the questionnaires as our main source of information. We also reviewed some of the main documents, and we cross-checked with other sources in order to make sure that all important documents were included. As part of our quality control, we presented preliminary findings to the two Nordic working groups on indicators, asking if anything had been forgotten or misunderstood. We asked the people answering the questionnaires to read through the chapters dealing with their respective countries, asking the same questions. In both cases, some new information was added.

Because the information from the questionnaires forms our basis for answering the questions from the Norwegian Public Roads Administration, we know that the knowledge, focus and understanding of those answering the questionnaires have influenced the kind of information we have received. Nonetheless, we believe that most relevant documents are mentioned or described in the report. The knowledge, focus and understanding of us, the researchers, in gathering, interpreting, cross checking and presenting the information, also influence the final result.

### **1.4.3 National travel planners**

Exploring the state of development of national travel planners was not part of the Euro-Access questionnaire. TØI thus undertook a separate study in order to describe developments and the state of the art in this field.

By national travel planners we mean web-sites showing (all) public transport services in the country, with the necessary information to plan a trip. We asked if the information necessary for persons with disabilities to plan their trip was included in the travel planners, or if there were plans for including such information.

After a process in order to find the relevant contact persons in each country, preferably someone working within the responsible authorities, an e-mail with a short questionnaire was sent to the contact persons. Representatives from all Nordic countries, except Iceland, answered the short questionnaire. Where necessary, the questionnaire was followed up by short interviews. We briefly tested the travel planners as well, in order to be able to describe how they work and what kind of information they contain.

### **1.4.4 Inventory of relevant documents**

As an appendix, references to documents mentioned and described in the report are organised by country under the main headings; EU-documents, Policies, strategies and action plans, Laws, provisions and regulations and Standards and guidelines. This listing

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<sup>1</sup> “For a European Accessibility of public transport for people with disabilities” is funded by the DG Research of the European Commission, under the 6th framework programme (contract number 044448). See also <http://www.euro-access.org/>

is meant as an inventory, where it is simple to gain an overview of e.g. guidelines or policy documents in the Nordic countries. All documents in the inventory are also listed in the References (but not vice versa).



## 2 EU policy and legislation

### 2.1 EU policy and strategies

EU has developed and is continuously working on an action plan called **Equal opportunities for people with disabilities: A European Action Plan** (Commission of the European Communities 2003)<sup>2</sup>. We will take this plan as a starting point when describing EU policy and strategies concerning accessibility of public transport systems.

The plan states that contributing to shaping society in a fully inclusive way is the overall EU objective. In this respect, the fight against discrimination and the promotion of the participation of people with disabilities into the economy and society play a fundamental role.

The EU's long-standing commitment towards its disabled citizens goes hand in hand with a new approach to disability: from seeing people with disabilities as the passive recipients of compensation, society has come to recognise their legitimate demands for equal rights. The EU sees disability as a social construct. The EU social model of disability stresses the environmental barriers in society that prevent the full participation of people with disabilities in society. These barriers must be removed. Accessibility and mobility issues are now dealt with in the light of equal opportunities and the right to participate. It is emphasised in the policy document that entry into employment is crucial for the integration of people with disabilities in the economy and society at large. Participating in the labour market allows people to earn a living and to participate more fully. It also gives individuals additional dignity and a greater degree of independence.

The Commission has identified the priority areas of intervention for the first phase of the action plan, which are grouped under the following four complementary headings:

- Access to, and remaining in, employment.
- Lifelong learning in support of employability, adaptability, personal development and active citizenship of people with disabilities.
- Using the potential of new technologies, which play a crucial role in ensuring equal opportunities and mobility in the economy, in empowering people with disabilities.
- Accessibility of the public built environment, which is a pre-condition for participation in the workplace and mobility in the economy and society.

In this context, the latter point is the most interesting. The action plan highlights the Commission's **White Paper on European Transport Policy for 2010: a time to**

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<sup>2</sup> <http://europa.eu/scadplus/leg/en/cha/c11414.htm>

**decide**<sup>3</sup>, which recognises that accessible public transport is an integral part of accessibility in the wider sense (EC 2001). The Commission will therefore promote accessible public transport, which is an important contribution to the ability to work.

## **2.2 EU legislation**

### **2.2.1 Regulations and directives in the EU system**

The ‘secondary legislation’ is the third major source of community law, after the treaties (primary legislation) and international agreements (EUR-Lex 2007<sup>4</sup>). The secondary legislation can be defined as the totality of the legislative instruments adopted by the European institutions pursuant to the provisions of the treaties. Secondary legislation comprises the binding legal instruments (regulations, directives and decisions) and non-binding instruments (resolutions, opinions) provided for in the EC Treaty, together with a whole series of other instruments such as the institutions’ internal regulations and Community action programs. Here, we present short definitions of regulations and directives, as described in EUR-Lex (4<sup>th</sup> September 2007).

#### *Regulations*

Adopted by the Council in conjunction with the European Parliament or by the Commission alone, a regulation is a general measure that is binding in all its parts. Unlike directives, which are addressed to the Member States, and decisions, which are for specified recipients, regulations are addressed to everyone.

A regulation is directly applicable, which means that it creates laws which take immediate effect in all the Member States in the same way as a national instrument, without any further action on the part of the national authorities.

#### *Directives*

Adopted by the Council in conjunction with the European Parliament or by the Commission alone, a directive is addressed to the Member States. Its main purpose is to align national legislation.

A directive is binding on the Member States with regard to the result to be achieved, but leaves them to choose the form and method they adopt to realise the Community objectives within the framework of their internal legal order.

If a directive has not been transposed into national legislation in a Member State, if it has been transposed incompletely or if there is a delay in transposing it, citizens can directly invoke the directive in question before the national courts.

### **2.2.2 EU legislation concerning accessible public transport systems**

During the 2000s, the EU has implemented and developed several directives and regulations aiming at making public transport systems more accessible and useful for all, both through specific directives and regulations concerning various modes of transport,

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<sup>3</sup> [http://ec.europa.eu/transport/white\\_paper/documents/doc/lb\\_texte\\_complet\\_en.pdf](http://ec.europa.eu/transport/white_paper/documents/doc/lb_texte_complet_en.pdf)

<sup>4</sup> [http://eur-lex.europa.eu/en/droit\\_communaute/droit\\_communaute.htm#1.3](http://eur-lex.europa.eu/en/droit_communaute/droit_communaute.htm#1.3)

and in more general directives. We have found that the following directives are the most important in this context:

- Special provisions for vehicles used for the carriage of passengers comprising more than eight seats in addition to the driver's seat (Directive 2001/85/EC)
- On coordinating the procurement procedures of entities operating in the water, energy, transport and postal services sectors (Directives 2004/17/EC)
- On the coordination of procedures for the award of public works contracts, public supply contracts and public service contracts (2004/18/EC)

The following directives and regulations are concerned with accessible public transport systems as well, but are not (as we see it) as relevant for the Nordic group as the previous three:

- On safety rules and standards for passenger ships (Directive 2003/24/EC)
- On the interoperability of the trans-European high-speed rail system and conventional rail system (Directive 2004/50/EC)
- On International Rail Passengers' Rights and Obligations (COM 2004/143) (proposal)
- On the rights of disabled persons and persons with reduced mobility when travelling by air (Regulation (EC) No 1107/2006)
- Common rules on compensation and assistance to passengers in the event of denied boarding and of cancellation or long delay of flights (Regulation (EC) no 261/2004)

Short descriptions of the directives are listed below.

Directive 2001/85/EC relating to special provisions for **vehicles used for the carriage of passengers comprising more than eight seats in addition to the driver's seat**<sup>5</sup>

The directive says that vehicles of Class I (city buses) shall be accessible for people with reduced mobility including wheelchair users, according to the technical provisions laid down in the detailed Annex VII. Member States shall be free to choose the most appropriate solution to achieve improved accessibility in vehicles other than those of Class I. However, if vehicles other than those of Class I are equipped with devices for people with reduced mobility and/or wheelchair users, they shall comply with the relevant requirements of Annex VII.

Directive 2004/17/EC **on coordinating the procurement procedures of entities operating in the water, energy, transport and postal services sectors**<sup>6</sup> and 2004/18/EC **on the coordination of procedures for the award of public works contracts, public supply contracts and public service contracts**<sup>7</sup>

The directives clearly state in articles 34 and 29 respectively that *Contracting authorities should, whenever possible, lay down technical specifications so as to take into account accessibility criteria for people with disabilities or design for all users.*

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<sup>5</sup> <http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=CELEX:32001L0085:EN:NOT>

<sup>6</sup> [http://europa.eu.int/eur-lex/pri/en/oj/dat/2004/l\\_134/l\\_13420040430en00010113.pdf](http://europa.eu.int/eur-lex/pri/en/oj/dat/2004/l_134/l_13420040430en00010113.pdf)

<sup>7</sup> [http://eur-lex.europa.eu/LexUriServ/site/en/oj/2004/l\\_134/l\\_13420040430en01140240.pdf](http://eur-lex.europa.eu/LexUriServ/site/en/oj/2004/l_134/l_13420040430en01140240.pdf)

### **Directive 2003/24/EC on safety rules and standards for passenger ships<sup>8</sup>**

These rules apply for all passenger ships built or rebuilt after October 1<sup>st</sup> 2004. It says that ships should be constructed and equipped in such a way that a person with reduced mobility can embark and disembark easily and safely, and can be ensured access between decks, either unassisted or by means of ramps, elevators or lifts.

Signs on board ships to aid passengers should be accessible and easy to read for persons with reduced mobility (including persons with sensory disabilities), and be positioned at key points. The operator should have the means onboard the vessel both visually and verbally to provide announcements, such as those regarding delays, schedule changes and on-board services, to persons with various forms of reduced mobility. The alarm system and alarm buttons must be designed so as to be accessible by all, and to alert all passengers with reduced mobility, including persons with sensory disabilities and persons with learning disabilities.

Handrails, corridors and passageways, doorways and doors shall accommodate the movement of a person in a wheelchair. Elevators, vehicle decks, passenger lounges, accommodation and washrooms shall be designed in order to be accessible in a reasonable and proportionate manner to persons with reduced mobility.

### **Directive 2004/50/EC On the interoperability of the trans-European high-speed rail system and conventional rail system<sup>9</sup>**

The Technical Specification for Interoperability (TSI) connected to this directive is under revision, and several Ministries have referred to the revision of the TSI as being very important in the sense of making rail transport more accessible.

The TSI covers the Conventional and High Speed Rail Infrastructure and passenger Rolling Stock subsystems as described in Annex I to Directive 2001/16/EC modified by Directive 2004/50/EC, only for the Aspect "Accessibility for People with Reduced Mobility". It also deals with some elements of the "Telematics Applications for Passengers" subsystem, such as, for example, ticketing equipment.

The objective of the TSI is to enhance the accessibility of rail transport for people with reduced mobility. This includes the accessibility of the public areas of the infrastructure (including stations) controlled by the Railway Undertaking, Infrastructure Manager or Station Manager. Particular attention is devoted to: (i) the problems generated by the platform-train interface which require a holistic perspective between Infrastructure Rolling Stock; and (ii) the need for evacuation in the case of hazardous situations. "People with Reduced Mobility" mean all people who have difficulty when using trains or the associated infrastructure.

### **COM 2004/143 On International Rail Passengers' Rights and Obligations<sup>10</sup>** (proposal)

The proposal includes distinct provisions (articles 27 – 31) that give a person with reduced mobility the right to assistance, provided that the person has notified the railway in advance of his or her needs. The assistance includes boarding, changing to a

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<sup>8</sup> [http://eur-lex.europa.eu/LexUriServ/site/en/oj/2003/l\\_123/l\\_12320030517en00180021.pdf](http://eur-lex.europa.eu/LexUriServ/site/en/oj/2003/l_123/l_12320030517en00180021.pdf)

<sup>9</sup> [http://eur-lex.europa.eu/LexUriServ/site/en/oj/2004/l\\_220/l\\_22020040621en00400057.pdf](http://eur-lex.europa.eu/LexUriServ/site/en/oj/2004/l_220/l_22020040621en00400057.pdf)

<sup>10</sup> <http://ec.europa.eu/transport/rail/package2003/doc/com143-en.pdf>

corresponding service as well as disembarking. One article introduces the notion of the station manager, who is the person who provides assistance to persons with reduced mobility at the railway station. Another article gives persons with reduced mobility the right to request assistance from the railway company or the tour operator on board or when embarking or disembarking provided that he has notified his needs in advance.

Regulation (EC) No 1107/2006 concerning **the rights of disabled persons and persons with reduced mobility when travelling by air**<sup>11</sup>

The regulation covers a number of issues that together allow disabled people and people with reduced mobility equal opportunities to travel by air. It states that disabled persons and persons with reduced mobility have the same right as all other citizens to free movement, freedom of choice and non-discrimination. This applies to air travel as well as to other areas of life. Disabled persons and persons with reduced mobility should therefore be accepted for carriage and should not be refused transport on the grounds of their disability or lack of mobility, except for reasons which are justified on the grounds of safety and prescribed by law. Further articles are focused on providing assistance to meet particular needs, but also on design of new airports and terminals, as well as on new and newly refurbished aircraft and on provision of information in alternative formats accessible to disabled persons and persons with reduced mobility.

Regulation (EC) no 261/2004 establishing **common rules on compensation and assistance to passengers in the event of denied boarding and of cancellation or long delay of flights**<sup>12</sup>

The regulation states (among others in Article 11: Persons with reduced mobility or special needs) that operating air carriers shall give priority to carrying persons with reduced mobility and any persons or certified service dogs accompanying them, as well as unaccompanied children. In cases of denied boarding, cancellation and delays of any length, persons with reduced mobility and any persons accompanying them, as well as unaccompanied children, shall have the right to care as soon as possible.

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<sup>11</sup> [http://eur-lex.europa.eu/smartapi/cgi/sga\\_doc?smartapi!celexplus!prod!DocNumber&lg=en&type\\_doc=Regulation&an\\_doc=2006&nu\\_doc=1107](http://eur-lex.europa.eu/smartapi/cgi/sga_doc?smartapi!celexplus!prod!DocNumber&lg=en&type_doc=Regulation&an_doc=2006&nu_doc=1107)

<sup>12</sup> [http://europa.eu.int/eur-lex/pri/en/oj/dat/2004/l\\_046/l\\_04620040217en00010007.pdf](http://europa.eu.int/eur-lex/pri/en/oj/dat/2004/l_046/l_04620040217en00010007.pdf)

## 3 Policies, strategies and action plans in the Nordic countries

In the questionnaire we asked if the countries have policies aimed specifically at accessibility of public transport for all/disabled people, and if so, if they also have action plans to support and implement the policies.

All the Nordic countries have, or are in the process of developing, policy documents and action plans for more accessible public transport systems. The approach, depth and focus of these policies vary between the countries. We find that the Finnish accessibility strategy and the connected ELSA research and development programme, together with the Norwegian BRA-programme, are the documents that feature the most detailed and concrete action plans.

In all the policy-, strategy- and action plan documents, it appears that accessibility of public transport systems in general is viewed as a means to allow everybody, as far as possible, to live independently, and to work, study, enjoy leisure time and meet other people.

Below we will give a short description of recent, relevant developments in each of the Nordic countries.

### 3.1 Denmark

It appears that the **Action plan for disability policy**<sup>13</sup> (Handlingsplan for handicapområdet) from 2003 is the prevailing policy document (Ministry of Economic and Business Affairs 2003). The action plan points at five focus areas: Housing; Employment and education; Accessibility to physical environment (transport included); Public administration; and Leisure and quality of life. The action plan states that the overall policy objective in this field is an accessible society, where people with disabilities may participate in society in an equal way. It is referred to the UN Standard Rules. When discussing transport, “the whole journey” is the ideal. Several ongoing and accomplished initiatives are mentioned, such as purchasing low-floor trains for intercity traffic, improved accessibility on new train and subway stock and rebuilding stations and terminals.

The Ministry of Transport and Energy has informed us that the Ministry is **working on a policy-document concerning transport for disabled**, and that the Minister will present this before the end of 2007.

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<sup>13</sup> <http://www.oem.dk/publikationer/html/handicap/index.htm> (in Danish)

## 3.2 Finland

The main policy and strategy document regarding accessible public transport systems in Finland is **Towards accessible transport. Accessibility Strategy of the Ministry of Transport and Communications**<sup>14</sup> (Ministry of Transport and Communications 2003). This policy paper was prepared in cooperation with different Ministries, the Association of Finnish Local and Regional Authorities as well as public organisations operating within the administrative sector of the Ministry. It draws up the policy and strategies in this field, and it has a detailed and thorough action programme.

The policy- and strategy part of the document says that the possibility of independent mobility is an important factor affecting the quality of life. An accessible environment suitable for everyone offers citizens the opportunity to live independently and on their own initiative: to work, use services, enjoy free time and meet other people. The long-term transport policy guidelines emphasise the right of everybody to mobility and the opportunity to exert that right. The transport system shall also be designed and constructed so that children, the elderly and people with reduced functions can safely manage their daily travel needs.

The strategy plan states that the objective is a transport system suitable for all. Achieving the goal requires the administrative sector of the Ministry of Transport and Communications to take into account the mobility needs of all population groups and to work actively to remove existing shortcomings. This effort must be included in ordinary activities, such as preparing legislation and planning instructions and in maintaining and building the transport infrastructure.

The action programme included in the strategy-document covers all modes of public transport, and all parts of the journey. It also includes service and maintenance, which several other action plans in this field are lacking.

To support the implementation of the strategy, the three-year **Research and Development Programme ELSA**<sup>15</sup> was started in the autumn 2003 (Ministry of Transport and Communications 2007). The objective of the ELSA-programme is to encourage the municipal sector, providers of transport services, the authorities and the general public to see the importance of accessibility. It should motivate the various actors to take this aspect into account in their daily work, and to produce and disseminate information about good practice. The focus of the programme is particularly on accessibility of public transport and the pedestrian environment.

The aim of the programme is to gather research and development relating to accessibility under one umbrella. Examples of the topic areas for research and development projects possibly financed by the programme are<sup>16</sup>: A more accessible pedestrian environment; Public-transport passenger information, payment systems, terminals and vehicles; Assistant services and travel dispatch centres; Transfer of passengers to aircraft; Passenger terms of maritime transport and rail transport and equal rights of passengers; Clarity and manageability of the road transport environment; Driver's requirements of a disabled person as well as approval of a vehicle for transport; The economic significance of accessibility and effectiveness of measures promoting accessibility; and Development of evaluation methods for accessibility and user-friendliness.

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<sup>14</sup> [http://www.elsa.fi/strategia/pdf/strategy\\_english.pdf](http://www.elsa.fi/strategia/pdf/strategy_english.pdf) (in English)

<sup>15</sup> [http://www.elsa.fi/English/index\\_english.htm](http://www.elsa.fi/English/index_english.htm) (in English)

<sup>16</sup> <http://www.cemt.org/topics/handicaps/develop/FINdev06.pdf> (in English)

In the questionnaire, the Finnish Ministry of Transport and Communications answered that policies regarding accessible public transport systems are set at all political levels (national, regional, municipal), and that the policies do not distinguish between urban and rural areas.

### **3.3 Iceland**

Policies and action plans concerning accessible public transport systems are under constant reconsideration.

In the **National transport policy 2007 – 2018**, expected to be approved by the Parliament next fall, the special needs of the disabled are addressed. The policy states that all structures and equipments built and operated by the state must be designed in a way that makes them accessible to all. The policy states that as the average age of the population increases the number of people with reduced mobility will also increase. It will thus become more important to view accessibility for all as a mainstream theme from the beginning of the design process. Full accessibility will therefore become a requirement in accordance with the best possible solutions at any time.

On March 30<sup>th</sup> 2007 Iceland became a party to the UN Convention on the rights of persons with disabilities. The Convention clarifies the rights of disabled people and states their right to be considered equal to others. Article 9 in the Convention concerns accessibility and that the access of disabled people shall be equal - to their material surroundings, to transport, to information and to communication.

The Ministry of Social Affairs is responsible for the subject of disabled people in Iceland. A Committee under the auspices of the Ministry is currently making an assessment of accessibility in Icelandic society. The assessment is based on the 22 rules of the United Nations on how an accessible society should be, where rule number five concerns access to transport and information. The committee aims to clarify the situation of disabled people and to make a plan on how to make them equal to the situation of others in accordance with the rules of the UN.

The Ministry of Social Affairs has drawn up **a policy and a plan for services for handicapped people in the period 2007 to 2016** (we were not able to find information about this on the web, which probably means that current information is in Icelandic). This policy concerns the field of issues for the Ministry itself, as well as other Ministries. The policy applies to both stages of administration in Iceland (governmental and municipal). *Ferðapjónusta fatlaðra*, the special transport service for disabled persons not able to use other means of transport, is dealt with in the policy.

In the questionnaire, the Ministry of Communications in Iceland answered that policies regarding accessible public transport systems are set at the national and at the municipal level and that policies do not distinguish between urban and rural areas.



### 3.4 Norway

Among the most important works carried out in this field in Norway in the last few years are The White Paper nr. 40 (2002 – 2003) Reduction of disabling barriers and White Paper nr. 24 (2006 – 2015) National transport plan, both with action plans.

**White Paper nr. 40 (2002 – 2003) Reduction of disabling barriers**<sup>17</sup> was presented to the Norwegian Parliament in 2003 (Ministry of Labour and Social Inclusion 2003). It gives a thorough description of the situation and a broad review of strategies, goals and initiatives in the Government's policy for persons with disabilities. The aim for the transport sector is to improve and to take into consideration the accessibility of public transport systems, in planning and designing infrastructure, design of vehicles and services.

Following the White Paper on reducing disabling barriers, **the Government's action plan for increased accessibility for persons with disabilities – Plan for universal design in key areas of society (2004 - 2009)**<sup>18</sup> was introduced (Ministry of Labour and Social Inclusion and Ministry of Environment 2004).

The action plan aims to enhance accessibility for all, and directs special focus towards persons suffering from functional impairments. This includes disabilities affecting vision, hearing, mobility, cognition and sensitivity to environmental factors (individuals with asthma/allergies).

The action plan is designed to unify and strengthen efforts to improve accessibility to transport, buildings, outdoor environments, products and other important areas of society. It is built upon five main principles; all important areas of society are to be included; each sector is responsible for implementation within their own areas of responsibility; governmental efforts should be coordinated; participation and involvement on all levels; and the effects will be evaluated.

The action plan was drawn up by the Ministry of Environment and the Ministry of Labour and Social Affairs, in close cooperation with other relevant Ministries – among them the Ministry of Transport and Communications. The plan incorporates initiatives from 15 different government ministries. In 2005, NOK 189 million was allocated to projects within the action plan.

The Norwegian Government presented **White Paper nr. 24 (2003 – 2004) National transport plan 2006 - 2015**<sup>19</sup> for the Parliament in March 2004 (Ministry of Transport and Communications 2004). This plan sets out the government's proposal for transport policy for the period 2006 – 2015, and is a strategic document for the development of the transport system including road, railway, aviation and sea-transport. Increased accessibility of public transport systems and Universal design is among the fields focused in the plan. In the course of the parliamentary debate on the White Paper, a new political main objective (of five such objectives) was agreed upon: A transport system that is

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<sup>17</sup> <http://www.regjeringen.no/nb/dep/aid/dok/regpubl/stmeld/20022003/Stmeld-nr-40-2002-2003-.html?id=197129> (in Norwegian)

<sup>18</sup> [http://www.regjeringen.no/nb/dep/md/dok/rapporter\\_planer/planer/2004/T-1440-Regjeringens-handlingsplan-for-okt-tilgjengelighet-for-personer-med-nedsatt-funksjonsevne.html?id=443451](http://www.regjeringen.no/nb/dep/md/dok/rapporter_planer/planer/2004/T-1440-Regjeringens-handlingsplan-for-okt-tilgjengelighet-for-personer-med-nedsatt-funksjonsevne.html?id=443451) (in Norwegian)

<sup>19</sup> <http://www.regjeringen.no/nb/dep/sd/dok/regpubl/stmeld/20032004/Stmeld-nr-024-2003-2004-.html?id=197953> (in Norwegian)

accessible for all and a transport system that makes it possible for everyone to live an active life.

The White Paper introduced a new action plan for accessibility; **Action Plan for the BRA – programme (2006 – 2009)**<sup>20</sup>, concerning public transport (Ministry of Transport and Communications 2006). A working group with representatives from the Ministry of Transport and Communications, the Norwegian National Rail Administration, the National Public Roads Administration, Avinor AS (the Norwegian state-owned company for developing and running airports), and the Norwegian State Railways has drawn up the action plan for the BRA – programme. The action plan was completed in January 2006, and is also a part of the Governments action plan for increased accessibility for persons with disabilities.

The main goal of the action plan is increased accessibility for everyone to public transport, with special focus on disabled persons. The action plan outlines the Government's political priorities in this area, as well as specific actions within the various sectors of transport. The programme is to be implemented during the period 2006 – 2009, and includes improved transport infrastructure, rolling stocks and logistics. The aim is to make the entire transport chain accessible.

Parallel with the action plan, a subsidy scheme was set up in order to stimulate counties and municipalities to give priority to actions that are improving the accessibility of public transport systems, throughout the whole travel chain.

In the questionnaire, the Norwegian Ministry of Transport and Communications answered that policies regarding accessible public transport systems are set at all political levels (national, county, municipal), and that the policies are mainly focused on urban areas.

### 3.5 Sweden

The overall policy concerning accessibility of public transport for persons with reduced mobility is outlined in the government bill **1999/2000:79 From patient to citizen – an action plan for disability policy**<sup>21</sup> (Ministry of Health and Social Affairs 2000). The bill says that increased accessibility improves the conditions for disabled persons to study, work and for independent living. This is in the interest of individuals as well as society. Regarding policy in relation to accessible public transport, the bill says that: accessibility to the transport system should continuously improve; accessibility should be taken into consideration in all planning and purchasing of infrastructure, means of transport, traffic and other services; public transport should be accessible for disabled and persons with reduced mobility at the latest by 2010. Public transport links and points with high traffic flows should be prioritized.

Through the **Door-to-door project**<sup>22</sup> (2000-2002), the main strategy for achieving more accessible public transport systems in Sweden was developed (Rikstrafiken 2003a). The project was carried out in cooperation between the Swedish Public Transport Agency, the Swedish National Road Administration, the National Rail Administration, the National Civil Aviation Authority, the National Administration of Shipping and Navigation, the

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<sup>20</sup> [http://www.regjeringen.no/upload/kilde/sd/prm/2006/0028/ddd/pdfv/277779-handlingsplan\\_bra.pdf](http://www.regjeringen.no/upload/kilde/sd/prm/2006/0028/ddd/pdfv/277779-handlingsplan_bra.pdf) (in Norwegian)

<sup>21</sup> <http://www.regeringen.se/sb/d/108/a/1478> (in Swedish only)

<sup>22</sup> [http://www.rikstrafiken.se/db\\_dokument/Brief\\_review\\_Door\\_to\\_door\\_project.pdf](http://www.rikstrafiken.se/db_dokument/Brief_review_Door_to_door_project.pdf) (in English)

Swedish Association for Local Transport Authorities, Vinnova, Trains in Bergslagen and the Swedish Disability Federation. **The joint strategy to achieve the objective of an accessible transport system within 2010**<sup>23</sup> was presented to the Swedish government in March 2003 (Rikstrafiken 2003b).

After the Government bill called **Modern transport**<sup>24</sup> (Ministry of Enterprise, Energy and Communications 2006), where accessibility was a topic, the Government decided to commission the National Road Administration and the National Rail Administration to put forward **an action plan** for the long-term development of public transport. One priority in this action plan is accessible public transport for disabled and persons with reduced mobility. Another priority is to take measures to improve information concerning public transport.

The Swedish National Road Administration, National Rail Administration, Civil Aviation Authority and Maritime Administration are all steered by the Parliamentary transport policy goals. One of six main goals in **The National Plan for the Swedish Road Transport System 2004–2015**<sup>25</sup> is an accessible transport system (Swedish Road Administration 2004). This means that the transport system should be designed to meet the basic transport requirements of citizens and the business sector. The accessibility goal also includes making public transport accessible for disabled and persons with reduced mobility by the year 2010<sup>26</sup>.

In the questionnaire, the Swedish Ministry of Enterprise, Energy and Communications answered that policies regarding accessible public transport systems mainly are set at national level and that the policies do not distinguish between urban and rural areas.

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<sup>23</sup> [http://www.rikstrafiken.se/db\\_dokument/Samlad\\_strategi.pdf](http://www.rikstrafiken.se/db_dokument/Samlad_strategi.pdf)

<sup>24</sup> <http://www.regeringen.se/content/1/c6/06/07/77/0082fedf.pdf>

<sup>25</sup> [http://www.vv.se/templates/page3\\_1396.aspx](http://www.vv.se/templates/page3_1396.aspx) (in Swedish)

<sup>26</sup> <http://www.regeringen.se/sb/d/9324> (in Swedish)

## **4 Status of legal frameworks in the Nordic countries**

In this overview of legal frameworks in the Nordic countries, our focus is on laws, provisions and regulations concerning accessibility of public transport systems. This includes more general laws, provisions and regulations, as well as laws, regulations and provisions for accessibility of public transport systems specifically. Our ambition has been to include all areas of the legal frameworks specifically dealing with accessible public transport on roads, but we cannot be sure that we have covered everything. We have enquired whether and how relevant EU directives and regulations have been implemented in the national legislations as well.

We also present standards and guidelines regarding accessibility of public transport, which are often important parts of the legislation system. This is a rich flora, and we have probably not obtained or found information about all relevant standards and guidelines.

Completed questionnaires from the Ministries responsible for public transport have been our main sources. In addition, we have gathered information from and cross-checked with several sources. Among the sources we have used intensively are documents from the European Conference of Ministers of Transport (CEMT), Group on transport for people with mobility handicaps (CEMT 2000, 2004).

### **4.1 Laws, provisions and regulations**

In the questionnaire we asked: “Do you have laws, provisions or regulations requiring accessibility to public transport for all/for disabled people in your country? We asked about laws, provisions and regulations requiring accessibility through physical measures, economic measures, contracting requirements, rights to transport services for people with disabilities and others. Please tick the options that correspond to the situation in your country”.

We did not give very clear instructions about what we meant when talking about laws, provisions and regulations, and these terms may be used and understood in different ways in different countries. Nonetheless, we find that the table offers an overview of the status of the legal framework concerning accessible public transport systems in the Nordic countries. In the table below, we have merged all the answers into one table. N stands for Norway, S stands for Sweden etc.

*Table 1: Overview of the status of the legal framework concerning accessible public transport systems in the Nordic countries<sup>27</sup>. The information in the table is provided by the countries, based on their own evaluation and understanding*

<b>Requirements in: For: State:</b>	<b>Laws</b>		<b>Provisions</b>		<b>Regulations</b>	
	IP <sup>28</sup>	Yes	IP	Yes	IP	Yes
Vehicles (bus, taxi, train etc.)		F, S, I		S		N, S, I
Infrastructure <sup>29</sup> (roads, sidewalks...)	I	N?, F, S, I		S	I	S, I
Bus stops, terminals, buildings <sup>30</sup>	I	F, S, I		S	I	S, I
Information				I		
“The whole journey”						
Contracting requirements <sup>31</sup>				S		S
Rights to public transport for disabled persons	N	F, I				

Kilde: TØI-rapport 926/2007

From the information we received from the Ministries, as well as the information we gathered through other sources, we have found that there is a plethora of legislation covering accessibility of public transport systems. Finland and Sweden have specifically mentioned the rights of disabled people in their constitutions. Norway (and perhaps Denmark) is in the process of proposing non-discriminating acts that also include accessible public transport systems. All countries have planning and building legislation that requires accessibility in some way in and to new buildings and constructions. All countries except Norway have legislation requiring the society to provide transport services to severely disabled persons who are not able to use ordinary public transport services (in Norway this is organised in other ways). Sweden, Finland and Denmark have laws requiring operators or municipalities to take account of the needs of disabled people when planning and organising public transport services. Further details are described below.

<sup>27</sup> There is no information about Danish legislation, since Denmark did not complete this table.

<sup>28</sup> IP means In Progress.

<sup>29</sup> This could be in road design manuals etc.

<sup>30</sup> This could be covered in Planning and Building Acts or their provisions etc.

<sup>31</sup> By this we mean legal frameworks for requirements set by authorities when entering into a contract with private or public transport companies, and/or when giving concessions to taxi companies, bus companies or others.

### 4.1.1 Denmark

A commission has been set up by the Government to discuss if and how **equal rights and non-discrimination for disabled could be secured through the non-discrimination legislation**. The commission will consider economic, administrative and legal consequences of introducing a ban on discrimination because of disabilities. The work began at the start of 2007, and the results are to be presented 2008.

An amendment to the 1990 **Law on passenger transport by road** states that for every itinerary over 100 km, at least one departure per day must use a vehicle adapted to take two passengers in wheelchairs (both with regard to access and space in the vehicle).

Following a major reform in Denmark, **the Act on public transport operators**<sup>32</sup> (2005) imposed on public transport operators the responsibility for providing individual transport services for persons with severely reduced mobility, who are unable to use public transport by themselves (§§ 3,5). Definitions of users and of minimum service levels are included in the law. The municipalities pay the operators for the services carried out. This individual transport service is a supplement to the basic transport services for persons with severely reduced mobility, and is the responsibility of the various sectors.

The **Announcement on Taxi Traffic**<sup>33</sup> states in §31 that persons who cannot use an ordinary taxi because of their disability, can order a taxi with a lift without being asked to pay extra (Denmark's Road Safety and Transport Agency 1999). According to § 34 of the announcement, a taxi driver cannot refuse to allow a blind or visually impaired person to bring a guide dog in the car, unless this is a problem for the health of the driver.

In a review of schemes for transport for disabled persons, we found references to and descriptions of several laws regulating systems for concessionary fares, personal subsidies and special transport etc.<sup>34</sup> (Tetraplan 2007). It focuses on various arrangements for economic compensation for people with disabilities, as well as the system for provision of special transport for disabled. Each sector is responsible for the disabled being able to access the activities of the sector (school, education, work, medical services etc.), which means that regulations of this is included in a number of laws and provisions (which we believe to be the case in most other countries).

### 4.1.2 Finland

**The Constitution of Finland**<sup>35</sup> Section 6, §§ 1–2 states that: "Everyone is equal before the law. No one shall, without an acceptable reason, be treated differently from other persons on the ground of sex, age, origin, language, religion, conviction, opinion, health, disability or other reason that concerns his or her person...".

An objective in **The Land Use and Building Act**<sup>36</sup> is "a safe, healthy, pleasant, socially functional living and working environment which provides for the needs of various

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<sup>32</sup> <https://www.retsinformation.dk/Forms/R0710.aspx?id=22454>

<sup>33</sup> <https://www.retsinformation.dk/Forms/R0710.aspx?id=21937>

<sup>34</sup> <http://www.tetraplan.dk/rapporter/Handicapudredning.pdf>

<sup>35</sup> <http://www.finlex.fi/en/laki/kaannokset/1999/en19990731.pdf>

<sup>36</sup> <http://www.finlex.fi/en/laki/kaannokset/1999/en19990132.pdf>

population groups, such as children, the elderly and the handicapped” (Section 5 Objectives of land use and planning). Section 12 Objectives of building guidance, states that “The objective of building guidance is to promote: 1) the creation of a good living environment that is socially functional and aesthetically harmonious, safe and pleasant and serves the needs of its users”. Section 117, §3 Requirements concerning construction says that “A building must conform with its purpose and be capable of being repaired, maintained and altered, and, in so far as its use requires, also be suitable for people whose capacity to move or function is limited.” Also, Section 167, §2 Maintenance of the environment, states that: “An authority appointed for the purpose by the local authority shall ensure that traffic ways, streets, market places and squares, and parks and areas intended for the enjoyment of residents, meet the standards of a satisfactory townscape and of pleasantness and comfort. Routes provided for non-motorized traffic must be kept safe and free of obstacles.”

The **Land Use and Building Decree**<sup>37</sup>, §53 Accessible building, says that administrative and service buildings, commercial and service premises in other buildings to which everyone must have access for reasons of equality, and their building sites, shall also be suitable for use by persons with reduced mobility. Taking into account its design and the number of storeys and other circumstances, a residential building and associated spaces shall meet the requirements for accessibility in buildings. For purposes of equality, buildings with work places shall be designed and built so that they provide persons with reduced mobility sufficient opportunity to work, taking into account the nature of the work. More detailed provisions on ensuring accessibility in building are laid down in the National Building Code of Finland.

**Act on Taxi Traffic (217/2007)**<sup>38</sup> states that requirements of accessibility can be included in the conditions of a taxi license (section 2, pt 6).

**Act on Road Traffic (267/1981)**<sup>39</sup>, amendment (234/2006) states that the driver of a wheelchair taxi is responsible for the proper attachment of the wheelchair to the vehicle during the trip (section 88 c).

**Act on Passenger Transport (343/1991)**<sup>40</sup> states that municipalities are to take into account the needs of special groups such as the elderly and the disabled when planning public transport services (§3).

As regards services for disabled persons in general, the “**Act on Services and Assistance for Disabled people**” (380/1987)<sup>41</sup> and **Decree on Support and Assistance for Disabled people** states that a community must organise reasonable transport services for persons with severe disabilities (section 8, §2 of the Act). The decree states that the severely disabled are entitled to 18 recreational journeys a month plus all journeys related to work and study. As regards rail transport, the operator’s (VR) travel conditions allow for a wheelchair-bound or visually impaired passenger to have another person travel with him or her, free of charge.

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<sup>37</sup> <http://www.finlex.fi/en/laki/kaannokset/1999/en19990895.pdf>

<sup>38</sup> <http://www.finlex.fi/sv/laki/ajantasa/2007/20070217>

<sup>39</sup> <http://www.finlex.fi/sv/laki/alkup/2006/20060234>

<sup>40</sup> <http://www.finlex.fi/sv/laki/ajantasa/1991/19910343>

<sup>41</sup> <http://www.finlex.fi/fi/laki/ajantasa/1987/19870380>

### 4.1.3 Iceland

The objective of the **Act on the Affairs of the Handicapped**<sup>42</sup> is to ensure that people with disabilities enjoy equality and living conditions comparable with those of other citizens, and to provide conditions that enable them to lead a normal life. It covers among others ferðapjónustu fatlaðra, the special transport service for disabled people who are not able to use other means of transport. Each municipality can develop individual sets of rules for this type of transport. Ferðapjónusta fatlaðra covers the whole journey from departure to arrival, without interruption.

**The Building and Planning Act**<sup>43</sup> (73/1997), applies to both infrastructure and terminals. **The Building Regulations** (441/1998) also apply in this field. It states that accessibility shall be equal. A bill for a new building and planning act is being prepared, where accessibility will be one of the main objectives. A new regulation will be set after the new bill/act has been passed. Special provisions apply in many cases.

### 4.1.4 Norway

The Government has put forward a **proposal for a Non-Discrimination Act**<sup>44</sup> (NOU 2005:8) (Ministry of Justice and the Police 2005). The purpose of the act is to promote equality, ensure equal opportunities and rights and prevent discrimination based on different kinds of disabilities. The Government will take steps to enable people with disabilities to exercise their rights and fulfill their duties as citizens. The Government bases its efforts in this field on the principles of social equality and universal design. People who live with functional impairments must be assured living conditions and a quality of life on a par with the rest of the population. Universal design and accessibility of public transport systems are among the areas focused on.

The Directive 2001/85/EC (Bus class I) was implemented through the **Regulations for vehicles**<sup>45</sup> in 2005 (Ministry of Transport 1994).

Under the **Act on Roads**<sup>46</sup>, the Standards and specifications keep certain requirements important for accessibility, such as immersed curbstones at cross walks.

The **Planning and Building Act**<sup>47</sup> requires (§ 77) that all new buildings and construction works shall be designed and carried out in such a way that the completed construction satisfies the requirements in regard to safety, health, environment and usability laid down in or pursuant to this act. **Technical provision TEK**<sup>48</sup>, Chapter 10 Usability, gives more detailed requirements on the accessibility requirements in buildings for housing, buildings for work and public buildings (Ministry of Local Government and Regional

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<sup>42</sup> <http://eng.felagsmalaraduneyti.is/departments/nr/1690>

<sup>43</sup>

[http://www.skipulag.is/focal/webguard.nsf/Attachment/Planning%20and%20Building%20Act/\\$file/Planning%20and%20Building%20Act.PDF](http://www.skipulag.is/focal/webguard.nsf/Attachment/Planning%20and%20Building%20Act/$file/Planning%20and%20Building%20Act.PDF)

<sup>44</sup> <http://www.regjeringen.no/nb/dep/jd/dok/NOUer/2005/NOU-2005-8.html?id=390520> (in Norwegian)

<sup>45</sup> <http://www.lovddata.no/for/sf/sd/xd-19941004-0918.html>

<sup>46</sup> <http://www.lovddata.no/all/nl-19630621-023.html>

<sup>47</sup> <http://www.lovddata.no/all/nl-19850614-077.html> (in Norwegian)

<sup>48</sup> <http://www.lovddata.no/for/sf/kr/kr-19970122-0033.html>



Development 1997). There are also the **Regulations on Environmental impact assessment**<sup>49</sup>, requiring that consequences for accessibility must be assessed as part of the planning of new constructions (Ministry of Environment 2005). The circular letter T-5/99 B **Accessibility for all**<sup>50</sup> is intended to deepen the understanding of how the Government wants the laws, provisions etc. to be understood and put into practice (Ministry of Environment 1999). Even though the Norwegian Planning and Building Act requires accessible buildings and constructions, this does not necessarily mean that buildings built according to requirements in the Planning and Building Act fulfill the requirements for being accepted as universal design. However, the Planning and Building Act is an important means for improving the accessibility of public transport, especially when it comes to terminals, stations etc.

**The planning part of the planning and building acts** is often omitted when discussing planning and building acts as a means of promoting accessible public transport systems<sup>51</sup>. In the Norwegian system, some sector planning, as well as all overall and land use planning conducted by the counties and the municipalities, are regulated by the planning and building act. The overall land-use planning influences accessibility for inhabitants in the area. How cities or areas are developed has a great influence on how dependent the inhabitants will be on motorized transport, whether it will be possible to provide an efficient, useful public transport system, whether a number of activities are located close to each other so that they can be reached in a single journey etc. Within the Norwegian Planning and Building Act, municipalities and counties decide upon certain themes or topics they find need more emphasis (such as accessible public transport systems), and draw up plans covering various means to achieve given objectives. In Norway, we have seen **interesting plans from municipalities and counties focusing on universal design**<sup>52</sup>, where accessible public transport systems are important themes. This topic is covered in greater depth in e.g. Nasar and Evan-Cowley (2007).

#### 4.1.5 Sweden

**The Constitution of Sweden**<sup>53</sup> section 1, §2 says that “The public institutions shall combat discrimination of persons on grounds of gender, colour, national or ethnic origin, linguistic or religious affiliation, functional disability, sexual orientation, age or other circumstance affecting the private person”.

**The Provision on the responsibilities of governmental authorities to accomplish the policy for disabled**<sup>54</sup> concretizes how the governmental authorities should act in order to accomplish the policy in this field (Ministry of Social Affairs 2000).

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<sup>49</sup> <http://www.regjeringen.no/en/dep/md/Documents-and-publications/Acts-and-regulations/Regulations/Regulations-on-Environmental-Impact-Asse.html?id=213266>

<sup>50</sup> <http://www.regjeringen.no/en/dep/md/Documents-and-publications/Circulars/1999/T-599E-Accessibility-for-all.html?id=108439> (in English)

<sup>51</sup> The following has been added by the main author, who is a planner for education, and hence thinks this is important...

<sup>52</sup> [http://www.rogfk.no/modules/module\\_123/proxy.asp?C=128&I=451&D=2&mid=23&sid=63&pid=23](http://www.rogfk.no/modules/module_123/proxy.asp?C=128&I=451&D=2&mid=23&sid=63&pid=23) and <http://www.hordaland.no/templates/Page.aspx?id=4361>

<sup>53</sup> [http://www.riksdagen.se/templates/R\\_Page\\_6307.aspx](http://www.riksdagen.se/templates/R_Page_6307.aspx)

<sup>54</sup> <http://www.riksdagen.se/webbnav/index.aspx?nid=3911&bet=2001:526>

Sweden has a **Law on accessible public transport**<sup>55</sup> (Lag 1979:558 om handikappanpassad kollektivtrafik). The law states that operators should take people with disabilities in account when planning and carrying out public transport services. The **Provision on accessible public transport**<sup>56</sup> provides more detailed clauses (Ministry of Industry 1980).

The **Special Transport Services Act**<sup>57</sup> and the **National Special Transport Services Act**<sup>58</sup> (Lag 1997:736 om färdtjänst and Lag 1997:735 om Riksfärdtjänst), state that local authorities are obliged to provide transport for people with disabilities.

**The Law on passenger information**<sup>59</sup> (2006:1116 Lagen om information till passagerare m.m.) says in § 3 that: "When needed, the operator shall provide information about the possibilities for disabled people to make a certain journey".

The **Planning and Building Act (1987)**<sup>60</sup>, **provisions on accessibility**<sup>61</sup> and the **Technical Requirements for Building Act**<sup>62</sup> say that new constructions and their surroundings must be designed to take account of the needs of all, including people with reduced mobility. Existing public transport installations must be adapted when the constructions undergo major repairs. Municipalities are mainly responsible for implementation of these rules (with the exception of ports and airports), with the Minister of the Interior having the overall supervisory responsibility.

## 4.2 Implementation of some EU directives in national legislation

In the questionnaire, we asked explicitly if and how certain EU-directives concerning accessible public transport systems are implemented in the legal frameworks of the Nordic countries.

We found that EU Directive 2001/85/EC (the bus-directive) for buses class I is implemented in the national legislation through regulations in all the Nordic countries, although Finland has not yet phased out their older national provisions. Only Sweden seems to have implemented some accessibility requirements for buses class II and III.

EU Directive 2004/18/EC does not appear to have had a substantial effect on the legal frameworks or practices regarding accessible public transport systems. Nonetheless, we found that Norway has developed guidelines for universal design in public procurements, also including public transport.

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<sup>55</sup> <http://www.riksdagen.se/webbnav/index.aspx?nid=3911&bet=1979:558>

<sup>56</sup> <http://lagen.nu/1980:398>

<sup>57</sup> <http://www.notisum.se/rnp/sls/lag/19970736.HTM>

<sup>58</sup> <http://www.notisum.se/rnp/SLS/LAG/19970735.HTM>

<sup>59</sup> <http://lagen.nu/2006:1116>

<sup>60</sup> [http://www.boverket.se/upload/publicerat/bifogade%20filer/2005/Legislation\\_hela\\_ny.pdf](http://www.boverket.se/upload/publicerat/bifogade%20filer/2005/Legislation_hela_ny.pdf)

<sup>61</sup> <http://webtjanst.boverket.se/Boverket/RattsinfoWeb/vault/HIN/PDF/BFS2003-19HIN1.pdf>

<sup>62</sup> <http://www.boverket.se/shopping/ShowItem.aspx?id=846&epslanguage=SV>

#### **4.2.1 Directive 2001/85/EC (Bus class I, II, III)**

In Denmark, Directive 2001/85/EC (Bus class I) has been implemented through the Notification on special requirements for buses<sup>63</sup> in 2003 (Denmark's Road Safety and Transport Agency 2003).

In Finland, the older national provisions which do not require accessible buses in urban transport are still in force – alongside with the Directive 2001/85/EC. The intention is to eventually remove the older provisions.

Directive 2001/85 has been implemented into the regulation on vehicle design and equipment, no. 822/2 in Iceland.

In Norway, the directive was implemented through amendments to the **Regulations for vehicles**<sup>64</sup> in 2005 (Ministry of Transport 1994). Buses in class II and III are not dealt with.

The directive is implemented in the Swedish Road Administration's regulation VVFS 2003:22<sup>65</sup> (Swedish Road Administration 2003). All buses in class I shall comply with the accessibility requirements. Buses of class II and III built for use in public transport routes shall comply as follows: low floor buses shall comply with the accessibility requirements and high floor buses shall comply with the accessibility requirements except the requirements for wheelchair accessibility.

#### **4.2.2 Directive 2004/18/EC**

We asked if the EU Directive 2004/18/EC On the conditions of procedures for the award of public works contracts, public supply contracts and public service contracts, has influenced the legal framework or the practice regarding requirements for accessibility of public transport services when public transport services are contracted out. The directive says that contracting authorities should, whenever possible, lay down technical specifications so as to take into account accessibility criteria for people with disabilities or design for all users. The technical specifications should be clearly indicated, so that all tenderers know what the requirements established by the contracting authority cover.

**Finland** answered that the directive has had an effect on public transport, to some extent. So far, there are no requirements for accessibility when public transport is procured by the Provincial State Offices (lääninhallitus in Finnish). The current financial framework and model only permits consideration of the age of the equipment in question. The development of quality models has been considered, but the conclusion was that with the current level and model of purchase transport funding, the only requirement that can be set, thus far, is age.

As regards service transport at community level, there are practices in Finland for taking into account the accessibility of the vehicles and the equipment, and this has improved considerably. In 2003, the Ministry supervised the drafting of competitive tendering documents for service transport in municipalities.

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<sup>63</sup> <https://www.retsinformation.dk/Forms/R0710.aspx?id=22231>

<sup>64</sup> <http://www.lovdato.no/for/sf/sd/xd-19941004-0918.html>

<sup>65</sup> <http://www20.vv.se/vvfs/htm/2003nr022%20.htm> and [http://www20.vv.se/vvfs/lagrum\\_dokument\\_historik.asp?dokumentbeteckning=2003:22](http://www20.vv.se/vvfs/lagrum_dokument_historik.asp?dokumentbeteckning=2003:22)

The responsibility for developing terms of competitions regarding public city transport rests on municipalities and the YTV (Helsinki Metropolitan Area Council). Competitive tendering is the only condition for state aid for public city transport. Progress has been made, and accessibility and user-friendliness have been included in the quality requirements. Moreover, the ELSA projects for accessible service routes produced relevant recommendations.

Also, for example, the newer commuter train stock in the Helsinki area is accessible, and accessibility is taken into account when procuring new stock. At present, 220 of the 320 daily long-distance trains in Finland feature services for disabled. With regard to non-profitable train connections, applicable contract terms for accessible purchased traffic have been considered.

**Iceland** answered that the acts of the European Union are regularly implemented into the agreement on the European Economic Area. Laws and regulation are adapted and care taken to ensure that they will not be contradicts the EU rules.

**Norway** answered no to this question. However, the practice in some areas is in accordance with directive 2004/18. Among others, there are requirements about accessibility for new trains in the contracts for buying transport services between the Ministry of Transport and Communications and the Norwegian State Railways (NSB). The Directorate for Health and Social Affairs has drawn up **guidelines for universal design in public procurements**<sup>66</sup> (SHdir 2007), but these are not a part of the legal framework. Transport infrastructure, as well as services, are dealt with in the guidelines.

Sweden and Denmark did not answer this question.

### 4.3 Standards and guidelines

We asked if there are standards and/or guidelines in place for public authorities, operators and others on how to make public transport systems accessible for all/disabled people, pointing at various elements like vehicles, infrastructure, information etc. The Ministries have indicated a number of guidelines, but there may still be relevant standards and guidelines that are not mentioned here. For various reasons, we have no proper references for some of the guidelines. We have decided to include them anyway, since knowing that guidelines exist may be interesting information for others starting work on guidelines concerning the same topics in their own country.

Standards and guidelines are important parts of the legislation. We also found that guidelines have been drawn up for topics that are not yet covered by the legal framework. Most countries have detailed guidelines connected to their planning and building legislation, which are important for accessibility to and in terminals and other buildings, and which require accessibility to be assessed when planning and building large constructions. Guidelines describing accessible vehicles are widespread. All countries have some kind of guidelines for planning and design of roads and streets. These will have an impact on accessibility of public transport systems, not at least when it comes to bus stops and the journey from e.g. home to terminal. We will highlight Finland's SuRaKu cards, which cover maintenance as part of the accessibility strategy, the Danish *Transport areas for all. Accessibility Handbook*, which covers accessibility of pedestrian areas in a thorough way and the Norwegian *Guidelines for universal design in public procurements*.

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<sup>66</sup> [http://www.shdir.no/vp/multimedia/archive/00013/Veileder\\_Universell\\_13513a.pdf](http://www.shdir.no/vp/multimedia/archive/00013/Veileder_Universell_13513a.pdf)

### 4.3.1 Denmark

The Danish Road Directorate published a **general manual on the planning and design of urban traffic areas**<sup>67</sup> (Byernes Trafikarealer) in 1991 (Road Directorate 1991). Among the general advice and recommendations, there is also some material is of relevance to accessibility for persons with reduced mobility, for instance advice on auditory signals for blind persons. The advice and recommendations are not mandatory. In 2000, a supplementary **manual on the making of accessible roads** was published (Road Directorate 2000)<sup>68</sup>. The manual provides detailed advices and recommendations on how to plan and design roads, paths, pedestrian areas and recreational areas. All norms and standards of relevance to accessibility can be found in the manual.

In 2003, the **Transport areas for all. Accessibility Handbook**<sup>69</sup> was published (Road Directorate 2003). The handbook covers transport areas in the dense city in a thorough way, and with focus on pedestrians and pedestrian areas. **Orientation for disabled**<sup>70</sup> was published in 2005, followed by **Sound signals for blind and visually impaired**<sup>71</sup> in 2006 (Road Directorate 2005, 2006).

### 4.3.2 Finland

For infrastructure, the so-called **SuRaKu cards**<sup>72</sup> for planning, constructing and maintenance of accessible public outdoors areas, are important. The guidelines deal with how streets, green areas and yards can be planned, constructed and maintained for improved accessibility. Practical guidelines were established in 2004 through cooperation involving the cities of Helsinki, Espoo, Joensuu, Tampere, Turku and Vantaa.

For standards and guidelines on making trains accessible for all/for disabled people, the Finnish Ministry of Transport and Communications refers to the **international UIC leaflets**<sup>73</sup>.

The Ministry of Transport and Communications has produced a **Guide for Improving the User-friendliness of Information Services of Public Transport**<sup>74</sup> (Ministry of Transport and Communications 2003c). This report is part of a programme called the HEILI Programme dealing with the production of basic information about public transport, but it also has links with the FITS Project concerned with evaluation of impacts and user requirements. The purpose of the study was to provide guidance concerning the user-friendliness of on-line information services in particular. The aim has been to keep the approach centred on the user rather than on technology. The main thread is that of user-friendliness, uniformity and quality.

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<sup>67</sup> <http://www.nyvig.dk/vd/tvaerprofilier/side1.htm>

<sup>68</sup> <http://www.vejdirektoratet.dk/pdf/handicapveje.pdf>

<sup>69</sup> <http://www.vejregler.dk/htmlDoks/tilgaengelighed.html>

<sup>70</sup> [http://webapp.vd.dk/vejregler/pdf/VR05\\_E\\_Handicapvejvisning\\_060202\\_JGJ.pdf](http://webapp.vd.dk/vejregler/pdf/VR05_E_Handicapvejvisning_060202_JGJ.pdf)

<sup>71</sup> [http://webapp.vd.dk/vejregler/pdf/VR05\\_G\\_Signaler\\_lyd\\_V3\\_061028\\_JGJ.pdf](http://webapp.vd.dk/vejregler/pdf/VR05_G_Signaler_lyd_V3_061028_JGJ.pdf)

<sup>72</sup> [http://www.hel.fi/wps/portal/Rakennusvirasto\\_en/Helsinkikaikille\\_en?WCM\\_GLOBAL\\_CONTEXT=/en/Puublic+Works+Department/Helsinki+for+All/Accessibility+Guidelines+%28SuRaKu%29](http://www.hel.fi/wps/portal/Rakennusvirasto_en/Helsinkikaikille_en?WCM_GLOBAL_CONTEXT=/en/Puublic+Works+Department/Helsinki+for+All/Accessibility+Guidelines+%28SuRaKu%29)

<sup>73</sup> <http://www.uic.asso.fr/> UIC: International Union of Railways

<sup>74</sup> <http://www.mintc.fi/www/sivut/dokumentit/julkaisu/julkaisusarja/2003/b112003netE.pdf>

Regarding bus stops and terminals, reference is made to an example of an accessible bus stop (a project under the ELSA programme), but this is also dealt with in the SuRaKu-cards. For terminals, the Ministry of Transport and Communications has produced publication 2/2003 **An Accessible Travel Centre** (“Esteetön matkakeskus”).

For “the whole journey”, the Ministry has mapped the current situation in the publication **Accessibility and compatibility of travel modes. Towards accessible transport** (the general strategy from 2003) from the Ministry of Transport and Communications is interesting in this context as well.

### **4.3.3 Iceland**

In 1999, the Icelandic Building Research Institute published a **handbook on accessibility**. The book, *Aðgengi fyrir alla. Handbók um umhverfi og byggingar*, presents guidelines on how to make the physical environment accessible to all.

A number of municipal standards and guidelines exist. For example, since 1995 the municipality of Reykjavík has, carried out some 2000 adjustments and rebuildings according to special guidelines in order to improve the accessibility of the physical pedestrian environment.

### **4.3.4 Norway**

The Public Roads Administration and the Rail Administration have their own guidelines for work with infrastructure, where universal design is or will be implemented. The guidelines for **design of public roads** are currently under revision<sup>75</sup> (Norwegian Public Roads Administration 2007, 1993). When the final draft is sanctioned, all infrastructure built by the Public Roads Administration will be built according to principles for universal design.

On commission from the Norwegian Public Roads Administration, SINTEF has produced **Buses for all, guidelines on universal design of buses**<sup>76</sup> (SINTEF 2004).

The guidelines within the system of the planning and building legislation, **REN veiledning**<sup>77</sup>, explains in details what is required in order to fulfill the Planning and Building Act, also regarding accessibility (chapter X) (National Office of Building Technology and Administration 1997).

Since 1988, the county councils in Norway have provided a specially-adapted transport service (AT-service) for inhabitants who, due to severe disabilities, cannot travel on ordinary public transport<sup>78</sup>. The intention with the AT-service is to give disabled persons the opportunity to participate in local social activities. The AT-service is organised as an individual taxi-based door-to-door service. There are **guidelines for the AT-service** prepared by The Ministry of Transport and Communications concerning criteria for approval of users, the content of the arrangement and executive work. The guidelines include matters such as eligibility criteria for users, general guidance on fares, ticketing

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<sup>75</sup> <http://www.vegvesen.no/vegnormaler/>

<sup>76</sup> [http://www.sintef.no/upload/A04309\\_Buss%20for%20alle.pdf](http://www.sintef.no/upload/A04309_Buss%20for%20alle.pdf)

<sup>77</sup> <http://www.be.no/beweb/regler/veil/REN2003/10brukbarhet.html>

<sup>78</sup> For the AT-service in Oslo: [http://www.helse-og-veiferdsetaten.oslo.kommune.no/omsorg\\_og\\_sosiale\\_tjenester/tt-kort/](http://www.helse-og-veiferdsetaten.oslo.kommune.no/omsorg_og_sosiale_tjenester/tt-kort/)

systems and on differentiating the services offered between different user groups, administrative procedures for the special transport services, etc. The guidelines have a non-binding character, and are meant to serve as tools in the shaping of services. The special transport services, as such, are not regulated by law.

The Directorate for Health and Social Affairs has developed **Guidelines for universal design in public procurements** (Directorate for Health and Social Affairs 2007)<sup>79</sup>. Transport and infrastructure, as well as public transport services, are dealt with in the guidelines.

Currently, the Standardization Organizations in Norway are drawing up **National Standards for Universal design**<sup>80</sup>. Standards for signs and ticket machines are among the topics of interest in this context.

The Norwegian National Rail Administration refers to the ongoing EU process of working out a technical specification for interoperability, concerned with accessibility for people with reduced mobility, as very important<sup>81</sup> (EC 2007). The Rail Administration is also working on a strategy for universal design (Norwegian Rail Administration 2007). In the draft strategy-document, actions and means are discussed on two levels: accessibility and universal design.

We also note that Avinor AS (the state-owned limited company that owns and operates 46 airports all over the country), in cooperation with the operators and organisations for disabled, has drawn up guidelines **for the whole journey when travelling by air**<sup>82</sup>.

#### **4.3.5 Sweden**

**Bus 2000** is the Swedish guidelines for design of buses<sup>83</sup> (Svenska Lokaltrafikföreningen and Svenska Bussbranchens Riksförbund 2006). For the infrastructure, bus stops, terminals etc., the **Roads and streets design guidelines**<sup>84</sup> are the most important (Swedish Road Administration 2004).

Guidelines linked to the Planning and Building Act are referred to in the answer from the Swedish Ministry of Enterprise, Energy and Communications as well. These are **Regulations and guidelines on accessibility and usability of public places and other open areas for persons with mobility and sensory impairments**<sup>85</sup> and **Regulations**

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<sup>79</sup> [http://www.shdir.no/vp/multimedia/archive/00013/Veileder\\_Universell\\_13513a.pdf](http://www.shdir.no/vp/multimedia/archive/00013/Veileder_Universell_13513a.pdf)

<sup>80</sup> <http://www.standard.no/imaker.exe?id=14856>

<sup>81</sup> <http://www.jvs.se/dokument/TSD/English/TSD-Hogastighet-och-konventionell-Handikapp-teknisktext-2006-09-12.pdf>

<sup>82</sup> [http://www.avinor.no/?module=Articles;action=Article\\_publicOpen;ID=2605](http://www.avinor.no/?module=Articles;action=Article_publicOpen;ID=2605)

<sup>83</sup> <http://www.sltf.se/fileupload/pubdok/Buss%202000%20version%202006.pdf>

<sup>84</sup> [www.vv.se/templates/page3Listing\\_8090.aspx](http://www.vv.se/templates/page3Listing_8090.aspx)

<sup>85</sup> Boverkets föreskrifter och allmänna råd om undanröjande av enkelt avhjälpna hinder till och i lokaler dit allmänheten har tillträde och på allmänna platser, <http://webtjanst.boverket.se/Boverket/RattsinfoWeb/vault/ALM/PDF/BFS2004-15ALM1.pdf>

**and guidelines on clearing of certain obstructions to and in public premises and areas**<sup>86</sup>, (National Board of Housing, Building and Planning 2003, 2004).

Concerning **accessibility of railway systems**, the Ministry of Enterprise, Energy and Communications refers to various EU documents connected to the ongoing work concerning new technical specifications for interoperability. These are the Trans-European Conventional and High Speed Rail System – Technical Specification for Interoperability (EC 2006b)<sup>87</sup>, the Working document on EC Decision for TSI Persons with Reduced Mobility (EC 2006a)<sup>88</sup> and Annexes to the TSI (EC 2005)<sup>89</sup>. The National Rail Administration has developed **Guidance for the design of the physical environment on stations**.

Through the Door-to-Door project, knowledge has been acquired that is now being transformed into standards and guidelines for “the whole journey”.

The Government has commissioned The National Road Administration and National Rail Administration to put forward an action plan for the long-term development of public transport<sup>90</sup>. One priority in this action plan is an accessible public transport for disabled and persons with reduced mobility. This may result in new standards and guidelines.

#### **4.4 Employment and education issues**

We asked if there is anything in the policies or legal frameworks concerning provision of public transport services to disabled that is specifically aimed at ensuring that transport is not a barrier to employment, to education and/or study or to independent living. All countries (except Denmark, which did not answer this question) answered no to this question. But, as Finland put it, the aim is to promote accessibility in general, and it goes without saying that this comprehensive approach includes all of the above.

In the policy-, strategy- and action plan documents, we find that accessible public transport systems in general are viewed as a means to allow everybody, as far as possible, to live independently, and to work, study, enjoy leisure time and meet other people. This is stated in several policy documents, even if it is not put in a way that says that transport should be accessible *in order* to allow people to work, study and live independently.

Both Iceland and Sweden point out that travel for work, education and leisure activities is organized and (partly) paid for by public authorities through acts covering special transport for the severely disabled, such as the Special Transport Services Act and the National Special Transport Services Act in Sweden and Ferðþjónustu fatlaðra in Iceland.

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<sup>86</sup> Boverkets föreskrifter och allmänna råd om undanröjande av enkelt avhjälpna hinder till och i lokaler dit allmänheten har tillträde och på allmänna platser,  
<http://webtjanst.boverket.se/Boverket/RattsinfoWeb/vault/HIN/PDF/BFS2003-19HIN1.pdf>

<sup>87</sup> <http://www.jvs.se/dokument/TSD/English/TSD-Hoghastighet-och-konventionell-Handikapp-teknisktext-2006-09-12.pdf>

<sup>88</sup> <http://www.jvs.se/dokument/TSD/English/TSD-Hoghastighet-och-Konventionell-Handikapp-lagtext-2006-09-12.pdf>

<sup>89</sup> <http://www.jvs.se/dokument/TSD/English/TSD-Hoghastighet-och-Konventionell-Handikapp-bilagor-2006-09-12.pdf>

<sup>90</sup> [http://www.vv.se/templates/page3\\_19476.aspx](http://www.vv.se/templates/page3_19476.aspx)



## 5 Other initiatives

In this chapter we merely refer to the information we have received from the Ministries through the questionnaires. No reviews or crosschecks have been done, but the people who answered the questionnaires have read through the text and made the necessary corrections.

### 5.1 Reducing individual economic barriers

Pricing systems to reduce individual economic financial barriers is one means to improve the accessibility of public transport systems. We found that all countries have some forms of concessionary fares for disabled people in order to reduce individual economic barriers to ordinary public transport systems.

All countries also have subsidised special transport systems for severely disabled people who are not able to use the ordinary public transport system, with user prices similar to the price of ordinary public transport. For most countries we have described the latter systems in the legal framework-chapter. We will still include short descriptions of the systems here, since these systems are not part of the legal frameworks in all countries, and since they are important as strategies for reducing individual economic barriers to travel.

#### 5.1.1 Denmark

All bus companies offer reduced prices for the blind and visually-impaired. The same goes for many ferry and air transport companies. On longer journeys by train, a 50 per cent discount is given for people with disabilities and their companion. The Danish State Railways receives grants to cover these costs. For other transport companies and private operators, the price reductions are voluntary and not covered by the authorities, which results in a number of various arrangements.

The Act on Public Transport Operators<sup>91</sup> from 2005 imposes on public transport operators the responsibility of providing individual transport services for persons with severely reduced mobility, who are unable to use public transport by themselves. Definitions of users and minimum service levels are included in the law. The municipalities pay the operators for the services they provide. This individual transport service is a supplement to the basic transport services for persons with severely reduced mobility, and is the responsibility of the various sectors. In a review of these basic transport services<sup>92</sup> carried out by Tetraplan (2007), we found references to quite many

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<sup>91</sup> <https://www.retsinformation.dk/Forms/R0710.aspx?id=22454>

<sup>92</sup> <http://www.tetraplan.dk/rapporter/Handicapudredning.pdf>

laws regulating systems for concessionary fares, personal subsidies and special transport etc. for severely disabled people.

### **5.1.2 Finland**

In Finland, it is essentially up to each operator to set the pricing, and in most cases (e.g. urban buses), there are indeed concessionary fares for people with disabilities.

The municipality provides severely disabled persons with the transport services required to be able to work, study, participate in society, and for recreation. If required, these persons are provided with an escort. Besides journeys to and from work and places of study, they can make up to 18 journeys a month within their own municipality or in its vicinity. Transport is provided mainly by taxi, though joint transport and service lines are also becoming more common. The price for this transport service is the same as for ordinary public transport.

### **5.1.3 Iceland**

In Iceland, it is up to each municipality to decide whether to reduce fare prices for certain groups of people.

Charging for ferðaðjónustu fatlaðra (special transport service) is moderate, and does not reflect real costs.

### **5.1.4 Norway**

In Norway, 50 per cent discount is given to citizens over the age of 67 by showing valid identification, to persons entitled to disablement benefit (50 per cent or more), and to blind persons, as well as to a spouse or partner travelling in company with the person getting the discount. As a main rule, discounts are given for domestic journeys by transport means (operators), which get subsidies<sup>93</sup>.

The county councils in Norway have from 1988 organised a special adapted transport service (AT-service) for inhabitants who, due to various severe disabilities, cannot use ordinary public transport. The intention with the AT-service is to give disabled persons the opportunity to participate in local social activities. The AT-service is organised as an individual taxi-based door-to-door service, but at a reduced fare. Most places the price is about the same as for ordinary public transport services. There are guidelines for the AT-service made by The Ministry of Transport and Communications concerning criteria for approval of users, the content of the arrangement and executive work.

### **5.1.5 Sweden**

According to the Swedish Ministry of Enterprise, Energy and Communications, there are no national systems for pricing strategies to reduce economic barriers for disabled and for persons with reduced mobility. Some local authorities have nevertheless chosen to reduce public transport fares for these groups.

As previously described, there is also the system of organised specially-adapted transport services for inhabitants who, due to a number of different severe disabilities, cannot use ordinary public transport systems. The price for this transport service varies between

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<sup>93</sup> <http://www.regjeringen.no/upload/kilde/sd/bro/2004/0001/ddd/pdfv/216045-50ny.pdf>

municipalities and in some municipalities the price for special transport services is higher than for ordinary public transport.

## **5.2 Incentives to encourage accessibility of public transport systems**

Apart from the legal framework, we know that various systems for encouraging improvement of the accessibility of public transport systems do exist. In the questionnaire, we asked if governmental authorities (like the Ministry of Transport) set requirements for accessibility of public transport for all/for disabled people as a condition when the various public departments etc. (such as the Public Roads Department) receive money from the budgets, and if economic incentives are used in order to request or encourage operators or authorities to improve the accessibility of public transport systems. We found that some kinds of such incentives are used in most of the Nordic countries.

### **5.2.1 Denmark**

When inviting tenders for bus transport services in Denmark, most regional authorities specify mandatory technical requirements to ensure accessibility for persons with reduced mobility (CEMT 2000). Typically, bus operators are required to use buses with space for at least one wheelchair. Also, requirements regarding the size and location of steps can be specified.

Since the Government's contract for 2000 to 2005, the Danish State Railways has been bound to give due consideration to accessibility e.g. when buying new trains or renovating platforms.

### **5.2.2 Finland**

There are no official accessibility conditions in the functional result goals for the departments (such as the Rail Administration) subordinate to the Ministry in Finland. However, with regard to the Provincial State Offices, some accessibility targets have been achieved.

The final report of the ELSA programme recommends the use of economic incentives to promote accessibility, but so far these have not been implemented (Ministry of Transport and Communications 2007a).

### **5.2.3 Iceland**

In Iceland, municipalities finance, own and operate the bus services (no rail transport exists). They do not receive money from the Government, and thus no governmental requirements linked to money exist.

In some cases the government provides the infrastructure, in accordance with applicable laws and rules, including accessibility.

### **5.2.4 Norway**

To ensure that the principles of universal design are implemented and dealt with in the priorities set by the different levels of public transport administration, the Ministry of Transport and Communications in Norway requires, when transferring budgetary funding

to the Rail Administration and the Public Roads Administration, that universal design and accessibility are taken into account in all activities. This includes planning and new initiatives, as well as upgrading existing infrastructure.

A new subsidy scheme of NOK 50 million was established in the budget of the Ministry of Transport and Communication<sup>94</sup> in 2006. The objective of this subsidy scheme is to stimulate local governments at the county and municipality level to give priority to universal design and accessibility for all passengers by financing 75 % of local initiatives, and to support the effort for increased accessibility. The initiatives may be within a wide range, including information, signs and markings, planning, infrastructure, maintenance and training of personnel. Single projects as well as packages for selected routes can be proposed. The money cannot be used for financing the responsibilities of the governmental authorities in a project. The Public Roads Administration manages the subsidy scheme, which was continued in 2007.

### **5.2.5 Sweden**

The Swedish Ministry of Enterprise, Energy and Communications says that they do not set requirements linked to accessibility in the budgets.

The Swedish Government gives subsidies to public authorities for investments in vehicles, bus stops, railroad stations, training, and information systems. This is managed through The National Road Administration and The National Railways Administration. More than SEK 2 milliards have been allocated over the last 10 years. More information about the subsidies can be found in the Public Roads Administration's Handbook for governmental contributions for certain public transport facilities<sup>95</sup> (Swedish Road Administration 2004).

## **5.3 Training**

Training for bus drivers and service personnel who are in direct contact with travellers, and for architects, engineers, land use planners and transport planners planning, designing and building the physical environment, as well as disabled people themselves, is an important means to achieve a (more) accessible public transport system for all. We asked if there are any requirements, programmes, plans or other initiative aimed at training the various groups mentioned above.

From what the Ministries answered in the questionnaires, it appears that all the Nordic countries have some kind of training of drivers and other service personnel. To some extent all train planners, engineers, architects, transport planners etc. in accessibility for disabled and/or universal design. Only Sweden has reported training for persons with disabilities in using public transport systems.

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<sup>94</sup> <http://www.regjeringen.no/nb/dep/sd/presesenter/pressemeldinger/2007/50-millioner-kroner-til-mer-tilgjengelig.html?id=461566>

<sup>95</sup> <http://www.skl.se/artikel.asp?A=2590&C=1345>

### **5.3.1 Denmark**

Most regional authorities in Denmark responsible for the transport of persons with severely reduced mobility require drivers to complete a training programme in assisting people with disabilities (CEMT 2000). Also, all taxi drivers undertake training on assisting persons with reduced mobility.

### **5.3.2 Finland**

Under the ELSA programme, a working group for education and cooperation was in operation. The aim of the working group was to support the planning of education and initiatives that would influence the skills, knowledge and attitudes of traffic administration, planners and designers, builders and contractors, as well as the staff responsible for running transport services. The main outcomes of the group's work are: a training manual with information on how to realise that a customer needs help and how to approach and assist passenger with reduced mobility; a "Skills and attitude" DVD and power-point presentation (printed in 500 copies, which are handed out and used in the education of the crews in trains, busses, airplanes and airports); and a trainer database as a web service presenting individual trainers, often disabled themselves, who can provide training and education to staff. The group has started preparations to establish a prize for projects that have improved accessibility in the public environment or transport infrastructure. VR (railway operator) uses the material when training conductors and station personnel. The material has also been disseminated by different players (Finavia, the state enterprise in charge of airports, the Finnish Maritime Administration etc.) and organizations (e.g. the Association of People with Mobility Disabilities).

### **5.3.3 Iceland**

In Iceland, a training programme has been established, mainly targeted at drivers engaged in special transport services (the Ferðapjónusta fatlaðra). The drivers receive a days training each year. That, in addition to the fact that their drivers stay with the firms for a long time, guarantees that there is ample knowledge in place. Other drivers also receive some training but not as much and not as regularly as at Ferðapjónusta fatlaðra.

Those working at design and construction receive training in the individual fields both during education and at work.

### **5.3.4 Norway**

Training focused on accessibility and persons with disabilities is available for public transport personnel (mainly drivers) in two counties. The training programmes are 75% funded by the government, through an annual subsidy scheme.

The Public Roads Administration has, in cooperation with both the Norwegian University for Science and Technology as well as the Norwegian University of Life Sciences, developed training programmes for universal design and accessibility issues. These are of varying lengths, from one day courses to PhD. courses.

### 5.3.5 Sweden

Sweden has a nationwide certification system for **bus drivers**, which goes far beyond mere driving skills<sup>96</sup>. Several Public Transport Authorities are training drivers and other service personnel in how to act in order to help and support people with difficulties when using public transport.

The Public Transport Authority in the Skåne region, Skånetrafiken, supports **people with disabilities** who want to try to use public transport<sup>97</sup>. This includes a web-page directed at persons with disabilities wanting to use public transport, with information about vehicles, entering, ticketing etc.

The National Road Administration offers **courses in understanding functional disabilities in the field of road traffic**.

We also know that topics related to accessible public transport systems are taught at **universities** etc. Lund University houses the Competence Centre on Traffic Environment for the Elderly and Functionally Impaired, amongst others.

## 5.4 Indicators

We asked if any kind of indicator systems have been developed to measure developments in the accessibility of public transport systems, either for the whole travel chain or for specific parts of the chain. All countries answered that the development of such indicator systems is in progress. These references were often to the Nordic project, of which this report forms a part.

**Sweden, Finland, Iceland** and **Denmark** all refer to the ongoing inter-Nordic project on indicators for the accessibility of public transport systems, of which this report forms a part. In Finland, the Rail Administration has established a database of railway stations and platforms, designed for continuous evaluation of quality, accessibility included.

In connection with the action plan for the accessibility programme (BRA), the Ministry of Transport and Communications in **Norway** has initiated a project for working out indicators for accessibility for the different elements of the travel chain. The indicators will be used as a tool to examine the status of accessibility and to take remedial actions where necessary. The Delta Centre, which is the National Resource Centre for Participation and Accessibility for persons with disabilities, has, on the instructions of the Ministry, drawn up a set of indicators as a proposal for further work. The work is being developed further within a Nordic cooperative agreement (of which this report forms a part). The work is being taken over by the National Road Administration, and will be followed up within the framework of the National Transport Plan.

Norwegian transport authorities (aviation, road, and rail) have developed an indicator system to be used in connection to the National Transport plan. The indicator system consists of two indicators for rail, two for aviation and two for land-based public transport. The indicators will be used for the first time this fall, and will be developed yet further.

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<sup>96</sup> <http://www.forarcertifiering.se/>

<sup>97</sup> <http://www.sknetrafiken.se/templates/InformationPage.aspx?id=4810&epslanguage=SV>

## 5.5 Networking

In the questionnaire, we asked for best practice examples from each country. Only Finland responded. Two of the Finnish suggestions were about networking, which we had not asked about in the questionnaire. Here, we set out the Finnish networking examples:

- The network of accessible municipalities, which was formed during the ELSA program. This is a comprehensive approach to promote accessibility in cities, towns and municipalities of different sizes. Mapping out of current state and drafting of action plans are the main actions.
- The network of Travel Centres is concerned with new, accessible intermodal terminals and renovation of existing terminals.

## 5.6 Influence of various groups

We asked the respondents to characterise how much influence various groups and factors (politicians, user groups, experts, public administration, development in EU, development in other countries) have had on the development of the legal framework regarding accessible public transport in their country the last five years or so. We used a question with tick-box options, with the options low, moderate and high. This way of asking questions has various weaknesses; they can easily be misunderstood or understood differently by various respondents, they require subjective consideration etc. Nonetheless, with due warning of the uncertainty and inaccuracy, we present the anonymised result table and the main tendencies below.

*Table 2: How much influence various groups and factors have had on the development of the legal framework regarding accessible public transport, according to the respondents of the questionnaire.*

<b>Influence</b>	Low	Moderate	High	I don't know
<b>Group/factor</b>				
Politicians		2	2	
User groups		2	3	
Experts	1	2	1	1
The public administration		2	3	
Development in EU			5	
Development in other countries	1	2	2	

Kilde: TØI-rapport 926/2007

The main finding is that all respondents find that development in EU has had a high degree of influence on development of their legal frameworks in this field. User groups and the public administrations are the groups which the respondents find to have the second highest degree of influence. Politicians are seen as having moderate to high influence, while assessments of the influence of experts and of development in other countries vary.

## **5.7 National travel planners**

Describing the current status of national travel planners in the Nordic countries, and exploring whether the information needed for people with special needs in order to plan a journey is included in the national travel planners, was one of the objectives of this project.

A national travel planner is defined as a web-site showing (all) the public transport services in the country. Such journeys can consist of several links with several modes (included walking).

In each of the five Nordic countries we identified a person with good knowledge about the work with the national travel planner. These people were asked to provide information about the following subjects:

- Status of the national travel planner; if a national travel planner exists covering the whole country and all modes, or if there are plans for setting up a national travel planner
- Whether the existing or future national travel planners (will) provide information needed for people with special needs in order to plan their travel

### **5.7.1 Status in the Nordic countries**

The Nordic countries (except for Iceland) can be considered to be roughly at the same level in the development and provision of national travel planners. All the countries reported having a national travel planner covering all (or most) public transport systems in the country, but this does not necessarily mean that it is comprehensive and covers all scheduled transport possibilities. None of the travel planners offer information needed for persons with special needs to plan a journey in comprehensive or systematic ways. The MultiRIT-project in Norway and the KOLL framåt project in Sweden may bring interesting new knowledge, examples and ideas in this field.

The role that national authorities have in the development and operation of national travel planners varies. The Ministry is an active driving force in Finland. In Sweden, the existing national travel planner is initiated and operated with national authorities involved. The national travel planners in Denmark and Norway are more a result of a gradual development and the coordination of different information systems. We are not sure how this works in Iceland.

In all countries (we are not sure how this works in Iceland) it is anticipated that the necessary information will be provided by transport operators. This means that the quality of the information is dependent on data delivered by the operators. The frequency of revision may be stated by law or national regulations, but we are only aware of this being done in Norway. Thus, it must be anticipated that there are routes or areas of the countries with incomplete or incorrect information.

A couple of the respondents have referred to the national travel planner in the UK, operated by the Ministry of Transport, as representing “state of the art in this field. We have tested it, but could not easily find information needed for travellers with special needs.

The table below gives a summary of the status of national travel planners in the Nordic countries. In the following pages we will describe the situation in each country.



*Table 3: Status of national travel planners in the Nordic countries.*

<b>Country</b>	Is there an operative travel planner in your country?	Is information included for people with special needs?	Has work been initiated in order to provide information for people with special needs?
Denmark	Yes	No	Yes
Finland	Yes	No	No
Iceland	Yes	---	No
Norway	Yes <sup>98</sup>	No	Yes <sup>99</sup>
Sweden	Yes	No	No

Kilde: TØI-rapport 926/2007

On the question whether information for people with special needs is included in the travel planner, we have set the answer as no for all countries. All countries report that the national travel planners contain information provided by the operators and transport authorities, and there are no specific attempts by the organisers of the travel information to demand, collect and include information for persons with special needs.

### **5.7.2 Denmark**

The Danish travel planner, Rejseplanen<sup>100</sup>, covers information about train and bus routes operated by public operators. Many ferry routes and some private bus companies are also integrated in the database. Work is in progress to integrate taxi services.

The Danish travel planner does not provide special information for people who need detailed knowledge about accessibility. However, a link to the national railroad operator (DSB) is provided, where information about accessibility of rail stations may be found.

Rejseplanen has recently been supplemented with an interactive voice-recognition system (IVR), which guides users through their travel chain. At present, the service covers rail travels, but work is going on to extend the service to cover other transport services as well. All operators of public transport have their own information services, which are manned by operators.

In 2006, Rejseplanen completed a user satisfaction survey. Those using the service frequently were more satisfied than the more sporadic users.

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<sup>98</sup> The national travel planner does not include local transport in Norway's second largest city, Bergen.

<sup>99</sup> Information about accessibility and facilities at stops, stations and terminals is planned for inclusion in the travel planner (we assume that is the case in all countries, but only the Norwegian respondent has included this information in the reply).

<sup>100</sup> [www.rejseplanen.dk/](http://www.rejseplanen.dk/)

### **5.7.3 Finland**

The Finnish Ministry of Transport and Communications is the service provider of the Finnish national travel planner<sup>101</sup>, with the private company Destia operating the system and the database. For the time being, the database does not include all transport services. However, work is in progress to complete this. At present, the travel planner covers train services and national express bus-routes, and it gives door-to-door information on exact street addresses for public transport travel in the larger cities (including a description of the pedestrian routes). The travel planner offers information about finding local taxi services. In the course of 2007, the travel planner will also include air transport.

The Finnish travel planner is based on information already included in the various operators' information systems, which is made available to the national system. No information beyond that is provided.

The system has been developed for the "regular" user. It does not require the operators to provide information for persons with special needs. Nonetheless, for the Helsinki region and for the national railroad, such information is provided. It has been suggested that the travel planner should include information allowing people with special needs to find the necessary information (Ministry of Transport and Communications 2003). For the time being, it is regarded as too difficult to collect the necessary information at a national level.

### **5.7.4 Iceland**

An internet search revealed that a national travel planner exists<sup>102</sup>. The information presented is basically a map of Iceland, and linked to this, various time tables for the bus- and boat services. Also, information can be found about sights and activities at the various places where the bus stops. We found no information about accessibility.

In Reykjavík the municipal bus company operates a website designed to aid people in finding their way around the city. Those in need of more help can seek assistance through the telephone service link.

### **5.7.5 Norway**

In 2007, the travel information service for Oslo and the surrounding areas, Trafikanten (Oslo og Akershus Trafikkservice AS), bought up the private operator running the national travel information service and travel planning service (Rutebok for Norge/Norsk Reiseinformasjon AS, NRI). This means that there is now one national travel planner covering the whole country<sup>103</sup>. The exception is the second largest city region in Norway, Bergen, which still has its own regional travel information service (this means that information about public transport in the Bergen region cannot be found in the national travel planner). The Norwegian system primarily provides route information. The operator does not regard taxis as public transport mode and does not provide information about how to contact such services.

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<sup>101</sup> [www.matka.fi](http://www.matka.fi)

<sup>102</sup> [http://www.nat.is/travelguideeng/bus\\_travel\\_planner\\_around\\_.htm](http://www.nat.is/travelguideeng/bus_travel_planner_around_.htm)

<sup>103</sup> <http://rutebok.no/>

Trafikanten (the owner of the national travel planner) is a company owned by the national railroad operator (NSB) and two major public transport operators in the Oslo region. This means that the national travel planner is not owned or the responsibility of a national authority.

The information provided in the national travel planner is supported by government regulations requiring all operators of public transport to submit updated information of lines and timetables at regular intervals<sup>104</sup>.

In addition to Trafikanten, information about public transport service can be obtained throughout the country, by calling 177. This service is run by *Foreningen ruteopplysningen 177*<sup>105</sup>.

Work on a database covering all bus stops on the road network is in progress, led by the Public Roads Administration. Trafikanten/NRI has an almost complete database covering bus stops, railway stations, ports and airports in Norway. The Norwegian National Rail Administration provides information about the railway stations, their accessibility and services for people with special needs<sup>106</sup>. This information is not easily available in the route information system of the national railroad operator (NSB), but there is a website with information for travellers with special needs (main focus on wheelchair users)<sup>107</sup>.

The challenge of continuously updating the information was highlighted. Infrastructure and rolling stock must be adapted to each other. There may be cases where a line cannot be served by the regular equipment because of need for repair, and where an equal replacement cannot be put into service. The travel planner will thus have to be continuously updated in order to serve users with special needs, and this may be seen as an impossible task.

Interesting research and development is going on in this field at the research institute SINTEF. An on-going research project called MultiRiT (multimodal travel planning) will set up an improved travel information service at the national level. This national travel planner will cover both scheduled and un-scheduled transport and is planned to cover all parts of a trip. The data describing bus-stops and rail stations will be integrated in the information system. The project started in May 2005 and is planned for completion by May 2008. A number of partners are involved, including national authorities such as the Ministry of Transport and Communications, the Public Roads Administration, the Directorate for Health and Social Affairs and NRI/Trafikanten.

### **5.7.6 Sweden**

The national travel planner, Resplus<sup>108</sup>, is owned and organised by Samtrafiken, which is owned by public and private transport operators at national, regional and local levels. Samtrafiken was established in 1993 in order to improve public transport services. The aim was to coordinate schedules and routes, which should, among other factors, make

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<sup>104</sup> <http://www.lovddata.no/for/sf/sd/sd-20030326-0401.html>

<sup>105</sup> <http://www.ruteopplysningen.no/>

<sup>106</sup> <http://www.jernbaneverket.no/jernbanenettet/stasjonsok/stasjonsoversikt/article.jhtml?articleID=1488687>

<sup>107</sup> [http://www.nsb.no/internet/no/Service/Spesielle\\_behov/article.jhtml?articleID=7491&akuttweb=&language=no](http://www.nsb.no/internet/no/Service/Spesielle_behov/article.jhtml?articleID=7491&akuttweb=&language=no)

<sup>108</sup> [www.resplus.se](http://www.resplus.se)

transfers easier. Another aim was that travellers should be able to buy one ticket for the whole trip regardless of modes of travel or who operated the route.

At present, the system does not provide information other than the schedules for regular services. The information provided by operators for people with special needs varies. It may be possible to find more information at local or regional web-services. Information about accessibility of train stations can be found for about 90 stations/terminals.

Information systems are one of five main action points of the national action plan for the long-term development of public transport<sup>109</sup>. Development of the systems in order to provide information for travellers with special needs is seen as an important challenge.

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<sup>109</sup> [http://www.vv.se/templates/page3\\_19476.aspx?epslanguage=EN](http://www.vv.se/templates/page3_19476.aspx?epslanguage=EN)

## 6 Discussion

### 6.1 Discussions

As a starting point for our discussion we ask: will the prevailing policies and legal framework ensure accessible public transport systems in the Nordic countries? Or spelled out another way: are the policies and legal framework good enough? And if not, what are the main challenges?

It is clear that providing detailed answers to these questions for each of the countries or for “the Nordic countries”, based on the knowledge we have gathered and presented in this report, is not possible. The analysis or discussion has to be at more superficial level.

Another challenge is that discussing or analysing accessibility of public transport systems means to analyse or discuss very different situations, e.g. from large, urban inter-modal terminals to rural bus-lines.

A third challenge is obviously to define “good enough” policies and legal frameworks. As we see it, two fundamental ideals are prominent in ongoing discussions and prevailing policy documents. These are the ideal of universal design, or design for all, and the ideal of the whole journey being accessible throughout the travel chain. In order to point out the main challenges for achieving accessible public transport systems, we will compare the status quo in policies and legal frameworks in the Nordic countries as described in this report, with the ideals of the whole journey being accessible for all.

In the discussions we will focus on public transport on road, in accordance with the commission from the Norwegian Public Roads administration.

#### 6.1.1 Universal design - design for all

Universal design is often defined as the design of products and environments to be usable by all people, to the greatest extent possible, without the need for adaptation or specialized design (see e.g. Duncan 2007). It is often emphasised that “all people” includes those with mobility, sensory and cognitive impairments and those with environmental sensitivities and allergies, and that most people will in some way experience one or more of these impairments sooner or later (e.g. breaking a leg, forgetting their glasses, getting slower as one gets older...).

A universal designed public transport system may thus be defined as a public transport system that is usable by all people, to the greatest extent possible, without the need for adaptation or specialized arrangements.

Within the literature on universal design (or accessibility for all, planning for all, design for all, several terms are used) the following seven principles are often referred to:

1. Equitable Use: The design is useful and marketable to people with diverse abilities.
2. Flexibility in Use: The design accommodates a wide range of individual preferences and abilities.
3. Simple and Intuitive: Use of the design is easy to understand, regardless of the user's experience, knowledge, language skills, or current concentration level.
4. Perceptible Information: The design communicates necessary information effectively to the user, regardless of ambient conditions or the user's sensory abilities.
5. Tolerance for Error: The design minimizes hazards and the adverse consequences of accidental or unintended actions.
6. Low Physical Effort: The design can be used efficiently and comfortably and with a minimum of fatigue.
7. Size and Space for Approach and Use: Appropriate size and space is provided for approach, reach, manipulation, and use regardless of user's body size, posture, or mobility.

Even if these principles may not be well adapted to public transport systems, they give an idea of what the ideal of universal design is about.

In our further discussions, we will ask if “all people”; those with mobility, sensory and cognitive impairments and those with environmental sensitivities and allergies, are covered by the policies and legal frameworks, and if the objective of people being able to manage the travel by themselves, without having to ask for special arrangements being organised for them, is included.

### **6.1.2 The whole journey**

The other important ideal is that the whole journey must be accessible, not only parts of it (e.g. embarking and disembarking a vehicle). This may seem obvious, but knowing the numbers and the diversity of actors being involved in making all the steps in the travel chain in a public transport journey accessible, it may not be so quite so obvious.

From the literature we know that there are several, quite similar, ways of dividing the whole journey in operational parts. Here we have chosen to split the journey in the following five parts (here we have borrowed heavily from the Ministry of Transport and Communications Norway (2006) and the Ministry of Transport and Communications Finland (2003). Please see the latter for a more thorough description and discussion): planning the journey/information; the trip to/from terminal/stop; the terminal/station/stop; the vehicle; the ticketing system. These are briefly described below.

#### Planning the journey/information

Accessibility regarding planning the journey means mainly that timetables etc. are available and understandable for all, including people with visual or hearing impairments, and that information can be obtained about accessibility throughout the journey for persons with special needs. Where reserving and paying the journey in advance is an option, the system for doing so should be operable by all, and necessary information (as described above) should be easily available.

#### Trip to/from the terminal/stop

The trip between the nearest relevant public transport terminal, stop etc. and the final start- or end point (home, work place, theatre...) is the part of a journey that is hardest to

describe in terms of accessibility. It covers a broad variety of possible scenarios. It can be a complex, but well organised city landscape, it may be a desolate rural pathway, it may be a suburban villa-landscape etc. In any case, whether on foot or in a wheelchair, it may consist of roads, pathways and pedestrian crossings where may be hard to orientate oneself, which may have level-differences, which may include long walking distances etc. There is also the challenge of maintenance, including snow and ice in the northern countries.

In order to be accessible for all, the trip to/from the terminal/stop/station should be easy to orientate oneself in, it should have no or very small level-differences, the possibility to overcome unavoidable level-differences (elevators, ramps) and be short. In addition, it must be free of snow and ice.

#### The terminal/station/stop

This could be a bus-stop for a single bus-line, or it could be a big terminal. The common requirements for all kind of stops/terminals/stations is that they must be accessible (level-differences, door-openers, easy to find (the right) entrance), movement in the terminal must be easy (information, organisation, levels,), information about the journey must be available to all (audiovisual, understandable, in the right/various height(s)), services must be accessible and usable (toilets, phones, ticketing), and not at least – the stop/terminal/station must be built so that embarking from the vehicle is easy for all, including people in wheelchairs and blind people.

#### The vehicle

An accessible public transport vehicle must first and foremost be built and designed so that everyone can get on and off the vehicle. This also includes using colours and contrasts in a way which helps people with visual impairments to find the entrance, and to orientate themselves inside the vehicle. Information about the progress of the journey must be audiovisual and understandable. Paying for the journey must also be possible for all.

#### The ticketing system

In many situations, the system requires tickets to be bought from ticket machines. In order to be accessible, these must be easy to understand and they must provide audiovisual information. Also, they must be operable for all (height, strength etc.).

### **6.1.3 Discussion of prevailing policies and legislation**

Based on the described ideals of universal design and accessibility throughout the whole journey, our analytic perspective may be summarised in the table below. Because of the challenges described earlier, we are not able to fill in the table, but we will use it for guidance in our discussions.

Table 4: Analytic perspective for the discussion.

Universal design/Design for all					
The whole journey	Mobility	Seeing	Hearing	Cognitive	Environment
Information/planning the journey					
Trip to/from terminal/stop					
The terminal/stop					
The vehicle					
Ticketing					

Kilde: TØI-rapport 926/2007

If we use the perspective of the whole journey being accessible as the main thread in the discussion, a logical starting point is to ask if the policies and legal frameworks in the Nordic countries are ensuring or aiming at all people being able to get the necessary **information to plan their journey**.

From the discussion about national travel planners, we know that none of the national travel planners at present hold the necessary information, that there is more information about travel by train than by bus, and that only few initiatives exist to improve the situation.

Policy documents from Finland, Sweden and Norway specifically include improving information about the journey.

None of the Ministries, apart from Sweden, have reported that the legal systems require that operators or others must provide information about the journey for people with special needs. In Sweden the Law on Passenger Information<sup>110</sup> says in § 3 that: "When needed, the operator shall provide information about the opportunities for disabled people to make a specific journey".

The next step in the travel chain, **the trip to and from the station/stop**, is specifically dealt with in the policy-documents from Finland and Norway. These two countries have included the municipalities and counties through their action plans, and in Norway this also includes a subsidy scheme. Perhaps surprisingly, the Swedish Door-to-Door project did not cover this part of the travel chain, but focused more on intermodality.

Looking at the legal frameworks, we find that Finland and Norway have accessibility as one of the main objectives in their Land Use and Building Act/ Planning and Building Act, and this will also be the case in the new Icelandic Building and Planning act. We have not found that this part of the journey is covered directly in other laws, provisions or regulations.

When we come to guidelines, where the detailed design requirements for streets and roads are described, we find that all countries have guidelines linked to their Act on Roads. We have not been able to study these, but we know that the Norwegian Public Roads Administration is preparing new guidelines, where accessibility will be covered far

<sup>110</sup> <http://lagen.nu/2006:1116>



better than in the previous version. It may be that older guidelines from other countries need revision in order to contribute to making the travel to/from the station/stop more accessible. When it comes to guidelines, we will highlight the Danish Road Directorate's Accessibility handbook with focus on pedestrian areas in the dense city.

We will also highlight the Swedish guidelines linked to the Planning and Building Act; Regulations and guidelines on accessibility and usability of public places and other open areas for persons with mobility and sensory impairments and Regulations and guidelines on clearing of certain obstructions to and in public premises and areas. Linking the guidelines to the Planning and Building Act instead of the Act on Roads, may make them more relevant for all planning and design affecting public areas, not only the planning and design carried out by the National Public Roads Administration. The guidelines focus specifically on mobility and sensory impairments.

The Finnish SuRaKu cards for planning, construction and maintenance of accessible public outdoors areas are interesting as well. The guidelines deal with how streets, green areas and yards can be planned, constructed and maintained for improved accessibility. We have not been able to study the SuRaKu cards, since they are in Finnish, but from the English summary description we find that they are focused on mobility and sensory, and to some degree on cognitive, impairments.

Thus we find that there are intentions in the policies and legal frameworks of some of the countries to make this part of the journey accessible. All countries have some kind of guidelines which explain how streets and roads should be designed and built in order to be usable for all (accessible), but we do not find that the system *ensures* accessible travel to and from various destinations.

**Terminals and bus stops** may be very different objects. At the policy level, we find that Finland, Sweden and Norway point specifically at terminals (and bus stops?) in their policies, strategies and action plans. We know that the Swedish Door-to-door project and the following action plan focus on terminals, and especially intermodal terminals. We also know that the Finnish ELSA programme has some projects concerning terminals.

When it comes to the legal frameworks, we will discuss terminals and bus stops separately. A terminal is a public building covered by the strongest requirements in the planning and building acts. This often means that it is accessible and possible to move around in for persons with mobility impairments, that measures are implemented to improve orientation for people with sensory impairments and also in many cases that precautions have been made to improve conditions for people with asthmatic and allergic reactions. However, the planning and building acts (including their guidelines etc.) will often not set requirements for how information is presented or for ticket machines and so on, and these acts will often not set the requirements for accessibility between the terminal and the public transport vehicles. Nonetheless, we know that guidelines exist that explain how this should be organised in order to improve accessibility. Among other things, we know that the Standardization Organizations in Norway are working on national standards for universal design of ticket machines and signs.

Bus stops will usually be seen as part of the road- or street design, and may be covered in guidelines for road and street design. Older guidelines (like the Norwegian 1993 guidelines, which are in process of being phased out) will often not set good requirements for making bus stops accessible for all, both concerning accessibility to the stop, possibilities to embark/disembark the bus and information.

Newer guidelines, like the most recent Danish handbook (Road Directorate 2003), may be more specifically focused and updated on accessibility in their requirements.

We thus find that the legal frameworks, guidelines included, are describing how to design and build accessible bus stops and terminals. However, we doubt that this makes every terminals and stops accessible to all.

As we read the policy-documents, making the public transport **vehicles** accessible is an obvious objective, where also action plans and subsidy schemes are widespread.

Accessibility of buses is partly covered by the EU-directive from 2001. Appendix VII explaining the requirements set by the directive is mainly focused on allowing wheelchairs in Class I buses. The Swedish and Norwegian regulations do not set requirements for improving accessibility for other groups of disabled. Supplementary guidelines in Sweden include people with vision impairments and allergies, while the Norwegian supplementary guidelines, for example, focus on wheelchairs only.

Requirements for information for passengers during the journey do not appear to be covered by guidelines etc.

The last point in our discussion, **ticketing systems**, is partly discussed above. In many situations, the system requires that tickets are bought from ticket machines. In order to be accessible, these must be easy to understand and they must provide audiovisual information. Also, they must be operable for all (height, strength etc.). We found no legal frameworks requiring ticket machines to be usable by all, and no guidelines explaining what is required in order to have an accessible ticketing system. We referred to the Standardization Organizations in Norway who are working out national standards for universal design of ticket machines.

#### **6.1.4 A tentative comparison**

When comparing countries, in order to point out where we can learn from each other, we will highlight some points (bearing in mind that we do not have a full view of the situation):

- It appears that Finland and Norway have come furthest of the Nordic countries in integrating the ideals of universal design and the Whole Journey in their policies
- Norway and Sweden appear to be the only countries having a project going on, concerned with integrating information for people with special needs in their national travel planners
- Denmark, Finland and Sweden appear to have the best guidelines for making the journey to/from the terminal/stop accessible
- Sweden and Finland have come furthest in the work on terminals
- All countries have implemented the EU bus-directive in their legislation
- The Standardization Organizations in Norway are working out national standards for universal design of ticket machines and signs
- Finland appears to be the only country to have discussed maintenance as part of the accessibility policy in a systematic way

## 6.2 Challenges

As a starting point for our discussions, we asked if the prevailing policies and legal framework will ensure accessible public transport systems in the Nordic countries. And if not, what are the main challenges?

Our analysis shows that several of the national policies on accessible public transport systems include the ideals of universal design and accessibility throughout the whole journey. However, it is clear that the legal frameworks, guidelines included, do not require accessible public transport systems to fulfil these ideals. Based on this, we can conclude that prevailing legal frameworks are not “good enough”.

So, what are the main challenges? In our discussions, we find that mobility impairments are still more in focus than other impairments, but that sensory, and also cognitive, impairments are gaining more attention. The ideals and understanding of the problem are moving towards design for all.

Vehicles and terminals appear to be the parts of the journey for which the legal frameworks set the strongest requirements to. In the perspective of the whole journey being accessible, it thus appears that improving the legal frameworks concerning necessary information about the journey, the trip to/from the terminal/stop and the ticketing systems are the main challenges in our context. That said, it is important to say that the prevailing legal frameworks do not require or ensure accessible stops or terminals for all user groups either.

The EU directives 2004/17/EC and 2004/18/EC clearly state that “Contracting authorities should, whenever possible, lay down technical specifications so as to take into account accessibility criteria for people with disabilities or design for all users”. Since public authorities are the largest and often the only purchasers of infrastructure and services, being part of the public transport systems (the whole journey), and control it in various other ways as well, using these directives in public procurements may be a quick and easy way to contribute to the improvement of public transport accessibility.

The legal frameworks deal mainly with building or purchasing new things (vehicles, infrastructure, information systems...). If public transport systems are to be made accessible for all, other aspects must be dealt with as well, through the legal frameworks or otherwise. The whole chain of information is an important approach, which may be dealt with in legal frameworks. Maintenance must not be forgotten, especially in the snowy parts of the Nordic countries, and especially when focusing on the whole journey. Currently, maintenance is hardly part of the legal framework at all, but without good maintenance, the accessibility of public transport systems can never be good enough.

Important improvements can be achieved through improving the legal frameworks. However, the legal framework probably cannot be developed to fully ensure accessible public transport systems. Initiatives beyond what the legal frameworks may require are necessary as well, such as economic incentives, training, budget requirements, collaborative projects, demonstration projects, if substantial improvements in existing systems are to be achieved.

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Ministry of Transport and Communications (2006): Action Plan for the BRA – programme 2006 – 2009. (Handlingsplan for tilgjengelighetsprogrammet BRA 2006-2009). Oslo. [http://www.regjeringen.no/upload/kilde/sd/prm/2006/0028/ddd/pdfv/277779-handlingsplan\\_bra.pdf](http://www.regjeringen.no/upload/kilde/sd/prm/2006/0028/ddd/pdfv/277779-handlingsplan_bra.pdf)

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Nasar, Jack and Jennifer Evans-Cowley (2007): Universal Design and Visitability. From Accessibility to Zoning. The John Glenn School of Public Affairs. [http://www.universell-utforming.miljo.no/file\\_upload/visitability2007.pdf](http://www.universell-utforming.miljo.no/file_upload/visitability2007.pdf)

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- Norwegian Rail Administration (2007): Proposal for a strategy for developing a universal design. Draft dated 29.06.2007.
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[http://www.boverket.se/upload/publicerat/bifogade%20filer/2005/Legislation\\_hela\\_ny.pdf](http://www.boverket.se/upload/publicerat/bifogade%20filer/2005/Legislation_hela_ny.pdf), provisions on accessibility  
<http://webtjanst.boverket.se/Boverket/RattsinfoWeb/vault/HIN/PDF/BFS2003-19HIN1.pdf> and Technical Requirements for Building Act  
<http://www.boverket.se/shopping/ShowItem.aspx?id=846&epslanguage=SV>
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[http://webapp.vd.dk/vejregler/pdf/VR05\\_G\\_Signaler\\_lyd\\_V3\\_061028\\_JGJ.pdf](http://webapp.vd.dk/vejregler/pdf/VR05_G_Signaler_lyd_V3_061028_JGJ.pdf)
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[http://www.sintef.no/upload/A04309\\_Buss%20for%20alle.pdf](http://www.sintef.no/upload/A04309_Buss%20for%20alle.pdf)

Svenska Lokaltrafikföreningen og Svenska Bussbranchens Riksförbund (2006): Bus 2000 - Guidelines for design of buses.

<http://www.sltf.se/fileupload/pubdok/Buss%202000%20version%202006.pdf>

Swedish Road Administration (2003): VVFS 2003:22 Vägverkets föreskrifter om bilar och släpvagnar som dras av bilar. Stockholm.

<http://www20.vv.se/vvfs/htm/2003nr022%20.htm>

Swedish Road Administration (2004): Handbok för statsbidrag till vissa kollektivtrafikanläggningar m.m./ Public Roads Administration's Handbook governmental contributions for certain public transport facilities. Publication number: 2004:4, ISSN 1401-9612 <http://www.skl.se/artikel.asp?A=2590&C=1345>

Swedish Road Administration (2004): The National Plan for the Swedish Road Transport System 2004–2015. Borlänge. [http://www.vv.se/templates/page3\\_1396.aspx](http://www.vv.se/templates/page3_1396.aspx)

Swedish Road Administration (2004): Vägar och gators utformning (Roads and streets design guidelines). Borlänge and Stockholm.

[www.vv.se/templates/page3Listing\\_8090.aspx](http://www.vv.se/templates/page3Listing_8090.aspx)

Tetraplan (2007): Kortlægning af kørselsordninge for mennesker med handicap.

<http://www.tetraplan.dk/rapporter/Handicapudredning.pdf>

# Appendix 1 Travel planners and contact persons

The addresses to the national travel planners are:

Country	Adresse
Sweden	<a href="http://www.resplus.se/">http://www.resplus.se/</a>
Finland	<a href="http://www.matka.fi">www.matka.fi</a>
Iceland	<a href="http://www.nat.is/travelguideeng/bus_travel_planner_around_.htm">http://www.nat.is/travelguideeng/bus_travel_planner_around_.htm</a>
Norway	<a href="http://rutebok.no/">http://rutebok.no/</a>
Denmark	<a href="http://www.rejseplanen.dk/">www.rejseplanen.dk/</a>
UK	<a href="http://www.transportdirect.co.uk">http://www.transportdirect.co.uk</a>

Our contact persons in the work with national travel planners were:

Denmark: Birgitte Lomholt Woolridge, Rejseplanen, [blw@rejseplanen.dk](mailto:blw@rejseplanen.dk)

Finland: Armi Vilkmán, The Ministry of Transport and Communications, [armi.wilkmán@mintc.fi](mailto:armi.wilkmán@mintc.fi)

Norway: Jan Brekke, Norsk reiseinformasjon, [jan@reiseinfo.no](mailto:jan@reiseinfo.no)

Supplementary information from Jarl Eliassen, Trafikanten and Trygve Roll-Hansen, Ministry of Transport and Communications

Sweden: Clas Robert, Vägverket, [clas.roberg@vv.se](mailto:clas.roberg@vv.se)

Iceland: [valur@icetourist.is](mailto:valur@icetourist.is)

# Appendix 2 Inventory of policy documents and legal frameworks

In the inventory, references to documents are organised by country under the main headings: EU-documents, Policies, strategies and action plans; Laws, provisions and regulations; and Standards and guidelines. This listing is meant as an inventory, where one easily may get an overview of e.g. guidelines or policy documents in the Nordic countries. All documents in the inventory are also listed in the References (but not vice versa).

## EU documents

Commission of the European Communities (2003): Equal opportunities for people with disabilities: A European Action Plan. Communication from the Commission to the Council, the European Parliament, the European Economic and Social Committee and the Committee of the Regions. COM (2003) 650 final. Brussels, 30.10.2003.

<http://europa.eu/scadplus/leg/en/cha/c11414.htm>

EC (2001): White Paper on European Transport Policy for 2010: a time to decide. Luxembourg.

[http://ec.europa.eu/transport/white\\_paper/documents/doc/lb\\_texte\\_complet\\_en.pdf](http://ec.europa.eu/transport/white_paper/documents/doc/lb_texte_complet_en.pdf)

EC (2001a): Directive 2001/85/EC relating to special provisions for vehicles used for the carriage of passengers comprising more than eight seats in addition to the driver's seat.

<http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=CELEX:32001L0085:EN:NOT>

EC (2003): Directive 2003/24/EC on safety rules and standards for passenger ships.

[http://eur-](http://eur-lex.europa.eu/LexUriServ/site/en/oj/2003/l_123/l_12320030517en00180021.pdf)

[lex.europa.eu/LexUriServ/site/en/oj/2003/l\\_123/l\\_12320030517en00180021.pdf](http://eur-lex.europa.eu/LexUriServ/site/en/oj/2003/l_123/l_12320030517en00180021.pdf)

EC (2004): COM 2004/143 On International Rail Passengers' Rights and Obligations (proposal) <http://ec.europa.eu/transport/rail/package2003/doc/com143-en.pdf>

EC (2004a): Directive 2004/17/EC of the European Parliament and of the Council of 31 March 2004 coordinating the procurement procedures of entities operating in the water, energy, transport and postal services sectors. [http://europa.eu.int/eur-](http://europa.eu.int/eur-lex/pri/en/oj/dat/2004/l_134/l_13420040430en00010113.pdf)

[lex/pri/en/oj/dat/2004/l\\_134/l\\_13420040430en00010113.pdf](http://europa.eu.int/eur-lex/pri/en/oj/dat/2004/l_134/l_13420040430en00010113.pdf)

EC (2004b): Directive 2004/18/EC of the European Parliament and the Council of 31 March 2004 on the coordination of procedures for the award of public works contracts, public supply contracts and public service contracts, Brussels. [http://eur-](http://eur-lex.europa.eu/LexUriServ/site/en/oj/2004/l_134/l_13420040430en01140240.pdf)

[lex.europa.eu/LexUriServ/site/en/oj/2004/l\\_134/l\\_13420040430en01140240.pdf](http://eur-lex.europa.eu/LexUriServ/site/en/oj/2004/l_134/l_13420040430en01140240.pdf)

EC (2004c): Directive 2004/50/EC of the European Parliament and of the Council of 29 April 2004 amending Council Directive 96/48/EC on the interoperability of the trans-European high-speed rail system and Directive 2001/16/EC of the European Parliament and of the Council on the interoperability of the trans-European conventional rail system.

[http://eur-lex.europa.eu/LexUriServ/site/en/oj/2004/l\\_220/l\\_22020040621en00400057.pdf](http://eur-lex.europa.eu/LexUriServ/site/en/oj/2004/l_220/l_22020040621en00400057.pdf)

EC (2004d): Regulation (EC) no 261/2004 of the European Parliament and of the Council of 11 February 2004 establishing common rules on compensation and assistance to passengers in the event of denied boarding and of cancellation or long delay of flights, and repealing Regulation (EEC) No 295/91.

[http://europa.eu.int/eur-lex/pri/en/oj/dat/2004/l\\_046/l\\_04620040217en00010007.pdf](http://europa.eu.int/eur-lex/pri/en/oj/dat/2004/l_046/l_04620040217en00010007.pdf)

EC (2005): Annexes to the TSI. Scope: The whole subsystem. Aspect: Accessibility for People with Reduced Mobility. 23.12.2005.

<http://www.jvs.se/dokument/TSD/English/TSD-Hoghastighet-och-Konventionell-Handikapp-bilagor-2006-09-12.pdf>

EC (2006): Regulation (EC) No 1107/2006 of the European Parliament and of the Council of 5 July 2006 concerning the rights of disabled persons and persons with reduced mobility when travelling by air.

[http://eur-lex.europa.eu/smartapi/cgi/sga\\_doc?smartapi!celexplus!prod!DocNumber&lg=en&type\\_doc=Regulation&an\\_doc=2006&nu\\_doc=1107](http://eur-lex.europa.eu/smartapi/cgi/sga_doc?smartapi!celexplus!prod!DocNumber&lg=en&type_doc=Regulation&an_doc=2006&nu_doc=1107)

EC (2006a): EC Decision on TSI “Persons with Reduced Mobility”, 21.03.2006.

<http://www.jvs.se/dokument/TSD/English/TSD-Hoghastighet-och-Konventionell-Handikapp-lagtext-2006-09-12.pdf>

EC (2006b): Trans-European Conventional and High Speed Rail System – Technical Specification for Interoperability. Scope: The whole subsystem. Aspect: Accessibility for People with Reduced Mobility. 18.05.2005.

<http://www.jvs.se/dokument/TSD/English/TSD-Hoghastighet-och-konventionell-Handikapp-teknisktext-2006-09-12.pdf>

EC (2007): Trans-European Conventional and High Speed Rail System. Technical Specifications for Interoperability. Scope: Subsystems Infrastructure and Rolling Stock. Aspect: Accessibility for People with Reduced Mobility. Draft dated 06.03.2007, people.

## **Policies, strategies and action plans**

### **Denmark**

Ministry of Economic and Business Affairs (2003): Action plan for disability policy/Handlingsplan for handicapområdet . Copenhagen.

<http://www.oem.dk/publikationer/html/handicap/index.htm>

### **Finland**

Ministry of Transport and Communications (2003): Towards accessible transport. Accessibility Strategy of the Ministry of Transport and Communications. Helsinki.

[http://www.elsa.fi/strategia/pdf/strategy\\_english.pdf](http://www.elsa.fi/strategia/pdf/strategy_english.pdf)

Ministry of Transport and Communications (2006): Transport systems for all. Helsinki.

Ministry of Transport and Communications (2007): Research and Development Programme for Accessibility “ELSA” 2003-2006. Helsinki.

[http://www.elsa.fi/English/index\\_english.htm](http://www.elsa.fi/English/index_english.htm)

Ministry of Transport and Communications (2007a): Ministry of Transport and Communications' research and Development Programme for Accessibility “ELSA”. Final report of the working group. Publications of the Ministry of Transport and Communications 19/2007. Helsinki. [http://www.mintc.fi/oliver/upl812-LVM19\\_2007.pdf](http://www.mintc.fi/oliver/upl812-LVM19_2007.pdf)

## **Iceland**

Policies and action plans concerning accessible public transport systems are currently being developed.

## **Norway**

Ministry of Labour and Social Inclusion (2003): White Paper nr.40 (2002 – 2003) Reduction of disabling barriers. Oslo.

<http://www.regjeringen.no/nb/dep/aid/dok/regpubl/stmeld/20022003/Stmeld-nr-40-2002-2003-.html?id=197129>

Ministry of Labour and Social Inclusion and Ministry of Environment (2004): The Government Action Plan for increased accessibility for persons with disabilities – Plan for universal design in key areas of society (2004 - 2009), Oslo.

[http://www.regjeringen.no/nb/dep/md/dok/rapporter\\_planer/planer/2004/T-1440-Regjeringens-handlingsplan-for-okt-tilgjengelighet-for-personer-med-nedsatt-funksjonsevne.html?id=443451](http://www.regjeringen.no/nb/dep/md/dok/rapporter_planer/planer/2004/T-1440-Regjeringens-handlingsplan-for-okt-tilgjengelighet-for-personer-med-nedsatt-funksjonsevne.html?id=443451)

Ministry of Transport and Communications (2004): White Paper nr.24 (2006 – 2015) National Transport Plan. Oslo.

[http://www.regjeringen.no/nb/dep/sd/tema/Nasjonal\\_transportplan.html?id=12198](http://www.regjeringen.no/nb/dep/sd/tema/Nasjonal_transportplan.html?id=12198)

Ministry of Transport and Communications (2006): Handlingsplan for tilgjengelighetsprogrammet BRA 2006-2009 (Action Plan for the BRA – programme (2006 – 2009)). Oslo.

[http://www.regjeringen.no/upload/kilde/sd/prm/2006/0028/ddd/pdfv/277779-handlingsplan\\_bra.pdf](http://www.regjeringen.no/upload/kilde/sd/prm/2006/0028/ddd/pdfv/277779-handlingsplan_bra.pdf)

## **Sweden**

Ministry of Enterprise, Energy and Communications (2006): Government bill 2005/06:160 Modern transport. Harpsund.

<http://www.regeringen.se/content/1/c6/06/07/77/0082fedf.pdf>

Ministry of Health and Social Affairs (2000): Government bill 1999/2000:79 From patient to citizen – an action plan for disability policy, Stockholm

<http://www.regeringen.se/sb/d/108/a/1478>

Rikstrafiken (2003a): We will bring you door-to-door. A brief review of the door-to-door project. Sundsvall.

[http://www.rikstrafiken.se/db\\_dokument/Brief\\_review\\_Door\\_to\\_door\\_project.pdf](http://www.rikstrafiken.se/db_dokument/Brief_review_Door_to_door_project.pdf)

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[http://www.rikstrafiken.se/db\\_dokument/Samlad\\_strategi.pdf](http://www.rikstrafiken.se/db_dokument/Samlad_strategi.pdf)

Swedish Road Administration (2004): The National Plan for the Swedish Road Transport System 2004–2015. Borlänge. [http://www.vv.se/templates/page3\\_1396.aspx](http://www.vv.se/templates/page3_1396.aspx)

## Laws, provisions and regulations

### Denmark

Act on public transport operators. 2005 Copenhagen

<https://www.retsinformation.dk/Forms/R0710.aspx?id=22454>

Denmark's Road Safety and Transport Agency (Færdselsstyrelsen) (2003): Notification nr. 700 on special requirements for buses. Dated August 8<sup>th</sup> 2003 in Copenhagen.

<https://www.retsinformation.dk/Forms/R0710.aspx?id=22231>

Denmark's Road Safety and Transport Agency (Færdselsstyrelsen) (2000): Announcement on Taxi Traffic/Bekendtgørelse om taxikørsel m.v. Amended in Announcement nr. 1090 of November 12th 2004. Copenhagen.

<https://www.retsinformation.dk/Forms/R0710.aspx?id=21937>

Law on passenger transport by road, Denmark 1990

Tetraplan (2007): Kortlægning af kørselsordninge for mennesker med handicap.

<http://www.tetraplan.dk/rapporter/Handicapudredning.pdf>

### Finland

Act on Passenger Transport (343/1991); Finland.

<http://www.finlex.fi/sv/laki/ajantasa/1991/19910343>

Act on Road Traffic (267/1981), amendment (234/2006), Finland.

<http://www.finlex.fi/sv/laki/alkup/2006/20060234>

Act on Services and Assistance for Disabled people (380/1987), Finland.

<http://www.finlex.fi/fi/laki/ajantasa/1987/19870380>

Act on Taxi Traffic, Finland (217/2007)

<http://www.finlex.fi/sv/laki/ajantasa/2007/20070217>

Constitution of Finland. <http://www.finlex.fi/en/laki/kaannokset/1999/en19990731.pdf>

Decree on Support and Assistance for Disabled people, Finland.

Land Use and Building Act, Finland 1999.

<http://www.finlex.fi/en/laki/kaannokset/1999/en19990132.pdf>

Land Use and Building Decree, Finland 1999.

<http://www.finlex.fi/en/laki/kaannokset/1999/en19990895.pdf>

## Iceland

Act on the Affairs of the Handicapped, Iceland.

<http://eng.felagsmalaraduneyti.is/departments/nr/1690>

Building- and planning act, Iceland. (73/1997)

[http://www.skipulag.is/focal/webguard.nsf/Attachment/Planning%20and%20Building%20Act/\\$file/Planning%20and%20Building%20Act.PDF](http://www.skipulag.is/focal/webguard.nsf/Attachment/Planning%20and%20Building%20Act/$file/Planning%20and%20Building%20Act.PDF)

Building regulation, Iceland (441/1998)

## Norway

Act on Road Traffic, Regulations for vehicles, Norway 1994, amended March 1<sup>th</sup> 2007.

<http://www.lovdato.no/for/sf/sd/td-19941004-0918-008.html>

Act on Roads, Norway 1964, amended January 1<sup>th</sup> 2007. <http://www.lovdato.no/all/nl-19630621-023.html>

Ministry of Environment (1999): Accessibility for all. Circular letter T-5/99 B. Oslo, Norway. <http://www.regjeringen.no/en/dep/md/Documents-and-publications/Circulars/1999/T-599E-Accessibility-for-all.html?id=108439>

Ministry of Environment (2005): Regulations on Environmental impact assessment. Oslo.

<http://www.regjeringen.no/en/dep/md/Documents-and-publications/Acts-and-regulations/Regulations/Regulations-on-Environmental-Impact-Asse.html?id=213266>

Ministry of Justice and the Police (2005): Likeverd og tilgjengelighet. Rettslig vern mot diskriminering på grunnlag av nedsatt funksjonsevne. Bedret tilgjengelighet for alle.

NOU 2005:8 (Proposal for a Non-discrimination act). Oslo, Norway.

<http://www.regjeringen.no/nb/dep/jd/dok/NOUer/2005/NOU-2005-8.html?id=390520>

Ministry of Local Government and Regional Development (1997): Technical provision on requirements on buildings and products for buildings. (Forskrift om krav til byggverk og produkter til byggverk (TEK)). Norway. <http://www.lovdato.no/for/sf/kr/kr-19970122-0033.html>

Ministry of Transport (1994): Regulations for vehicles. Amended November 10<sup>th</sup> 2005

and December 22<sup>th</sup> 2006. Oslo. <http://www.lovdato.no/for/sf/sd/xd-19941004-0918.html>

Planning and building act, Norway 1986, amended January 1<sup>th</sup> 2007.

<http://www.lovdato.no/all/nl-19850614-077.html>

## Sweden

Constitution of Sweden. [http://www.riksdagen.se/templates/R\\_Page\\_6307.aspx](http://www.riksdagen.se/templates/R_Page_6307.aspx)

Law on accessible public transport, Sweden. (Lag 1979:558 om handikappanpassad kollektivtrafik). Stockholm.

<http://www.riksdagen.se/webbnav/index.aspx?nid=3911&bet=1979:558>

Law on passenger information, Sweden. (2006:1116 Lagen om information till passagerare m.m.) <http://lagen.nu/2006:1116>



Ministry of Industry (1980): The Provision on accessible public transport/Förordning om handikappanpassad kollektivtrafik (1980:398). Stockholm. <http://lagen.nu/1980:398>

Ministry of Social Affairs (2000): Förordning om statliga myndigheters ansvar för genomförande av handikappolitiken/ Provision on the responsibilities of governmental authorities to accomplish the policy for disabled. Stockholm.

<http://www.riksdagen.se/webbnav/index.aspx?nid=3911&bet=2001:526>

National Special Transport Services Act, Sweden (Lag 1997:736 om färdtjänst and Lag 1997:735 om Riksfärdtjänst) <http://www.notisum.se/rnp/SLS/LAG/19970735.HTM>

Planning and Building Act, Sweden (1987)

[http://www.boverket.se/upload/publicerat/bifogade%20filer/2005/Legislation\\_hela\\_ny.pdf](http://www.boverket.se/upload/publicerat/bifogade%20filer/2005/Legislation_hela_ny.pdf), provisions on accessibility

<http://webtjanst.boverket.se/Boverket/RattsinfoWeb/vault/HIN/PDF/BFS2003-19HIN1.pdf> and Technical Requirements for Building Act

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## Standards and guidelines

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Road Directorate (2000): Manual on the making of accessible roads (Handicappede Veje – en projekteringshåndbog). Copenhagen.

<http://www.vejdirektoratet.dk/pdf/handicapveje.pdf>

Road Directorate (2003): Transport areas for all. Accessibility Handbook. Copenhagen.

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Road Directorate (2005): Orientation for disabled. Copenhagen.

[http://webapp.vd.dk/vejregler/pdf/VR05\\_E\\_Handicapvejvisning\\_060202\\_JGJ.pdf](http://webapp.vd.dk/vejregler/pdf/VR05_E_Handicapvejvisning_060202_JGJ.pdf)

Road Directorate (2006): Sound signals for blind and visually impaired. Copenhagen.

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### Finland

Ministry of Transport (-): SuRaKu cards

[http://www.hel.fi/wps/portal/Rakennusvirasto\\_en/HelsinkiKaikille\\_en?WCM\\_GLOBAL](http://www.hel.fi/wps/portal/Rakennusvirasto_en/HelsinkiKaikille_en?WCM_GLOBAL)

[CONTEXT=/en/Public+Works+Department/Helsinki+for+All/Accessibility+Guidelines+%28SuRaKu%29](#)

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## **Iceland**

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## Sweden

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<http://www.jvs.se/dokument/TSD/English/TSD-Hogastighet-och-Konventionell-Handikapp-lagtext-2006-09-12.pdf>

Svenska Lokaltrafikföreningen og Svenska Bussbranchens Riksförbund (2006): Bus 2000 - Guidelines for design of buses (2006). We couldn't find any real reference here, only the link: <http://www.slft.se/fileupload/pubdok/Buss%202000%20version%202006.pdf>

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<http://webtjanst.boverket.se/Boverket/RattsinfoWeb/vault/ALM/PDF/BFS2004-15ALM1.pdf>

# Appendix 3 Euro Access Questionnaire

## Euro-Access

### European Accessibility of Public Transport for Disabled People

I am writing on behalf of the Euro-Access project to **ask for your support and co-operation** in an important European Commission funded project aimed at improving our knowledge and understanding of the transport and mobility needs of disabled people and at how most effectively to meet them.

Euro-Access is a project within the European Commission's sixth framework programme. **The goals of the project are:** To establish an inventory as comprehensive as possible of current legal frameworks and regulations on accessibility of public transport; To review the existing body of knowledge regarding user needs and mobility planning; To highlight best practice on national policies, technical innovation, services provided and their potential correlations with the employment of people with disabilities, and; To make recommendations for a common legal framework on the accessibility of transport systems.

The project will **contribute to the development of EU policy on accessibility of public transport systems** in all 27 EU member states and one EFTA country (Norway), in order to promote social integration and the active participation in society of disabled people.

As part of the Euro-Access project, we are asking the Transport Ministries in the 27 EU member states and Norway **to answer to this questionnaire**, in order to help us provide a structured inventory of the policies and legal framework in the field of accessibility of public transport. The inventory will be reported in a form that makes it possible to carry out regular updates when changes occur. The inventory will provide a good platform for recommending policies for the different member states and as a basis for future EU legislation on the issues. It is important for us to get answers from countries that have not come very far in this field as well as from those who are already well advanced.

The Euro-Access project **is covering all surface public transport:** train, bus, metro, tram, taxi etc., local as well as long distance and international transport (e.g. intercity train and coach services). The present survey **covers the policies and the legal frameworks** for all kinds of measures aimed at making public transport accessible: physical measures (the vehicles, infrastructure, terminals, "the whole journey"), economic measures (concessionary fares, economic incentives),

requirements when public transport services are contracted out, and measures concerning rights to transport services.

In the questionnaire, we are using variations of the term “accessibility for all/for disabled people”. This reflects the variations in terms used in policies, laws etc., as a result of the ongoing change in focus from disabled people as a “special” category, to strategies based on Universal design and Design for all. **Accessible public transport means** that all people - including those with mobility, sensory and cognitive impairments, those with mental health problems and those with environmental sensitivities and allergies - should be able to use the public transport system. This includes not only being able to get on and off vehicles but also being able to understand how the public transport system works, being able to get to and from terminals or stops, to buy a ticket and travel with confidence.

If anything in the questionnaire is unclear, please do not hesitate to ask. See next page for name and address of your contact person. We kindly ask you to complete and return the questionnaire before May 8<sup>th</sup> to your contact person. **Thank you!**

Best regards from

Claude Marin-Lamellet, INRETS  
Scientific officer Euro-Access

Aud Tennøy, TOI  
Work Package leader

## List of contact persons for each country

Country	Person
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If you have any problems reaching your contact person, please contact work package leader Aud Tennøy on e-mail [ate@toi.no](mailto:ate@toi.no)

# Questionnaire

Please answer the questions in the questionnaire, and send the completed questionnaire as an attachment to an e-mail to your contact person.

Please write the answers in English. We would be grateful if you could write names of documents both in the original language and in English.

We are asking for www-links several times. If the documents are not available on the www, but as files, we would be grateful to receive relevant files as attachments.

## Background data

Please state your name, position, job title, contact details (address, phone and e-mail) and country:

## Policies for accessible public transport

1. Does your country have **policies aimed specifically at accessibility of public transport for all/for disabled people**, or which clearly state that they include this aim? Please, put an X in front of the chosen answer.

\_No    \_In progress    \_Yes

If **yes or in progress**, please state where the policies are rooted (white papers etc.), dates and types of documents, who is the responsible authority and a link to the documents if they are available on the www (or an attached file). We would be grateful if you could also write five to ten lines about the main contents of each of the policies.

If **no**, please give a short comment.

2. If you have such policies, **do you also have action plans** etc. to support and implement these policies?

\_No    \_In progress    \_Yes

If **yes or in progress**, please state the name, date and type of documents, who is the responsible authority and a link to the documents if they are available on the www. We would also be grateful for a short description of intentions and content.

If **no**, please give a short comment.

3. If you have such policies, which areas are they mainly focused on?

\_Urban areas    \_Rural areas    \_Both    \_They do not distinguish between these

4. If you have such policies, what level(s) are they mainly set at?

\_National    \_Regional    \_County    \_Municipal

**Legal framework (laws, provisions, regulations) for accessible public transport**

**5. Do you have laws, provisions or regulations requiring accessibility to public transport for all/for disabled people** in your country? We are asking for laws, provisions and regulations requiring accessibility through physical measures, economic measures, contracting requirements, rights to transport services for people with disabilities and others.

Please tick the options that correspond to your situation.

Requirements in: For: State:	Laws			Provisions			Regulations		
	No	In progress	Yes	No	In progress	Yes	No	In progress	Yes
Vehicles (bus, taxi, train etc.)									
Infrastructure <sup>1</sup> (roads, sidewalks...)									
Bus stops, terminals, buildings <sup>2</sup>									
Information									
“The whole journey”									
Contracting requirements <sup>3</sup>									
Rights to public transport for disabled persons									
Others (please specify)									

Comments:

For those laws, provisions and regulations where you have marked **yes or in progress**, please state the names, types and dates of the documents, who is the responsible authority, a five to ten lines description of how the law, provision or regulation contribute to ensuring accessibility for all/for disabled people to public transport, and www-links if available. If the laws, provisions and regulations are only concerning specific groups or specific transport modes etc., we would be grateful if you would specify this in the description (apologies for this somewhat lengthy question, but it is **the most important question** in the questionnaire).

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<sup>1</sup> This could be in road design manuals etc.

<sup>2</sup> This could be covered in Planning and Building Acts or their provisions etc.

<sup>3</sup> By this we mean legal frameworks for requirements set by authorities when entering into a contract with private or public transport companies, and/or when giving concessions to taxi companies, bus companies or others.



6. Are EU regulations on International Rail Passengers' Rights and Obligations (COM 2004/143) and the directive on urban buses – class 1 (directive 2001/85/EC) implemented in laws, provisions or regulations in your country? Have you also implemented the requirements in Directive 2001/85/EU appendix VII for buses classes II and III (voluntary), or is implementation work ongoing?

Please tick the options that correspond to your situation.

For: \ In: State	Laws			Regulations			Other provisions		
	No	In progress	Yes	No	In progress	Yes	No	In progress	Yes
COM 2004/143 (rail)									
Directive 2001/85/EC (bus class I)									
2001/85/EU appendix VII (bus classes II and III)									

Where you have ticked **yes or in progress**, which laws, provisions or regulations are these? Please state the names, types and dates of the documents. If you have not implemented the Directives etc., or are not in the process of implementation, please give a short comment.

7. Do you have other regulations requiring operators to take into account people with disabilities, or requiring regional or local authorities to provide transport for people with disabilities etc.?

Please tick the options that correspond to your situation.

	No	In progress	Yes
We have other regulations requiring <b>operators</b> to take into account people with disabilities			
We have other regulations requiring regional or local <b>authorities</b> to provide transport for people with disabilities			

8. Is it required that authorities or operators (bus, railway, taxi...) develop **strategic plans** or the like to take into account people with disabilities?

Please tick the options that correspond to your situation.

	No	In progress	Yes
It is required that <b>operators</b> develop strategic plans or the like to take into account people with disabilities			
It is required that <b>authorities</b> develop strategic plans or the like to take into account people with disabilities			

If **yes or in progress**, please state the name, type and date of the documents where the requirements are rooted, who is the responsible authority, a five to ten line description, and a www-link if available. If the requirements are only concerning specific groups, specific transport modes or only certain parts of the journey (for example only access to the vehicle), we would be grateful if you would specify this in the description.

9. Has EU Directive 2004/18/EC “on the conditions of procedures for the award of public works contracts, public supply contracts and public service contracts” influenced the legal framework or the practice in your country, regarding requirements for accessibility to public transport services when public transport services are contracted out?

\_No \_In progress \_Yes

If **yes or in progress**, please state the name and date of potential documents, a five to ten line description, and a www-link if available. If the Directive have only had influence on specific groups, specific transport modes or certain parts of the journey (for example only access to the vehicle), we would be grateful if you would specify this in the description.

If **no**, please give a short comment.

10. Do governmental authorities (like the Ministry of Transport) set requirements about accessibility to public transport for all/for disabled people as an assumption when the various public directorates, departments etc. (like the road department) receive money from the budgets?

\_No \_In progress \_Yes

If **yes or in progress**, please give a short description of who set requirements, who the requirements are set to, as well as content and intentions of the requirements.

If **no**, please give a short comment.

### Standards and guidelines

**11.** Are there standards and/or guidelines in place for public authorities, operators and others on how to make public transport accessible for all/for disabled people?

Please tick the options that correspond to your situation.

	No	In progress	Yes
For the vehicles (bus, taxi, train etc.)			
For the infrastructure (roads, sidewalks etc.)			
For bus stops, terminals etc.			
For ticketing (how easy it is to buy a ticket)			
For information (if the information is available for all, even if they for example can't see or hear very well)			
For making the public transport system understandable for all			
For "the whole journey"			

If **yes or in progress**, please state the name, type and date of the documents, who is the responsible authority (included administrative level), a short description of which groups, transport modes and parts of the journey is covered, and a www-link if available.

If **no**, please give a short comment.

### Pricing strategies

**12.** Are there systems for pricing strategies to reduce economic barriers to the use of public transport systems by people with disabilities, like concessionary fares, personal subsidies or others?

No     In progress     Yes

If **yes or in progress**, please state the name, type and date of the documents where the systems are rooted (in laws, regulations or others), a five to ten line description, and a www-link if available. Please specify the administrative level for the responsible authority.

If **no**, please give a short comment.

### Economic incentives

**13.** Are economic measures and incentives used in order to request or encourage operators or authorities to improve accessibility to public transport systems (such as grant aid for accessible buses, accessible infrastructure etc.)?

No     In progress     Yes

If **yes or in progress**, please state the name and date of the documents, a five to ten line description, and a www-link if available. Please specify the administrative level for the responsible authority.

If **no**, please give a short comment.

## Training

**14.** Are there any requirements, programmes, plans or other initiatives (delivered either by Government or by other bodies) aimed at training various groups in order to improve accessibility of public transport for all/for disabled people?

Please tick the options that correspond to your situation.

Requirements, programmes, plans or other initiatives aimed at...	No	In progress	Yes
... training drivers and other service personnel in how to act in order to help and support people with difficulties when using public transport?			
...training land use planners, transport planners etc. how to plan the built environment in order to improve accessibility to public transport systems?			
...training/supporting people with disabilities to use public transport?			
...training others?			

Comments:

If **yes or in progress**, please give a short description, included who is responsible for the initiatives, and a www-link if available.

If **no**, please give a short comment.

## Links to employment and education

**15.** Is there anything in your policies or legal framework concerning provision of public transport services to disabled people that is specifically aimed at ensuring that **transport is not a barrier to employment, education, study or independent living**?

Please tick the options that correspond to your situation.

	No	In progress	Yes
To employment			
To education and/or study			
To independent living			

If **yes or in progress**, please give names, types and dates of documents, a short description on how these concerns are linked, and a www-link if available.

If **no**, please give a short comment.

**Present status**

**16.** What would you say is the status of your work, regarding policies and legal frameworks for ensuring accessible public transport?

Please tick the alternative you think suits your situation best (you can tick two if it is impossible to decide).

	<b>Alternatives</b>	<b>X</b>
1	Our work is completed - we have a fully developed policy, including the necessary laws, provisions, regulations etc., in order to ensure that all public transport is accessible for all	
2	We have come a long way – we have a well developed policy, including most of the necessary laws, provisions, regulations etc., but there is still work to do in this field	
3	We are in a state of rapid improvements – a lot of work is put into developing necessary policies, laws, provisions etc.	
4	We are improving, but slowly. There are not much focus on this topic, but we are adapting to EU-directives etc.	
5	We have hardly started – accessible public transport is not on the agenda	

Comments:

**17.** Are your policies, legal framework etc. directed mainly towards universal design/design for all or mainly towards disabled people as a specific group?

Please tick the option you think suits your situation best (you can tick two if it is impossible to decide).

		<b>Policies</b>	<b>Legal framework</b>	<b>Other measures</b>
1	Directed mainly towards mobility impairments (e.g. wheelchair users, those with walking difficulty)			
2	Directed towards most disabilities (mobility, sensory, cognitive...)			
3	Directed towards all people (Universal design/Design for all)			
4	We do not have policies, legal framework or other measures on this topic			
5	Others (please explain below)			

Comments:

**18.** As you perceive it, how much influence have various groups and factors had on the development of the legal framework regarding accessible public transport in your country the last five years or so? User groups could be disability organizations, senior citizens groups etc. Experts could be planners, engineers, architects, researchers, engineering or social scientists etc. working within this field.

Please tick the options you think suits your situation best.

<b>Influence</b> <b>Group/factor</b>	<b>None</b>	<b>Low</b>	<b>Moderate</b>	<b>High</b>	<b>I don't know</b>
Politicians					
User groups					
Experts					
The public administration					
Development in EU					
Development in other countries					
Other (please specify)					

Comments:

If influence from user groups, could you please specify which groups(s) (mobility, sensory, cognitive impairments, those with mental health problems, those with environmental sensitivities and allergies, others)?

### Others

**19.** Have you developed any kind of indicator systems to measure developments in the accessibility of public transport systems, either for specific parts of the travel chain or for the whole travel chain?

\_No    \_In progress    \_Yes

If **yes or in progress**, please give us a short description of what is measured and by whom. We would be grateful to have a name and a contact address for someone who is involved in the potential indicator development or management, and if you could give us a short description as well as a www-link (if available).

**20.** We know there is a lot of work and developments going on in various European countries regarding policies and legal frameworks for more accessible public transport. Please mention some of the most important and interesting works and developments going on in your country.

**21.** Is there anything you would like to tell us, related to the legal framework ensuring accessible public transport in your country, which we have not already asked? If yes, please give a short description, names and dates of potential documents, and a www-link if available.

### **Suggestion of best practices examples**

**22.** The project will gather and disseminate "best practice examples", of accessibility of any surface public transport mode. These could include, for example, the implementation of technical/innovative solutions to improve accessibility or high quality service delivery to disabled travellers.

To be defined as "best practice" the service or scheme should include most, if not all, of the following key factors:

- Partnership working between highway and transport authorities;
- The scheme/service does not operate in isolation but is part of a broader strategy to deliver accessibility (e.g. not just an accessible bus service but also accessible stops and pedestrian infrastructure);
- The scheme/service is a model of integration and inclusion (e.g. in terms of equal rights/ user involvement /information/training of staff etc);
- There is clear evidence that the scheme/service is making a difference to the mobility of disabled people (for example enabling people to get to and from employment);
- The claim to represent best practice is substantiated by the views of disabled people in the area (e.g. in terms of their ability to travel in safety, with confidence and with dignity).

Please provide a short description of any best practice examples (up to three) that you have with reference to these key factors; where they are implemented; and the contact person for further investigation by the project partners.

## **Sist utgitte TØI publikasjoner under program: Strategiske markedsanalyser**

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