



Example 58 **Local Public Transport Accessibility Plan Provides Barrier-Freedom**

City (country) **Saragossa (Spain)**

good practice for people with ...	kind of vehicle	kind of measure/approach
... motor impairment ... visual impairment ... hearing impairment	city bus	engineering/technology approach organisational/operational support awareness building

Project description

The City Council of Saragossa initiated a public transport accessibility plan which started in 1999 and lasted three years. One of the three main objectives of the project was to enhance total accessibility for mobility-impaired people in the field of public transport. In addition to that, the whole city had to be improved to guarantee a high quality of life for all citizens and to promote public transport.

To achieve this aim several measures were taken. In the field of infrastructure a high demand route with 45 new stops was adjusted to allow total accessibility. The bus stations are equipped with adapted platforms that guarantee access to buses without a gap between vehicle and bus stop as well as with additional bus ramps to complete. Furthermore 73 bus stops on other bus lines were adapted.

In addition, the vehicle fleet has been improved. Since 1999 all new buses belonging to Saragossa’s public transport provider are low-floored and have easy-access ramps. A special door-to-door service is provided to complement the public transport system. The latest specific transport management takes advantage of a newly developed computer programme and offers special training for mobility-reduced.

In future a programme of actions will help continue with the adjustment of the public transport system. Illuminated panels will give information about bus line directions and stops, and a study of the use of loudspeakers in the current system is already underway. 400 bus shelters with tactile paving, height indicators and information in Braille will be installed at bus stops.

With these measures and future plans, Saragossa is taking a big step in the direction of becoming a city with accessible transport for all.

Source:
 ManagEnergy: Public transport accessibility plan, www.managenergy.net/products/R1411.htm (30/10/2007)