



*DG Employment and
Social Affairs*

The MAPLE Project: Improving Mobility and Accessibility for People with Learning Disabilities in Europe



VP/2003/14

Can People with Cognitive Impairments Use Public Transport Effectively ?: Europe-wide Review

**Prepared for
DG Employment and Social Affairs**

by

The MAPLE Consortium

Merseytravel (UK)
Transport & Travel Research (UK)
Aristotle University of Thessaloniki (Greece)
Centre Technique National d'Etudes et de Recherches sur les Handicaps et les
Inadaptations (France)
Lund University, Lund Institute of Technology (Sweden)
South Kildare Community Transport (Republic of Ireland)
February 2005

DG Employment and Social Affairs

The European Year of People with Disabilities, 2003

MAPLE

VP/2003/14

Can People with Cognitive Impairments Use Public Transport Effectively?: Europe-wide Review

by

The MAPLE Consortium

Merseytravel (UK)
Transport & Travel Research (UK)
Aristotle University of Thessaloniki (Greece)
Centre Technique National d'Etudes et de Recherches sur les Handicaps et les Inadaptations (France)
Lund University, Lund Institute of Technology (Sweden)
South Kildare Community Transport (Republic of Ireland)

Author(s)	Russell Tricker & Philip Barham
Quality Control	Philip Barham (TTR)
Version	1.0
Date	February 2005
Last edited	February 28th 2005
This report is a product of the MAPLE Project, which is a project co-funded by the European Commission's DG for Employment and Social Affairs, as part of its activities for the European Year for People with Disabilities 2003. Sole responsibility for the content of this document lies with the authors. The European Commission is not responsible for any use that may be made of the information contained herein.	



ISO 9001
Registered Firm
GE2001 57

CONTENTS

1.	Introduction.....	1
2.	Methodology.....	2
2.1	Sample Selection.....	2
2.2	Approach	2
3.	Findings.....	6
3.1	Europe-wide organisations / institutions.....	6
3.2	Czech Republic.....	6
3.3	Denmark.....	7
3.4	Finland.....	7
3.5	Germany.....	8
3.6	The Netherlands.....	8
3.7	Romania.....	8
3.8	Spain.....	8
3.9	Ukraine.....	8
3.10	Results of internet searches.....	9

1. Introduction

Whilst a considerable amount of work has been done to remove physical barriers in the physical environment, so improving the mobility of people with a physical or sensory impairment, the consortium believes that the problems faced by people with a cognitive impairment or mental health problems (which might include behavioural difficulties or depression etc.) are much less well understood, and that strategies for assisting these people with their mobility are far less well documented. Although these conditions are largely "invisible", they are often no less restricting in their effect of limiting an individual's mobility and participation in mainstream society.

The Association of European Metropolitan Transport Authorities (EMTA) estimates that 12% of the European population is disabled; other estimates of the number of disabled people in Europe range from 37 million to 50 million people (depending on the definition of "Europe". It raises concern over the number of disabled people in the EU upwardly rising. This is partly due to the ageing of the population in Europe, due to declining birth rates and increasing longevity. In the context of people with learning disabilities, the average life expectancy of people with Down's Syndrome is currently around 60 years of age, whereas in 1986 it was 47¹.

The MAPLE project is a European undertaking to discover more about the current situation, with respect to how people with cognitive impairments travel, and the extent to which public transport in Europe is accessible to them. The work being carried out in the UK runs in parallel with that being done in Ireland, Greece, France and Sweden, where partners are conducting national sub-studies of provisions that are currently in place for making travelling easier for people with cognitive impairments.

The MAPLE project aims to promote the mobility, and encourage the social inclusion, of two very broad and heterogeneous groups of people: people with learning difficulties and people with mental health problems. This will be done by identifying, investigating and disseminating measures that will improve the accessibility of public transport systems in Europe, so both facilitating the movement of these people within the physical environment, and encouraging their participation in society.

A key part of the research was to target and uncover what public transport operators, authorities, charities and interest/advocacy groups have done so far, with respect to making provisions for people with cognitive impairments, in order to simplify their overall travel requirements. In addition, another component of the work is to target definitions of "cognitive disability" by public transport operators. The current document reports on findings of a survey of provisions that are in place both in the Member States of the European Commission not covered by the aforementioned National Studies, and some selected non-EU European countries.

¹ www.inclusion-europe.org/documents/1471

2. Methodology

2.1 Sample Selection

The sample selected to investigate European institutions consisted of a mixture of groups and organisations with some stake or interest in learning disabilities and mental health problems. These groups and organisations were contacted via either e-mail or letter, to investigate the provisions that were available in their city and/or country to help people with learning disabilities to use public transport more effectively.

2.2 Approach

The approach taken was to make contact with as many organisations as possible, including public transport operators, charities, advocacy groups and disability groups, national sports federations etc spanning across every country in Europe. Contact was also made with representatives from public / passenger transport authorities in Europe.

Various reports were picked up from internet sources and used as background information for the project.

Following an exhaustive search for information, and after making contact with 158 institutions, organisations and interests groups relating to people with learning disabilities in Europe (in “non-partner countries”) by either letter or e-mail, responses were received from a limited number of organisations. Postal contact was also made to national disabled sports federations of several countries across Europe. The nature of the letters and e-mails sent out was generic and speculative in its nature, in the quest for information. In some cases, multiple e-mails were sent to different contacts within the same institution, where numerous contacts may have been able to assist.

The following is the definitive, alphabetical list of those organisations contacted by either letter or e-mail in Europe, (excluding organisations in any country covered by the MAPLE partners - UK, Greece, Ireland, France and Sweden):

Access-Able Travel Source
Almade, Portugal
ALSA, Spain
Amsterdam (ROA)
ANDDEM
ANM, Italy
APS, Italy
Arabako
AS Oslo Sporveier
ATAC
ATM (Barcelona)

Berlin (VBB)

Bilbao Town Council, Spain

Biscay Transport Consortium (Bilbao)

BKV RT, Romania

BKV, Hungary

Budapest Transport Ltd

Carris (transport operator in Lisbon)

Case de Santa Isabel (Portugal)

City Hall Bratislava

City Hall of Warsaw

City of Aalborg

City of Cologne

City of Copenhagen

City of Kuopio

City of Ljubljana

City of Oulu

City of Tallinn, Estonia

City of Venice, Italy

City of Warsaw

Comune di Genova

Conselleria de Infraestructura

Croatian Sport Federation for the Disabled

Czech Sports Association for the Mentally Handicapped

Danish Ministry of Transport

Danish Sports Organisation for the Disabled (DHIF)

Danske Statsbaner

Den Oudsten Bussen BV

Deutscher Behinderte-Sportverband

Dopravni podnik, Czech Republic

DSB Group

Energieinstitut Vorarlberg

Entitat Publica de Transport Metropolitana de Valencia

Estonian Mentally Handicapped People Sport Organisation

Estonian Mentally Retarded Persons Support Organisation

EU DG TREN

EU - DG Employment - Equality of Opportunity for People with Disabilities

EU - Sustainable Mobility

EU - Transport for People with Disabilities

European Disability Forum

E-Warsaw, Poland

FEDDI

Federazione Italiana Sport Disabilities

Feldkirch, Austria

Ferrocarriles de la Generalitat Valenciana

FIN-EST Welfare Training and Development Project of Social & Health Care

Finnish Sports Federation for Persons with Intellectual Disabilities

Frankfurt (RMV)

Gemeente, Utrecht

Genoa City Council

Gliwice, Poland

Groen Links - Green Left Netherlands

Haarlem City Council, Netherlands

Hamburg (HVV)

Handitel

Heidelberg City Council, Germany

Helmond Municipality

Helsinki Metropolitan Area Council

Hungarian Sports Federation for Persons with Mental Handicaps

Hungary: EPOESZ

ICAS/CISA

International Road Transport Union

Ithrottasamband Fatladra

KORDIS JMK

Koskilinjat Oy Finland

Krakow, Poland

Kreisverwaltung Heinsberg

Kunsag Volan, Hungary

Latvian Association "Child of Care" in Latgales District

Learning Disabilities Association of Georgia

Lithuanian Welfare Society for People with Mental Disabilities

Malardalen Energy Agency

Malta Environment and Planning Authority

Mantova Town Hall

Metropolitana di Roma

Ministry of Transport and Communications of the Czech Republic

Moldova Humanitas Association

Municipality Bialystok

Municipality of Amsterdam

Municipality of Budapest

Municipality of Bytom

Municipality of Nijmegen

Municipality of Palencia

Municipality of Warsaw

Nat Ass. For People with Mental Handicap of Albania

National Paralympic Committee of Turkmenistan

National Society for Support to Persons with Mental Handicaps in Bulgaria

NEBAS-NSG

Norges Funksjonshemmeds Idrettsforbund

Norwegian Association of the Disabled

Oesterreichischer Behindertensportverband

Osa, Centre for Support of Independence, Czech Republic

Oulu Bus Company

Polskie Towarzystwo Spoeczno-Sportowe

Prague Public Transit Company

Provincial Council of Bologna

PSOOU: Polish Association for Persons with Mental Handicap

RATB, Romania

Regia Auttonoma de Transport Bucharest

Regione Emilia-Romagna

Republic of Macedonia: Union of Societies for Persons with Mental Handicaps

RET

Rhein-Main-Verkehrsverbund

Romagna, Italy

Romania: Ligue Nationale des Associations pour l'Aide

Romanian Sport Federation for Disabled People

Romanian Union of Public Transport

ROPID - Prague Integrated Transport

Ropid (Switzerland)

Russia Union of Parents "We-to-Children"

Russian Association for Mentally Handicapped Athletes

S.C. Metroul S.A.

Salzburg, Austria

SASTH

Slovak Association for Help to Mental Handicapped Persons in Slovak Rep

Slovenia National Association for Mental Handicapped Persons of Slovakia

Special Olympics of Lithuania

Stadt Tubingen

STCP, Portugal

STIB

Tallinna Trammi, Estonia

The City of Bologna, Italy

The City of Vienna's Web Service, Austria

The City of Warsaw

The Faroese Sport Organisation for Disabled People

The Slovak Sports Association for Mentaly Handicapped People

TIS (Lisbon city to be represented by TIS)

TNO Human Factors Research Institute

Transport Authority of Barcelona

Transport Research Knowledge Centre

Turkish Sport Federation for Mentally Handicapped

UBC Secretariat

Ukraine Rehab Institute for Handicapped Children

Ukraine Sports Federation of Invalids with defects

University of Brescia

Verkehrsverbund Ost Region (Austria)

Verkehrsverbund Rhein-Neckar

Vilnius City Municipality

VVS Stuttgart

Warsaw City Roads Administration

Yugoslav Paraolympic Committee

ZTM, Warsaw

(Some contacts were made to individuals, but their name, and their email address, have been omitted here, in the interests of confidentiality).

It was also considered necessary to perform an internet search, mainly using the search engine "Google", to increase the search for useful information.

Where a "Google search" was conducted, the search was performed in different ways using slightly differentiated wording in each case, to enhance search power. For example,

“Learning disabilities and transport in [country]”

“Transport provisions in “[country]”

“Learning disabilities in “[country]”

This pattern was repeated in sequence for all countries in the above list that constituted “Europe”, where no material had come to light via other searches done, or where there was no information already available, or in situations where there were no known contacts or information for that country.

3. Findings

The most common response was no response; there were just 12 responses from the above list of 158 potential contacts. Findings from positive responses are outlined below.

3.1 Europe-wide organisations / institutions

The Transport Research Knowledge Centre at <http://europa.eu.int/comm/transport/extra> was explored for possible information or links to other sites for relevant information, but nothing useful was found.

The Head of Passenger Transport for the International Road Transport Union reported that their organisation had no contribution to make to our research.

3.2 Czech Republic

OSA, the Centre for Support of Independence, in the Czech Republic sent some photos of examples of people with learning disabilities using public transport, and provided a full and detailed response to our speculative request for information as follows below:

Osa, Center for Support of Independence supports people in skills, for example using public transport, using money, shopping, time scheduling and orientation, household skills, independent decision making, expressing one's own opinions, gaining new interests and friends.

We use three way, how support our clients in development these skills. There are Groups, Training and Individual support. Groups are regular meeting people with intellectual disabilities. They talk here about difficulties and problems that they have in everyday life. Together they try to find some solutions. Sometimes they play the concrete situation and it is training, how they can act in similar situations. One can advise to second one, because has another experience. Groups have an active sense. Everyone has other skills. For some it is opportunity to see, what he or she can try to learn.

Training takes place at weekends. Every programme has one subject, for example friendship, decision making, and manipulation. During weekend

people with intellectual disabilities work out tasks alone or together. They play role game and try, how to solve some problems. Volunteers help consumers, when they ask for help. Consumers can try to decision making in common matters like, if they go to pub or to bed etc.

Individual support help consumers change something in their life. They come to Osa and they want help with something. For example they need help with transport to work, because they can't use public transport alone. Employee and consumer (usually with his parent) work out individual plan. It contains description contemporary situation, big goal and small goals (concrete steps). Assistance is provided along this plan. We try to develop skills our consumers, so that they will be more independent. We have experience, that it is possible, even if they are adult. But we know that a lot of people with intellectual disabilities need long time to learn quite easy activity. And some of them never learn this. But we think that is possible to give them a chance to try it. It is possible to say, that we develop consumers by assistance, but not only by this method. Mainly we use assistance to compensate absence of the skills of consumers.

Our consumers want help in various spheres. For example a lot of people don't have any program for leisure time. They don't have any friends and any hobbies. Then they are dependent at parents or some NGOs. In this example we try to help them so that they can find some activities, which they can do alone, with another people with or without disabilities or with the help of assistant. Sometimes it looks like the accompanying.

3.3 Denmark

A Danish Transportation Agency responded informing us that they couldn't really help and to contact the Danish Ministry of Transport via their website. A rather common problem that was experienced with website searches should be highlighted here, and that is of the language barriers that set in. Many European websites were not available in English, and without knowledge of the language of the place in question, or a contact phone number, potential sources of information were lost.

3.4 Finland

The Ministry of Transport in Finland has published a report entitled "Improving Public Transport Accessibility" and set out what should be included in a journey planner. The name should be plain and understandable and based on the location of the stop. In addition, other aspects of journey planning were also highlighted such as improving the quality of information both inside and outside the vehicle. There is great importance to the passenger in knowing "the right vehicle from among others" and "the right stop or station where to disembark". The paper also emphasises the importance of driver training and that all staff should be trained to take care of all passengers, with differing needs. Questions on driver training featured in the telephone interview with providers and operators.

Helsinki Metropolitan Area Council also replied reporting that, unfortunately, they were unable to help.

3.5 Germany

Stadt Tubingen responded referring us on to another agency. However, no further benefit accrued from that.

3.6 The Netherlands

The City of Utrecht Council in the Netherlands reported that they have no information at the local level, except the following:

The municipality hands out special passes to mentally handicapped people, with which they can use to get a discount on travelling by "Regiotaxi". "Regiotaxi" is a regional demand responsive transport solution, with small, van-like cabs, available for everyone. On a national level, public transport assistance card is available for those with mental impairments at the Dutch Railways site:

http://www.ns.nl/servlet/Satellite?cid=1083234338270&pagename=www.ns.nl%2FPage%2FArtikelPage_www.ns.nl&lang=nl&c=Page

Gemeente Utrecht replied to our e-mail for help, reporting that they don't really have any solid information for us, but instead suggested a couple of web based references instead:

http://www.ns.nl/servlet/Satellite?cid=1083234338270&pagename=www.ns.nl%2FPage%2FArtikelPage_www.ns.nl&lang=nl&c=Page

3.7 Romania

Suceava Municipality in Romania reported that they were unable to help us and that there might be more information available from the Romanian Union of Public Transport and Local Transport Company in Bucharest – these organisations were duly contacted, however, as yet there has been no response from either.

3.8 Spain

Conselleria de Infraestructura in Spain reported that they could not help us with our request for information.

The Metropolitan Transport Authority of Barcelona (Autoritat del Transport Metropolità) responded informing us that they were also unable to help.

3.9 Ukraine

The Ukrainian Sports Federation of Invalids with Defects responded positively, indicating that they were interested in getting involved, and, whilst they were unable to provide with any direct information, they were keen to attend the

A Study of the European Public Transport Situation in Relation to Improving Mobility and Accessibility for People with Learning Disabilities: National Report for Europe
Community Transport Association Conference & Exhibition in the UK, held in November 2004.

3.10 Results of internet searches

In all situations where it was possible to contact an organisation via e-mail or letter from a relevant website provided by the searchor letter, a standard e-mail or letter was sent out to the organisation concerned. The main impediment to the search was the sheer quantity of weblinks and information that were completely irrelevant to the MAPLE project. The necessity to sift through masses of information was a time consuming exercise. A decision was taken to limit the search to the first 20 weblinks provided, and assess their suitability to MAPLE based on the basic description fed back from the search.

A hotlink for Associations for People with Learning Disabilities in Europe (some sports clubs) at <http://www.inasfid.org/MemberOrganisations/Europe.htm> was consulted. This provided a list of e-mail addresses to various sports associations for disabled people in European countries. All were duly contacted.

The following hotlink was to a list of National Associations for the Mentally Handicapped and those with Learning Disabilities <http://www.forum-bioethik.de/OsteurAdr.html>. Once again, all those contactable by e-mail were approached for information.

Another institution contacted for information was <http://www.unapei.org>

The Commission of Transportation at the Union of Baltic Cities was also contacted for information: <http://www.ubc.net/today/15th-executive.html>

Finland-Estonia Welfare Training and Development Project of Social and Health Care in West Estonia was contacted for any information they had connected with people with learning disabilities and their using of public transport in Finland and Estonia. The objective of the project is to promote co-operation between Finland and Estonia in the field of Social and Health care http://www.tkk.utu.fi/international/kv97_6.htm

This link provided links to all the various benefits available in Estonia. However, it was unclear which (if any) were available for people with learning disabilities. <http://www.eesti.ee/eng/sisukaart/?style=2>

This hotlink provided potential useful information to someone wishing to join or attend a local Learning Disability Meet up Group. It is intended to be of use to anyone in almost any country. One can acquire information about the nearest groups to their city. <http://learndisability.meetup.com>