

## Main action area (6): Inclusion - Putting the User in the Centre

### Roadmap on Inclusion

Topic (6): Inclusion - Putting the User in the Centre				
Action Field (1) Technical and Operational Layers of Mobility	Action Items			Responsible Stakeholders
	Short term (2020)	Mid-term (2025)	Long term (2030)	
1,a) Vehicles	Introduce universal design as a precondition for future vehicle design in all modes by <ul style="list-style-type: none"> <li>• creating legal basis for national regulations with binding universal design provisions</li> <li>• raising public awareness on the application of universal design to transport vehicles by the design of widely visible good practices</li> <li>• announcing a prize for good practices as a result of applying universal design in transport vehicles</li> <li>• fostering cross-fertilization among different transport modes in terms of best practices for the application of universal design.</li> </ul>	Promote the application of universal design in all modes by <ul style="list-style-type: none"> <li>• demonstrating good practices with the involvement of persons with disabilities in vehicles</li> <li>• incentivizing the development of best practices and minimum requirements regarding accessibility by all mobility operators (e.g. shared vehicles)</li> <li>• organizing an annual/biannual prize award ceremony on universally designed vehicles/ infrastructure/services.</li> </ul>	Evaluate demonstrations and provide guidelines for universally designed vehicles in all modes, based on good practices.	<ul style="list-style-type: none"> <li>• Policy</li> <li>• Users' representatives</li> <li>• European Transport and Mobility Forum</li> <li>• Industry</li> <li>• Operators</li> <li>• R&amp;D community, academia</li> </ul>

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1,b) Infrastructure	Ensure accessibility to transport and communication infrastructure by <ul style="list-style-type: none"> <li>• creating awareness with policy makers</li> <li>• providing a toolkit on how to make transport and communication infrastructure accessible following universal design to infrastructure providers and operators</li> <li>• publishing the Inventory of Assets being a database of accessibility levels at all mobility hubs (with focus on railway stations)</li> </ul>	Improve accessibility at public transport stations in a sustainable way in all regions, e.g. homogeneous geographical spread of improvements, by using the Inventory of Assets database to remove physical barriers.		<ul style="list-style-type: none"> <li>• Policy</li> <li>• Users' representatives</li> <li>• European Transport and Mobility Forum</li> <li>• Industry</li> <li>• Operators</li> <li>• R&amp;D community</li> </ul>
		Support stakeholders in achieving EU target for full internet access across the EU.		<ul style="list-style-type: none"> <li>• Policy makers</li> </ul>
1,c) Transport Offers	Foster accessible multimodal transport offers including sharing services by <ul style="list-style-type: none"> <li>• investigating the requirements of shared ownership of passengers' vehicles with regard to needs disabled persons and persons with</li> </ul>	Ensure accessibility of sharing services, e.g. by regulation or providing incentives for including universally designed vehicles in sharing services, or incentivizing shared fleets of personal mobility devices at hubs and public transport stations in order to fa-	Target full coverage of fully accessible sharing services and vehicles developed following universal design principles.	<ul style="list-style-type: none"> <li>• Policy</li> <li>• Users' representatives</li> <li>• European Transport and Mobility Forum</li> <li>• Industry</li> <li>• Operators</li> <li>• R&amp;D community</li> </ul>

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	reduced mobility <ul style="list-style-type: none"> <li>• creating awareness of opportunities to operators</li> <li>• incentivizing the inclusion of disabled or mobility-impaired friendly routes into journey planners</li> <li>• developing applications with accessible and user-friendly interfaces ensuring accessibility digital mobility services, e.g. travel planners, booking systems</li> <li>• offering support to use required devices and services</li> <li>• providing training in universal design to academia, industry, and disabled people's associations and applying universal design principles to new mobility services and applications as well as respective vehicles (e.g. automated vehicles) and infrastructure</li> </ul>	facilitate mode changing for disabled persons and persons with reduced mobility. Support all users to find ways and connection points to other modes by developing cross-modal seamless internal navigation systems, e.g. in hubs, which can be used in all countries in the EU. Target full coverage of accessible multimodal transport offers.		

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<b>Action Field (2) Societal Aspects of Mobility</b>	<b>Action items</b>			<b>Responsible Stakeholders</b>
	<b>Short term (2020)</b>	<b>Mid-term (2025)</b>	<b>Long term (2030)</b>	
2,a) Policy and regulatory framework	Initiate the mainstreaming of accessibility and universal design in transport by <ul style="list-style-type: none"> <li>• promoting the development of specific targets on accessibility for the different transport modes</li> <li>• promoting the development of a funding strand aiming specifically at supporting accessibility</li> <li>• monitoring the negotiations and legislative progress of the European Accessibility Act to ensure the voice of transport users are recognized</li> <li>• declaring universal design in transport research, development and innovation as a precondition of financial support from the European Structural Fund and Horizon2020 and from national governments.</li> </ul>	Ensure a coherent approach to transport accessibility across all modes throughout the EU by <ul style="list-style-type: none"> <li>• consulting the EU commission for the setup of an EU agency on (physical) accessibility for transport</li> <li>• reducing regulatory fragmentation in the EU market in terms of accessibility through the European Accessibility Act</li> </ul>	Introduce evaluation mechanism of the European Accessibility Act, to monitor whether that obligations are being met.	<ul style="list-style-type: none"> <li>• Policy</li> <li>• Users' representatives</li> <li>• European Transport and Mobility Forum</li> <li>• Industry</li> <li>• Operators</li> <li>• R&amp;D community</li> </ul>
	Promote equity in transport (i.e. spatial accessibility and affordability) in all regions by <ul style="list-style-type: none"> <li>• investigating the equity</li> </ul>	Ensure a coherent approach to transport equity across all modes throughout the EU by <ul style="list-style-type: none"> <li>• developing appraisal methods</li> </ul>		<ul style="list-style-type: none"> <li>• Policy</li> <li>• Users' representatives</li> <li>• European Transport</li> </ul>

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	Short term (2020)	Mid-term (2025)	Long term (2030)	
	<p>impact of novel mobility services</p> <ul style="list-style-type: none"> <li>advising regulatory bodies on how to support transport equity through regulatory and other means for novel mobility services</li> <li>exploring opportunities for making transport more affordable for all in a wide-ranging stakeholder consultation</li> </ul>	<p>for transport equity (affordability, spatial accessibility) in transport projects</p> <ul style="list-style-type: none"> <li>supporting governments and municipalities to find ways for financing</li> <li>identifying a strategy and parameters for dynamic pricing systems</li> <li>explore opportunities for fair pricing for Mobility as a service offers</li> <li>developing tools which allow flexible pricing for users and making use of their mobility patterns</li> </ul>		
<p>2,b) User perspective</p> <p>Make sure that the use of transport is accessible for all (e.g. also older people without smartphone) by</p> <ul style="list-style-type: none"> <li>keeping human contacts in transport hotlines or at public transport stations</li> <li>requesting all transport providers to sign up to European Commissions Passenger Rights Campaign, promoting passenger</li> </ul>	<p>Develop concepts how to ensure the integration of novel mobility services and their use by older people and new residents.</p>	<p>Monitor learning programs and keep them constantly updated.</p>	<ul style="list-style-type: none"> <li>Policy makers (</li> <li>Operators</li> <li>User representatives</li> <li>European Transport and Mobility Forum</li> </ul>	

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	awareness of accessibility rights <ul style="list-style-type: none"> <li>taking into account an ageing population and the increase of new residents from foreign countries, who will require special learning process for technology devices and sustainable mobility in general</li> </ul>			
<b>Action Field (3) Multi-Stakeholder Interaction and Processes</b> 3,a) Collaboration of Stakeholders	Support activities to co-design and co-develop mobility services together with future users.	Support the development of digital tools and platforms that allow for bottom-up co-creation of mobility services.		<ul style="list-style-type: none"> <li>Industry</li> <li>Operators</li> <li>R&amp;D community</li> <li>User representatives</li> <li>European Transport and Mobility Forum</li> </ul>
3,b) Standardization	Promote accessibility and universal design in (public) transport vehicles in all modes by the introduction of standards.	Include universal design standards in European and national regulations to make them binding.	Facilitate information campaign on standards on universal design.	<ul style="list-style-type: none"> <li>Policy Makers</li> <li>R&amp;D community</li> <li>Industry</li> <li>Standardization bodies</li> </ul>