ACCESSIBILITY FOR ALL
Youth, Elderly, Disabled, Ethnic Minorities, Gender, Low Income

CLUSTERTOPIC

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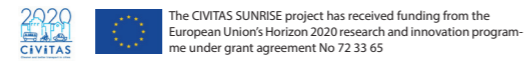
SUNRISE
Sustainable Urban Neighbourhoods
Research and Implementation
Support in Europe

2020
CIVITAS

Content

1. ACCESSIBILITY & MOBILITY FOR ALL
backgrounds, importance & aspects

How to encourage accessibility of urban spaces to provide opportunities and bridge inequalities in order for all inhabitants to become part of the urban everyday life and therefore, increase urban qualities?

What does »accessibility« mean?

Mobility and accessibility are discussed and approached within a wide range of academic fields and practical experiences. Defining and measuring both terms has empirical as well as conceptual challenges.

In this paper ACCESSIBILITY is defined as the ease of reaching destinations. Accessibility is high where every household has the abilities and possibilities to **reach a wide variety of destinations**, which are **physically close** and the **cost of travel per unit of distance is reasonable**. A lack of accessibility is instead characterised by a paucity of destinations, obstacles, long distances, and high transportation costs per unit of distance. MOBILITY in this perspective is the **efficient movement of people and goods** that is seen as beneficial or as the key aim of policy. This would put a high priority on active (e.g. biking) collective modes of transport (e.g. buses, rail).

Access (a place to linger for social interaction and activity) and connection (a place of economic efficiency and transit) are inseparable themes. Although the meaning of accessibility and mobility are self-evident for every human being, they are perceived differently by the various user groups. Reasons for this include the different types of barriers:

- **Physical and architectural barriers** are features of buildings or outdoor spaces that cause problems for people with physical limitations or disabilities. E.g.: hallways, doorways and parking spaces that are too narrow for a person using a wheel chair, counters that are too high, stairs that can't be taken, steep slopes.

- **Information or communication barriers** occur when sensory disabilities, such as hearing, seeing or learning disabilities, have not been considered (sending & receiving). E.g.: videos that are not captioned and don't have transcriptions.

- **Mental barriers** are individual, intangible and sometimes prejudiced. E.g.: thinking that people with disabilities are inferior, security or insecurity in public space, any information that is not specifically provided for disabled people, apparently insuperable streets etc.

- **Organisational or systemic** are policies, practices or procedures that unfairly discriminate and can prevent individuals from participating fully in a situation.

- **Technological** if a device or technological platform is not accessible to its intended audience and cannot be used with an assistive device.

- **Attitudinal barriers** are assumptions, perceptions, behaviours that discriminate against persons with disabilities leading people to ignore, to judge, or have misconceptions about a person with a disability.

„CITIES PROVIDE ACCESS TO HUMANS, ACTIVITIES, RESOURCES, SPACES & INFORMATION."

Kevin Lynch (1981):
A Theory of Good City Form

Why is it important?

Access to mobility and transport means access to jobs, services and opportunities. It embodies the possibility to social inclusion and equity and is therefore crucial for social well-being. It is also key to city's economic vitality and quality of life. It should therefore be our ambition that as many people as possible - regardless of age, origin, skills, place of residence or physical abilities - have access to mobility and related systems so inclusive mobile community can evolve.

Have you heard of the »Curb Cut Effect« ?

more information

Click on this symbol to get more information!

Aspects of accessibility

Accessibilty constitutes as one dimension to measure urban qualities. It can be described through the following three aspects which could give a first orientation:

POROSITY
- The permeability of urban tissue.
- Depends on distance, location and accessibility as well as on the position and design of the accesses and thresholds of an urban space.
- It can be ascertained by means of inspections and the analysis of urban plans.
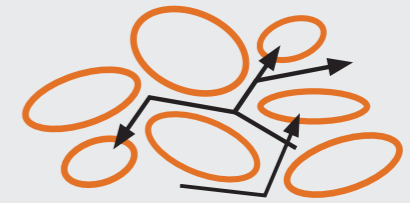
REGULATION
- Describes the spatial and temporal access or exclusion criteria that regulate the use of a location.
- This includes the right to physical presence, to self-determined action and to the use of space.
- It can be recorded through the analysis of usage regulations and prohibitions and through interviews with relevant actors.
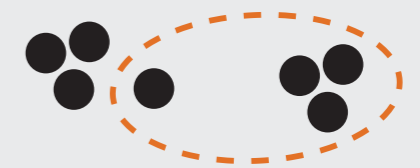
CONTEXTUALISTION
- Describes the effect and reference of urban development elements to their existing and potential neighbourhoods.
- It can be made accessible through urban analyses and observations.

Based on: Kretz, Simon / Kueng, Lukas (2016): Urbane Qualitäten – Ein Handbuch am Beispiel der Metropolitanregion Zürich, p.60ff.

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2. INCLUSION – A CITY FOR ALL

For people who can't see well, can't walk well, who are sitting in a wheelchair, are pushing a stroller, aren't as fit or as tall as others or who are speaking another language or are suffering from lower income, cities are covered with obstacles and access restrictions. Therefore one of the overriding objectives of urban planning is inclusion.

Inclusion means that every person – with heterogenous perspectives, backgrounds and resources – belongs to the society. If everyone can be a part of the society it's normal to be different and everybody can benefit.

By removing physical hurdles and solving or overcoming mental barriers more openness, tolerance and better coexistence can be possible and, thus, an inclusive mobile community could evolve.

Due to the growing diversity of life realities, social opportunities and future prospects, the topic of inclusion plays an increasingly important role in urban areas. Thus, inclusion is the overall key objective that should be an integrated goal from the very beginning of planning processes.

But creating a city where everybody feels comfortable and save and where everybody moves from A to B without problems is not easy. Senior citizens have different demands then children and blind people require other surfaces then wheelchair users. A blind person for instance needs a kerb for the orientation towards the street whereas for the wheelchair user a kerb could mean an insurmountable barrier. Consequently some social groups place more sensitive demands on accessibility and mobility in urban spaces those should be discussed in this section in detail. Without forgetting that accessibility for all lies in the search for finding innovative solutions everybody benefits from.

The user groups described on the following pages have demands on mobility and public space that have not yet been sufficiently taken into account. Some of the named groups were defined with the task definition of the Cluster Topics, others resulted from joint workshops with the project partners. Of course many of the claims listed here can be also subordinated to other user groups.

Exclusion

Integration

Separation

Inclusion

Gender

Nationality

Sexual Orientation

Ability
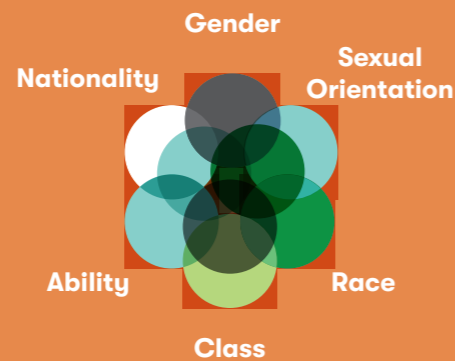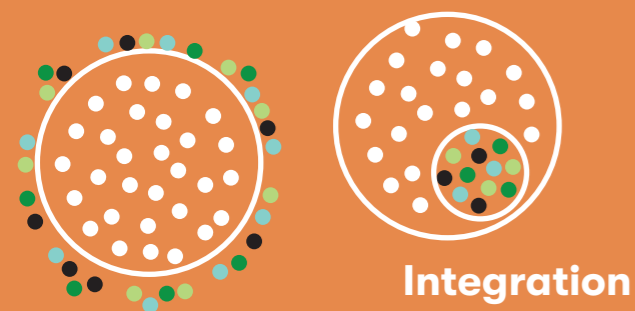
Class

Race

(The lens of) **intersectionality:**
Consider the way social categorisations, like gender, age, race and social class combined create an interdependent system of discrimination and disadvantage resulting in residents' experiences of navigating their communities and cities.

»If you're standing in the path of multiple forms of exclusion, you're likely to get hit by both.«

ⓘ TED Talk: Kimberlé Crenshaw on »The urgency of intersectionality«

Source: Own representation based on Sozialverband VdK Bayern e.V.

DISABLED

Accessible transportation is one of the key components that supports the community integration of people with disabilities, increasing quality of life and decreasing levels of social isolation. Barrier-free design and accesses to public transport are one key component to allow independend movement to a higher degree.

The public space and also route connections must therefore meet barrier-free requirements and should be redesigned and replaced. For instance, access to the open space must be equipped with lowered curbs and plenty of seating. For overcoming barriers such as traffic crossings, traffic light phases should be adapted to people needs. Diverse media tools and touch elements can support orientation taking advantage of various senses.

It should be borne in mind that people with disabilities are not only those for whom (in the short or long term) mainly physical barriers cause difficulties, but that the consequences of mental impairment must also be considered.

ⓘ The Guardian on » What would a truly disabled-accessible city look like?«

ⓘ CDC on » Common Barriers to Participation Experienced by People with Disabilities«

ⓘ Disability-Inclusive and Accessible Urban Development Network: »How to make cities accessible and inclusive«

Main points for the accessibility of disabled people:

- Ensure that information in the various means of transport and at stops (timetables, ticket machines, etc.) can be perceived in different ways, e.g. braille, acoustic signals, images, symbols, sufficiently large and legible fonts.

- Accessibility means a level-free transition from roads, transport and access to buildings. In addition, however, this includes e.g. not only ramps but also slopes and their incline.

- Spatial proximity of various facilities of the daily need increases the accessibility and therefore the quality of life enormously.

- Inclusive community activities and events promote social cohesion and thus make a significant contribution to improving the accessibility of people with disabilities.

Possible contact opportunities:

- Organisation for Disabled People
- Representative/Delegate for the Disabled
- Advisory Boards – e.g. Advisory Council for People with Disabilities, Advisory Council for Inclusion
- Social Office / Social Services Department
- Representative for Employees with Disabilities
- (Municipal) Intermediaries
- Association of Self-Help Groups
- Round tables
- Homes for the Disabled
- Schools/Workshops for the Disabled

Possible participatory methods:

- Special Walks:
  Walking and exploring the city or district together with e.g. blind, deaf or handicapped people, provides a great insight into their everyday challenges. »see Budapest p. 34«

- Self Experience:
  Various providers offer the opportunity to experience the consequences of a physical disability in everyday life. »see Bremen p. 36

- Using maps with tactile elements:
  To enable blind people to read maps, their surfaces can be adapted accordingly.

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ETHNIC MINORITIES

Ethnic minorities experience discrimination not only when it comes to social mobility i.e. the possible movement of individuals, families, households, or other categories of people within or between social strata in a society. Being an often marginalised group also affects e.g. their spatial concentration (socio-spatial segregation) in the city, the use of different modes of transport and the corresponding experience and dependencies. In London for example the bus is the most common mode of public transport used amongst ethnic minority communities (which is also a consequence of social segregation »see next paragraphs) but they are less likely to feel safe while using it. Black, Asian and minority ethnic (BAME) people experience higher rates of road and pedestrian injuries. Further barriers are the cost (sixty per cent say cost is a barrier compared to 38% of white Londoners) overcrowding, unreliable services, slow journey times and concerns about anti-social behaviour (for more information see second link below).

Also socio-spatial segregation plays an important role: People arriving to cities tend to settle in neighbourhoods with culturally similar habits searching for possibilities to connect in a familiar atmosphere and to learn strategies for navigation and orientation in the new city. Therefore, neighbourhoods such as "Little Italies" and "Chinatowns" arise in large urban territories. Mostly those neighbourhoods are characterized by socially homogenous groups - a denser accumulation of urban minorities such as persons with culturally and ethnically similar backgrounds or sharing similar life situations such as being in a process of integration.

The scarcity of affordable housing and ongoing gentrification are moreover a reason for socio-spatial segregation being a driver for choosing a living destination or being pushed toward one which mostly appears to be a less invested inner-city neighbourhood or locations in the outskirts. Mostly those neighbourhoods are characterised by disadvantaged features and stigmatisation in comparison to other neighbourhoods – meaning with less access to urban infrastructure (education, health and transport), poor maintenance of local areas (traffic lights, street lighting and uneven roads and pavements) or holding an image of a higher crime rate. Socio-spatial segregation is a broadly discussed topic in urban social studies. Considering a growing diversity of cities

inhabitants through migration and multi-national lifestyles, it is becoming an increasingly important question how to enable and restructure urban quality for all cultural backgrounds.

Main points for the accessibility of ethnic minorities:

- Ease orientation and navigation providing multilingual communication and information options regarding travel information and assistance (e.g. on routes, schedules and relative costs of transport modes and tickets available).

- Combat insecurity by communicating a zero-tolerance policy on racism, creating safer travel environments (e.g. through actions such as increased staffing, enhanced lighting and more CCTV surveillance).

- Encourage travel between diverse neighbourhoods in order for people to exchange their perspectives and bridge cultural barriers. Provide diverse "reasons" and "experiences" for traveling across own or other neighbourhoods: not only inner-city shopping but possibilities for exchange and connection in non-commercial activities.

- Learn from informal transportation practices such as minibuses' routes and rhythms as they clearly demonstrate a demand and needs of the people

- Rethink the public transport pricing system and subsidy: How do travel distances in everyday life relate to the user's costs of public transport? In the European city: people living in neighbourhoods in long distance of the inner-city neighbourhoods mostly are already in a disadvantaged living situation including longer travel periods and low financial resources to invest in transportation. This can conclude to avoidance of movement throughout the city and encourages segregation.

Possible contact opportunities:

- Religious Associations
- Cultural Associations
- Migrant Organisations
- Migration Advisory Committee / Migration officers
- Commissioners for Integration
- Counsellors for integration (social space management)
- Integration Advisory Council

To consider regarding participatory methods:

- On the spot participation: Due to various barriers, ethnic minorities often do not participate in traditional invited participation events. Visiting highly frequented places of everyday life or multipliers (e.g. religious associations) or direct contact at the front door by native speakers is usually more promising.
- Addressing concrete concerns and working together to achieve improvements instead of limiting on appeals and calls
- Staging planning workshop as a multilingual community experience and combining them with low-threshold offers (parents' afternoons, school festivals and parents' cafés).

i Lucas Harms on »Mobility among Ethnic Minorities in the Urban Netherlands«

i Transport for London: Understanding the travel needs of London's diverse communities

i Jonathan Rokem and Laura Vaughan on »Segregation, Mobility and Encounters in Jerusalem: The Role of Public Transport Infrastructure in Connecting the 'Divided City'«

YOUTH

Children and adolescents are a more sensitive group of users in urban areas. Because of their size and development, they experience traffic differently from adults. The five main challenges of urban children are traffic and pollution; high-rise living and urban sprawl; crime, social fears and risk aversion; isolation and intolerance; and inadequate and unequal access to the city (» Arup).

Important competencies for safe traffic behavior develop only with increasing age. Furthermore children are often too small to look over parked cars and are therefore often unable to see approaching vehicles in time. They are less likely to orient themselves than others before crossing the road and traveling at irregular speeds (running, jumping or stopping suddenly). Moreover, their behaviour is quite hard to predict as they do not act equally in similar situations.

For children and adolescents, open spaces are places of experimentation, the testing of one's own abilities as well as the unobserved movement and encounter with peers. Young people, in particular, seek their freedom in the city itself. On the one hand, they value places that allow retreat, and on the other, places that live up to their desire to present themselves in public. Above all, there need to be rooms to rest or empty spaces, which they seek as niches of self-determined leisure time activities.
In summary it is important to offer socialising opportinities for all age sand pay attention to the different ways children use their cities – from family units to give children peers to play with, and play space for preschool ages, elementary and teenage kids to informal spaces for teenagers. As with every special group also with children multiple forms of exclusion can overlap (»see Intersectionality p.6) as girls and minority ethnic children are likely to be more restricted in their use of urban space.

Initiatives like »880 cities« break it down: »We believe that if everything we do in our cities is great for an 8 year old and an 80 year old, then it will be great for all people.« Also the former mayor of Bogotá, Enrique Peñalosa, once said: "Children are a kind of indicator species. If we can build a successful city for children, we will have a successful city for everyone." »From a design perspective, babies, toddlers and their caregivers' vulnerability, dependency and strong drive to explore and play mean that if a space is safe, clean and interesting enough for them, it's likely to work for everyone.« (»Urban95)

i The Guardian on » What would the ultimate child-friendly city look like?«

i Arup on »Cities Alive: Designing for urban childhoods«

i University of Amsterdam on » Does independent mobility help children know their cities better?«

i ArchDaily on » […]How to Design Stimulating and Safe Cities for Childhood«

Main points for the accessibility of children:

- Allow freedom: Provide places and open spaces for children (to play, mostly in parks and in the streets) and young people (for self-presentation and self-staging, mostly in the city center and at stations) giving children the opportunity for unstructured play and the opportunity to acquire their own public space to a certain extent.

- Provide a proper mix in the urban space of independent and social game exploration, discovery and imagination.

- Allow kids to experience life within the wider community, e.g. by turning playgrounds into community squares – featuring high-quality playable spaces with anything from community gardening to sporting facilities. Or by transforming outdoor institutional settings into multi-use neighbourhood spaces for the community (around schools, sport/recreation and health facilities).

- Find ways to create an environment where parents would feel that it was safe enough for children to walk to school.

- Invest in safe traffic especially on improving children's key journeys. Children and adolescents are mostly on foot and by bicycle. Therefore design walkable and green environments that facilitate longer dwell times, increase actual or perceived safety and cater for the different scales, roaming ranges and activities of different age groups in an integrated way (traffic calming, seating and toilets, and a mix of active and contemplative spaces).

- Proximity matters: Good public transport is important, as is being able to walk safely, comfortably and quickly to where you need to go. »Learn more about the 15-minute neighbourhood concept

Possible participatory methods:

- Planning as part of the classes: Using the curriculum and the teaching staff as the multiplier for participatory formats by preparing materials with corresponding questions for the kids.
- Involve children in the construction process of small scale/ (temporary) interventions to create a sense of ownership.
- Joint (hand-drawn) mapping of the things that matter to children as part of their everyday journeys can be a good way to highlight issues and prioritise necessary improvements, helping to make them more accessible and liveable.
- Joint discovery tours through the neighbourhood can also be a good way to better understand the perspective of children and young people and offer the possibility of better perception of complex spatial issues and playful appropriation.

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ELDERLY

With the world's population getting older and more urban, the needs of older residents will play an increasingly important part in the shaping of cities. For transportation plans and programs it is critical to recognize mobility needs of the elderly to quantitatively absorb the induced demand, and qualitatively cater for their specific mobility needs. People want to be and should be self-sufficient mobile and participate in the public and social life in an advanced age. Mobility is and remains a piece of life quality. For most elderly, the living environment and the neighborhood as scale of daily movements are becoming increasingly important.
Especially the accessibility of everyday destinations is a key aspect of independent living. This implies a compact city design with high address densities and mixed land uses resulting in shorter distances to services and better public transport connections to stimulate public transport usage and walking respectively. For many older people, open spaces are places of observation, meeting and (cautious) movement. The length of paths, the possibilities for breaks or interruptions, the combination of necessary ways in everyday life with contemplative moments are important motives for appropriation practices.

Besides the lengths of paths of course also their quality plays an important role: Accessible transport includes barrier-free public transport services and terminals with easy ticketing and information (e.g. schedules) for visually or hearing impaired. To encourage elderly people to walk, be active and stay engaged a barrier-free road infrastructures is necessary with level pavements, places to sit, the removal of trip hazards, good street lighting and public toilets.

The mobility of older people has some characteristics to which planning must respond accordingly: Boecker et al. (*»see second link below*) found out, that although their mobility is increasing, elderly people are still partaking fewer and shorter trips than younger generations. They walk more and have a higher use of motorized modes for leisure. As in general today's elderly have been found increasingly (auto)mobile (especially with increasing trip distances) – concerns may rise regarding the environmental and accessibility impacts of this induced mobility. In contrast, they cycle less in higher density urban areas with a lack of green, possibly related to the fast pace of busy inner-city traffic and have a higher we-

ather-sensitiveness. Also the intersectionality (*»see page 6*) plays an important role here: Especially elderly women are more dependent on walking, cycling and the public transport, while men more often use the car. Elderly with a non-western ethnicity travel less in general, and less by car and bicycle in particular.

Main points for the accessibility of elderly:

- Foster autonomy and independence and social connectedness, e.g. by enhancing the accessibility of everyday destinations and the public transport through a compact city design with high address densities and mixed land uses.

- Creating walkable neighbourhoods is also an important factor for carefree, independent movement. This means to abolish environmental obstacles like hills and slopes, poorly maintained streets, and heavy traffic and provide resting places, public toilets etc.

- Autonomy can also be fostered by instructing elderly people and giving them training, for example in the use of new mobility services such as digital apps or helping them in understanding changes in mobility behaviour of younger users.

- As seniors are becoming increasingly automobile in many parts of the world, also this group needs to be encouraged to use more physically active and environmentally friendly transport modes.

- Improve wayfinding – including visual, auditory and tactile cues –to offer information on different channels addressing physical limitations like poor hearing and vision.

- Extend door opening times at trains, trams, subways and buses to allow people, who are less mobile, to walk in easily. This also applies to the traffic light phase of road junctions to allow a safe crossing.

- Improve the safe cyclability in densely populated areas, which appears to be a far more prominent issue for the elderly than for the non-elderly population.

- Elderly people are often effected by a higher weather-sensitiveness. Therefore it's important to provide enough shading and natural cooling in residential environments and along active transport infrastructures.

- Create intergenerational spaces to promote social cohesion and learning and to fight loneliness and isolation.

i The Guardian on » What would an age-friendly city look like?«

i WHO on »Global Age-friendly Cities: A Guide«

i Boecker et al. on » Elderly travel frequencies and transport mode choices in Greater Rotterdam, the Netherlands«

i CBC on » Toronto getting older and more isolated: Vital Signs report«

Possible contact opportunities:

- Weekly Markets
- Continuing Education Classes / Adult Education Centres
- Nursing Homes / Old People's Home
- Senior Fitness Classes
- Cultural institutions like chess club, choirs etc.
- Religious institutions

GENDER

Mobility behaviour and its patterns differ between different genders. For example (at least in the western hemisphere), the paths taken by women in everyday life are usually shorter, more multi-modal, more complex and diverse as part of their social and cultural roles. They also tend to chain more trips, spend less time traveling to work and their journeys are less likely to be made at traditional commuting times. Woman furthermore use public transport more often and are less likely to travel at night. Not having safe and affordable transport available may restrict women's access to other important services. Men are more likely to make single destination journeys in cars and travel during peak times. Results that are often driven by the higher number of lone parent households headed by women, part-time roles and low-wage positions. The fact that the genders move differently and mobility opportunities are unequal, has to do with dominant images of masculinity, which have been elevated to the standard.
And with an economic system that evaluates gender roles differently. From this point of view, urban planning and the choice of means of transport are only a logical consequence. Overall still little is known about specific needs of gender in mobility and more awareness and research is needed to make mobility attractive, reliable, safe and accessible regardless of gender, implementing gender mainstreaming in urban and mobility planning. Trying to observe the genders consciously and individually in their everyday life lets us recognize the gaps in the system and it often shows that cities are optimised for cars and cars are mostly optimised for male needs.

The accessibility to public transport and safe options are often the most crucial aspects in relation to gender equality in transport. Especially buses, trains and trams are often considered to be danger zones for sexual harassment. Also at hubs woman tend to feel vulnerable after dark. Sexual harassment and violence against women and girls in public spaces remains a pressing problem that is mostly unaddressed by policymakers. The actual safety or the feeling of security can be promoted in different ways: Planning routes, for example through apps and real time information is an

important method of securing safe movement around the city, especially for groups that may feel targeted, such as trans or Muslim women. Well-lit stops and means of transport, extensive CCTV, emergency buttons and information campaigns also increase safety. Since women still do most of the care work, barrier-free access to trains and buses with prams also promotes the mobility of women as well as further infrastructure like a sufficient number of safe toilets

When it comes to the role of gender we should also have a look through the lens of intersectionality and take additional variables such as age, class and income into consideration to provide a nuanced view of inclusion offering equal levels of accessibility to transport to all different groups.

Main points for the accessibility in terms of gender:

- Adopt a gender-sensitive perspective! Woman, man, non-binary have different mobility patterns. To reduce inequalities in access to transport due to gender, integrate a gender equality perspective also in your mobility policy-making, think about gender action plans and equality training in your workspace.

- Make use of or generate gender disaggregated data on transport and understand the diverse needs – make a gender impact assessment, monitor and evaluate!

- To understand needs and challenges action research is needed for instance by engaging with local community groups as well as the support of women's participation in decision-making.

- Key issues to be tackled are the improvement in accessibility to public transport, safety and comfort of transport modes.

- Especially concerns about crime are often a crucial restrictor on women's use of transit. It is therefore particularly important to increase safety precautions on the routes to public transit stops - for example through lighting, an urban design that promotes social control or the establishment of »night stops« allowing women to ask the bus driver to stop at any location during nighttime hours.

- Ensuring that transport services meet the specific as well as common needs of women/men/non-binary.

i URBACT Knowledge Hub (2019) on » Gender equal cities«

i Podcast »Chatting Change« (2019) with Jacquie Bridgman on »Woman in Transport«

i CIVITAS (2018) on » Gender equality and mobility: mind the gap«

i The Transport Forum (2019) on » Transport Connectivity – A Gender Perspective«

i TInnGO (Transport Innovation Gender Observatory) – A H2020 Programme.

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LOW INCOME

Access to mobility and transport means access to jobs, services, participation in society and to opportunities. It is key to a city's economic vitality and quality of life. For this reason, mobility systems must also be examined with regard to their accessibility for people with low income. This is particularly true for cities in the global south, where urbanisation and motorisation grow rapidly and the accessibility to urban mobility is a major challenge. But this also applies to regions and cities in the western hemisphere with different impacts in different countries. A recent study from UK for example shows that lower income households have fewer cars which is largely due to affordability, although factors such as the availability of good public transport and the general necessity of a car can also play a role (e.g. for more central locations). Besides the fewer cars, households with lower income also have fewer drivers and therefore travel much less and travel over much shorter distances than higher income households (»for more info see second link below).

Therefore also in the western hemisphere income is a significant constraint on the ability to travel for people in lower income groups and the inequalities can be quite severe: People may not be able to access important destinations, local services and activities, such as jobs, learning, healthcare, food shopping or leisure as a result of a lack of adequate transport provision. Conditions that can lead to social isolation. But the published academic and policy evidence for this specific topic is still quite sparse.

Lower-income neighbourhoods are often less well connected to public transport suffering from poor/missing connections, long trips to stops, poor frequency and reliability. Last mile/first mile connections or an integrated network of multimodal user-oriented services that allow (safe) routes or mobility chains to your stop or back home are usually not offered. A situation that generates under-served residents suffering from long or unsafe walks, long waits between poorly connected services in inconvenient locations, expensive trips in uncomfortable and unsafe vehicles or people that are forced into social isolation, because they do not have the financial means to get a car, for example, and escape the lack of public alternatives. Above all the lack of income leads to a literally chained limitation of choices and the occurence of multiple disadvantages on mobility services.

> ℹ️ International Transport Forum (2017) on »Income Inequality, Social Inclusion and Mobility«

> ℹ️ UK Government Office for Science (2019) on »Inequalities in Mobility and Access in the UK Transport System«

> ℹ️ World Resources Institute (2019) on » From Mobility to Access for All: Expanding Urban Transportation Choices in the Global South.«

> ℹ️ Starkey, Paul & Hlne, John for UN Habitat (2014) on » Poverty and sustainable transport – How transport affects poor people with policy implications for poverty reduction.

Whereas the levels of non-car ownership have been slightly increasing also among higher income groups, it is important to point out that those people in higher income households are giving up driving out of choice. People in low income households often need to drive to reach their daily activities.

But making mobility more accessible for lower income groups does not only mean adapting ticket prices and connecting low-income areas to public transport and last-mile services. It also includes rethinking the role of streets and whom they serve. When lower-income households are much less likely to own a car, the dominance of cars becomes an even more visible and tangible injustice, as they impose costs in society in terms of congestion, safety, emissions and air pollution. So making cities more more-accessible and just means also shifting from individual transport modes which leads to better chanes in fighting deteriorating environmental quality and economic competitiveness.

Also smart-city technology could help to increase low income residents' access to transport systems. The City of Columbus, Ohio was officially announced as the winner of the U.S. Department of Transportation's (DOT) Smart City Challenge in 2016 and proposed several transport initiatives like an autonomous vehicle program that links poorly connected neighborhoods with low-income residents to the local transport system; transit cards for low-income populations to use for ride-hailing or car-sharing services, with or without having smartphones or bank accounts; or the building of smart corridors through wireless technology, which enables a new bus rapid transit (BRT) system that is more safe and efficient for high numbers of users (as Columbus does not offer rail service). Also common solutions like multimodal transportation planning apps can help as they allow residents to choose between an array of public and private options (such as bus, train, rideshare, carshare, and bike-share) and help inform users of the cheapest or fastest ways to travel.

Main points for the accessibility of low income groups:

- Recognise the important social value of transport. It brings access to jobs, services and opportunities and means participation in society. A barrier-free access to the transport system is one key to a city's economic vitality. Transport poverty leads to social exclusion.

- Develop indicators for quantifying and better understanding the nature of exclusion, e.g. multimodal location-based accessibility indices and housing plus transport affordability indices.

- Transport, land use and housing are interdependent. To prevent transport poverty, they must be brought together (e.g. developing corresponding indicators) by co-ordinating the planning of the competent authorities and setting common goals.

- Expand the public transport including first mile/last mile connections! Low-income groups often have a car less often and are therefore usually dependent on public transport.
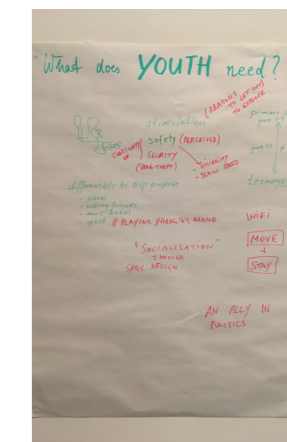
Impressions from one of the workshops on the cluster topic „Accessibility for all".
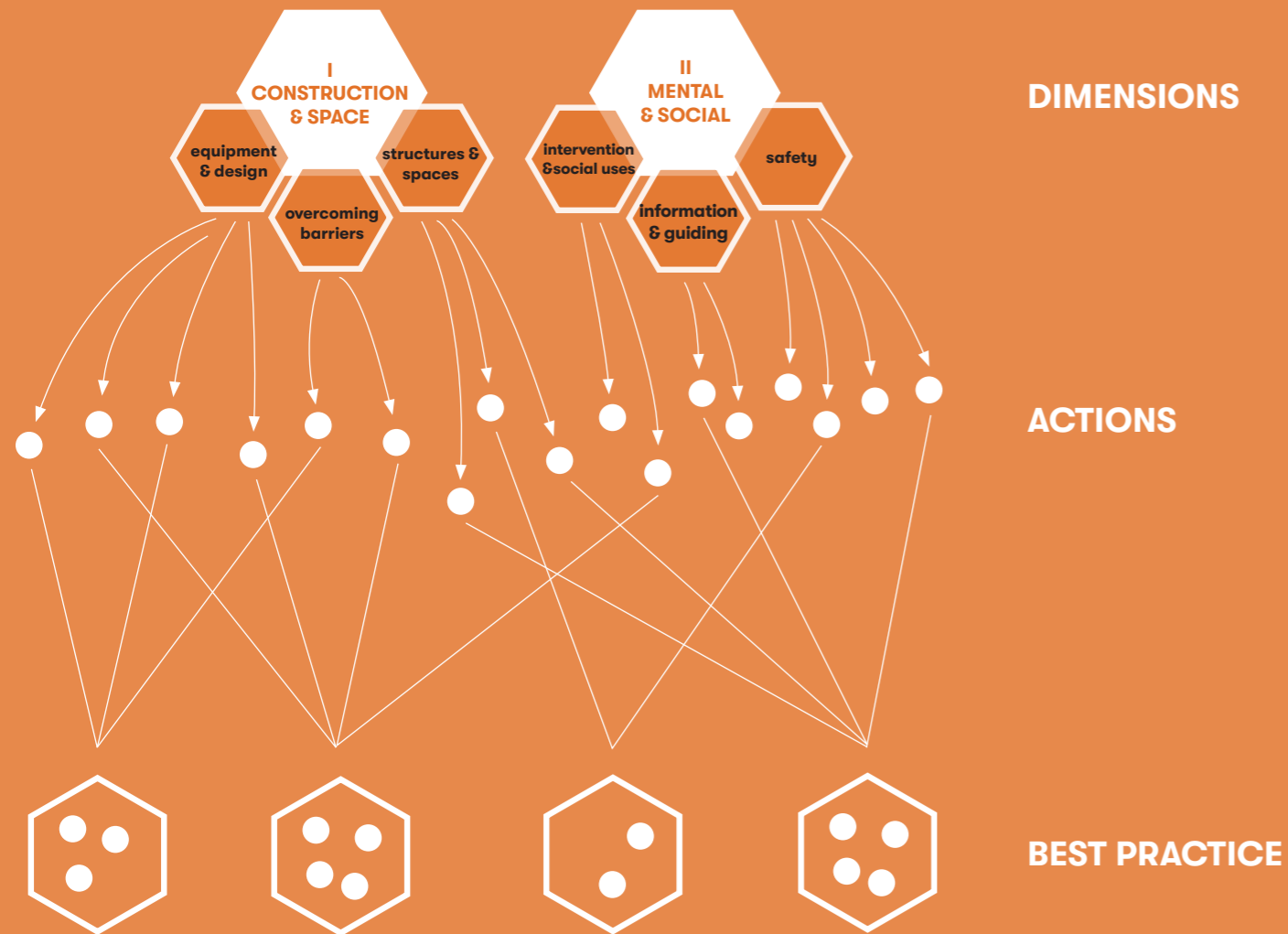
3. POSSIBLE ACTIONS

Actual „accessibility" at the level of urban neighborhoods is more of a vision than a feasible state. Inevitably, conflicts of interest arise in public spaces from the user groups just presented before. In the following recommended actions, possible action approaches are to be given which offer different possibilities to gradually change the public space. In the following, a distinction is made between physical (construction & space) and mental (& social) approaches.

The examples were collected in the course of research for the topic or were suggested by the Action Neighbourhoods.

> *i* For more impressive examples check the »Compilation of 51 case study profiles« from the INCLUSION project

> *i* For Information on Europe's most pioneering cities: The »Access City Award«

DIMENSIONS

I CONSTRUCTION & SPACE
- equipment & design
- overcoming barriers
- structures & spaces

II MENTAL & SOCIAL
- intervention & social uses
- information & guiding
- safety

ACTIONS

BEST PRACTICE

I) CONSTRUCTION & SPACE

DIMENSION

structures & space

- Adapted roads with little separation effect
- Well-developed and marked pedestrian and cycling paths with attractive routes managed separately from each other to avoid accidents
- Clear crossings with low waiting times or priority for pedestrians and cyclists
- Consistent route relationships (gap closure)
- Sufficiently dimensioned, readable and inviting access to and within buildings
- Reasonable speed limits to reduce the risk of adjacent uses
- Reduction of dormant traffic in favor of increased and enlarged public spaces
- Green phases, that are adequate for diverse user groups with different speeds
- Sufficiently dimensioned paths with walking, rolling-friendly coverings and care of these in winter

ACTIONS

Separated cycle lane
Berlin, Germany

Seperated cycle lanes ensure safety while cycling (© QIMBY)

- ▷ More security due to reduced conflict area
- ▷ Increases the traffic flow of bicycle users
- ▷ Promotes locomotion by bike

EFFORT	Extensive reconstruction measures
TIME	Requires a lot of planning
COST	High, because elaborate earthworks
SCOPE	High accessibility and longevity

Fahrradstraße (Bicycle street)
Bremen, Germany

Designated bicycle street in Bremen (©City of Bremen)

- ▷ A road whose carriageway is intended for bicycle traffic. Cyclists have right of way.
- ▷ Improves safety, speed and convenience

EFFORT	Requires little planning
TIME	Coordination, decision-making
COST	No construction works needed
SCOPE	For bike riders

Connected pedestrian network
Bremen, Germany

Neighbourhood in Bremen (© Oelgemöller)

- ▷ Continuous footpath network
- ▷ More safety for pedestrians, reduced barriers
- ▷ Cars slow down to cross "pedestrian area"

EFFORT	Coordination works
TIME	Planning, tendering
COST	Re-construction of road (parts)
SCOPE	Reduces barriers for all padestrians

Kerb extensions
Bremen, Germany

Kerb extenstion at a corner (© City of Bremen)

- ▷ Reduces the length of crossings for padestrians
- ▷ Keeps "visibility zone" of pedestrians crossing free from parking cars, esp. important for children

EFFORT	Involves planning and road works
TIME	For tending,planning,implementation
COST	For road works
SCOPE	Brings more safety for all

overcoming barriers

- Consistent route relationships (gap closure)
- Sufficiently dimensioned, readable and inviting access to and within buildings
- Sufficiently dimensioned paths with walking, rolling-friendly coverings and care of these in winter
- Sufficient crossing aids (e.g., central islands) provide more visibility and abridgement
- Leveled to adjoining roads, paved paths and open spaces
- Avoid pedestrian underpasses
- Landmarks at access points, readable route guidance

ACTIONS

Fahrradzone (Bicycle zone)
Bremen, Germany

Germany's first 'cycle-zone: Bremen-Neustadt neighbourhood (©City of Bremen)

- ▶ Entire neighbourhood with bicycle priority
- ▶ More street space for cyclists
- ▶ Safer bike riding (kids etc.)

EFFORT	For coordination of planning
TIME	Planning, tendering, implementation
COST	Construction works
SCOPE	Bike riders

Public libraries and spaces
Comuna 13 - Medellin, Colombia

Public library with community space in Comuna 13 (©Wikimedia Commons)

- ▶ Providing a community space in the neighbourhood (indoor/outdoor)
- ▶ Increase safety by the frequent use

EFFORT	High, due to construction work
TIME	Long-term implementation
COST	High, due to structural changes
SCOPE	Provides access to all citizens

Superblocks
Barcelona, Spain

Superblock Sant Antoni by Leku Studio (© Del Rio Bani)

- ▶ Redesign to walkable, communal space
- ▶ Reduces dominance of cars in urban space
- ▶ Places to linger with seating & low speeds

EFFORT	Ambitious urban project, top-down process
TIME	Can take years, needs strong political will
COST	redoing existing areas
SCOPE	All citizens or user groups benefit

ACTIONS

Temporary ramps
Berlin, Germany

Temporary ramps help to claim the stairs (©Andi Weiland flickr.com)

- ▶ Mostly equipped with wooden ramps
- ▶ Accessibility to all old city sites
- ▶ Flexible way to expand

EFFORT	Low, because no firm anchoring in the soil
TIME	Realizable in the short term
COST	Low, because of low production costs
SCOPE	All „rolls"(strollers, wheelchairs...) benefit

Outdoor Stairlift
Lisbon, Portugal

Stairlift in Lisbon (©urbanista)

- ▶ If the installation of an escalator or a lift is not possible (e.g. due to preservation orders)
- ▶ Independent usage

EFFORT	Low, because no firm anchoring in the soil
TIME	Realizable in the short term
COST	Reaonable, but expect maintenance costs
	Mainly wheelchair useres benefit

Tactile Elements
Shenzen, China

Tactile element on the pavement (©Wikimedia Commons)

- ▶ Allow orientation via white stick
- ▶ Highlighting the way to important destinations, entrances/exits, stations etc.

EFFORT	Low due to prefabricated elements
TIME	Realisable in the short term
COST	Low construction costs
SCOPE	Helps blind people and visually impared

Curb Ramps
Cabo San Lucas, Mexiko

Fonatur-branded curb ramp (©flickr.com/people/walkingsf/)

- ▶ Reducing of barrier effect
- ▶ Increases options for cycling and wheelchairs

EFFORT	Low, because no firm anchoring in the soil
TIME	Realisable in the short term
COST	Low, because of low production costs
SCOPE	Wheelchairs, cyclists, strollers benefit

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equipment & design

- Sufficient lighting in public spaces and at transportation stops
- Weather-protected waiting and seating facilities, which are available in sufficient numbers and without consumption
- Disruptive signs or post, electricity and telephone distributor on the sidewalk
- Sufficient supply of easily accessible and lighted bicycle parking facilities

Outdoor escalators
Barcelona, Spain

Outdoor escalators to Gaudi's Parc Güell (©Becky Snyder flickr.com)

- ▶ Improving the accessibility of high neigbourhoods
- ▶ Increasing the feeling of security

EFFORT	High costs, but adaquate to benefits
TIME	Mediocre, due to the small scale
COST	Relatively high, but effective
SCOPE	High as the whole city benefits

Metrocable
Medellin, Colombia

Medellin Metrocable (©Jorge Gobbi flickr.com)

- ▶ Connecting people in hard-to-reach areas
- ▶ Removal of barriers in the city

EFFORT	Only street painting
TIME	Complex planning process
COST	High costs (infrastructure/maintainence)
SCOPE	All user groups of the city benefit

Bike + Ride parking stations
Hamburg, Germany

Bike and Ride parking station in Hamburg (©QIMBY)

- ▶ Promotes multimodality
- ▶ Increases use of sustain. transport services
- ▶ Protects bicycles from vandalism

EFFORT	Quite small
TIME	Realisation at short notice
COST	Per pitch comparatively high
SCOPE	Improves the situation only for former users

Temporary fiberglass sofas
Museumdistrict Vienna, Austria

Outdoor furniture in Vienna(© MuseumsQuartier Wien, Photo: Hertha Hurnaus)

- ▶ Increases quality of stay in publ. spaces
- ▶ Provides space for breaks and lingering
- ▶ Weatherproof and low risk of vandalism

EFFORT	Small, low bureaucratic tuning needs
TIME	In the short term, without much effort
COST	Small compared to its impact
SCOPE	Great, is attractive for any age group

Scooter Parking Station at Schools
Wien, Austria

Scooter parking facilities at schools in Vienna (©QIMBY)

- ▶ Promotes usage of sustain. transport mode
- ▶ Reduces volume of cars in front of schools
- ▶ Educational measure

EFFORT	Small
TIME	Realisation at short notice
COST	Low installation costs
SCOPE	Improves the situation for all children

Responsive Street Furniture
Museumdistrict Wien, Austria

Responsive Street Furniture (© Ross Atkin Associates / Marshalls)

- ▶ brighter street lighting, audio information, extra places to sit and more time to cross the street via smartphone or fob

EFFORT	Prototypes exist but no user experience so far
TIME	Complex planning process
COST	Higher initial costs, though no construction
SCOPE	Very high as no disadvantages appear

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safety

- Avoidance of unattractive urban planning situations due to confusing edges, dark niches, underpasses, neglected parks or the back rooms of shopping areas and street underpasses
- Orientation: Be able to find your way around, create visual links to landmarks and identifiable goals, clearly characterize entry situations
- Visibility: Provide insights, make visual connections, make lifts, stops and stairwells bright and transparent
- Lighting and illumination: see and be seen, provide adequate lighting on walking and cycling paths, in basement garages and underpasses
- Leveled to adjoining roads, paved paths and open spaces

DIMENSION

ACTIONS

MobilPunkt (Car sharing)
Bremen, Germany

MobilPunkt – Car sharing Station (© City of Bremen)

- ▶ Provides access to cars for all (social aspect - use it, don't own it)
- ▶ Alternative to car ownership

EFFORT	Involves planning and road works
TIME	For tending, planning, implementation
COST	For road works
SCOPE	Offering shared mobility for everybody

Parallel bike parking on lanes
Bremen, Germany

Parrallel bike parking (©City of Bremen)

- ▶ Improves accessibility esp. for wheelchair users
- ▶ Reduces obstacles for visually impaired
- ▶ Keeps sidewalks free of bike parking

EFFORT	Small coordination effort
TIME	Small coordination effort, discussions possible
COST	Bike racks and installation
SCOPE	Improves all active modes of transport

Cargobike Sharing
Bremen, Germany

Cargobike sharing to transport goods (©Burkhard Cordes)

- ▶ Transport of large grocery or kids etc. (Alternative to a car)
- ▶ Free of charge sharing system w. pick-up stations

EFFORT	For operator: booking, maintenance, repair
TIME	For pick-up stations and repair
COST	Certain running costs (O&M)
SCOPE	available for all (free of charge)

ACTIONS

Design and lighting of urban underpass
Homberger Straße - Moers, Germany

Colourful and illuminated underpass in Moers (©lebendige-stadt.de)

- ▶ Increasing safety through increased use
- ▶ Removal of barriers in the city
- ▶ Acts as a design element

EFFORT	Low compared to benefits
TIME	Mediocre depending on lighting concept
COST	Depending on scope of the concept
SCOPE	High as the whole city benefits

Eye-catching design of crosswalks
Seattle, USA

Colorful Crosswalk by Artist Sara Snedeker (© Wikimedia Commons)

- ▶ Increasing attention through 3D
- ▶ Safe transition for pedestrians of all kinds
- ▶ Optical ornament of the city

EFFORT	Only street painting
TIME	Realisable in the short term
COST	Low production costs
SCOPE	Attention not only on a user side

Illuminated crosswalk for more visibility
Germany

Illuminated crasswalk improves the visibility by night (© Wikimedia Commons)

- ▶ Recognizable signs and markings
- ▶ Visual relations between road users
- ▶ Improved security

EFFORT	Conversion measures must be made
TIME	High, due to earthworks
COST	High, due to construction costs
SCOPE	Improves the safety of all pedestrians

Luminescent light for cycle paths
Eindhoven, Netherlands
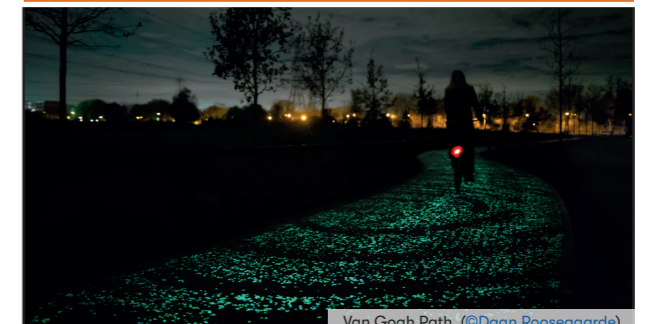
Van Gogh Path (©Daan Roosegaarde)

- ▶ Charges at day-time and glows at night
- ▶ Inorganic material that captures UV light
- ▶ Lighting without power supply

EFFORT	High, due to extensive road rehabilitation
TIME	Construction work
COST	Structural changes might be necessary
SCOPE	Long term, visually appealing and safe

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Night Stops
Kalmar, Sweden

Bus at night (©Nathan Dumlao on Unsplash)

- ▶ Night stops – the possibility to get off the bus closer to home – have encouraged more people (esp. woman) to use public transport. »more info

EFFORT	Mostly information campaign to inform
TIME	Only a few minutes for additional stops
COST	Very low, mostly through information campaign
SCOPE	Offering help for vulnerable groups

Traffic calming signs at park entrances
Malmö, Sweden

Measures to hinder traffic from entering the park. (© Emmy Linde)

- ▶ Hinder cars from entering the park (safety)
- ▶ Boost already active networks & activities
- ▶ Promoting the active use of the park

EFFORT	Low, easy task for traffic planning
TIME	Not much time needed with inhouse skills
COST	Depends if material is available inhouse
SCOPE	Access to the park for all groups

Walking school bus (Pedibus)
Zanica, Italy

Pedi bus stop in Zanica (©Luigi Chiesa Wikimedia Commons)

- ▶ Increase safety and security for children walking to school
- ▶ Less parents driving their children to school

EFFORT	Organisation and trust between parents
TIME	It can start immediately
COST	No installation or materials needed
SCOPE	Needs parents commitment

Save crossings
Bremen, Germany

Save crossing in Bremen (©City of Bremen)

- ▶ Reduction of lanes
- ▶ Reduction of speed (30 km/h)
- ▶ Safe waiting area for cyclists, pedestrians

EFFORT	For coordination of planning
TIME	Planning, tendering, implementation
COST	Construction works
SCOPE	Improvements for cyclists and pedestrians

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information & guidung

- Announcements and informations (e.g. timetables) must be visually and acoustically well perceivable (sufficiently large font, good light-dark contrast, etc.), provided with braille and to be understood without technical language
- Easy-to-use ticket counters allow all passengers to purchase tickets easily and understandably
- Transport information to multiple media (print, internet, e-mail, television, radio) to reach many different user groups
- Scoreboards on waiting times of buses and trains open the space for short errands

Bluetooth audio cues
### Southern Cross Station - Melbourne, Australia
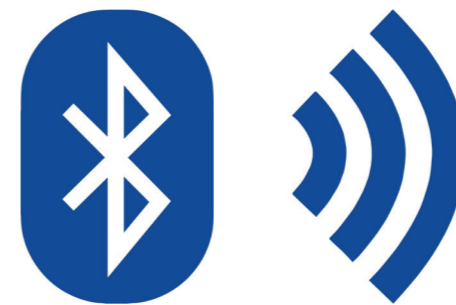
Bluetooth audio cues help blind people finding their way

- ▶ Allows independent mobility
- ▶ Increases safety due to warnings
- ▶ Basis is public Bluetooth and free GPS

EFFORT	Only sensors needed for realization
TIME	Due to the large number of installations
COST	Sensors are relatively expensive
SCOPE	It primarily serves visually impaired people

Sidewalk mapping app incl. route conditions
Seattle, United States of America
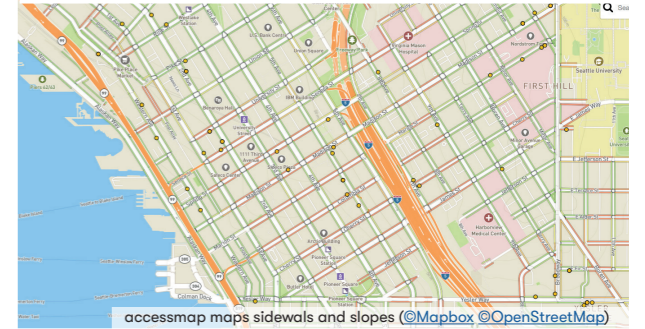
accessmap maps sidewals and slopes (©Mapbox ©OpenStreetMap)

- ▶ Presents slope, coverings and obstacles
- ▶ Improves route planning without dead ends
- ▶ Easy to use and increases independence

	Low, user added/crowdsourced data
	Short term: system constantly expands
	Low, only implementing the app
	For every type of walking disability

Increase PT information in kiosks/shops etc.
Seattle, USA
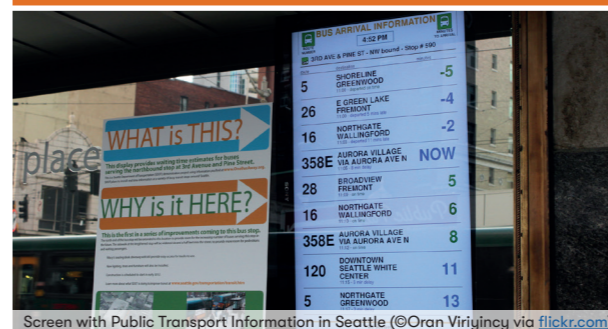
Screen with Public Transport Information in Seattle (©Oran Viriyincy via flickr.com)

- ▶ Make information accessible to local residents, employees and tourists
- ▶ Improve information about departures

EFFORT	Medium, convince local Stakeholders
TIME	Short time needed to install the equipment
COST	The equipment may be expensive
SCOPE	Improves accessibility only for PT-users

Trafikkagenten –The Traffic Agent app
Oslo, Norway

Logo of the app (©Traffikagenten)

- ▶ Being "secret agents" for the city, children were able to send immediate reports on their route to school via an app »more info »more info (p.44)

EFFORT	High, but moderate compared to infrastructure
TIME	Complex planning process
COST	Starting moderate, depends on specification
SCOPE	No disadvantages for other groups

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participating / awareness raising

- Greater accessibility requires not only an appropriate infrastructure, but also attention, communication and participation to achieve more and better solutions and to draw attention to the needs of sensitive user groups
- Inclusion of as many different sensitive user groups as possible
- Starting at an early stage of planning, using various appropriate methods
- Drawing the attention of the public, administration and planning to the needs of special user groups

Hands-up survey in kindergartens & schools
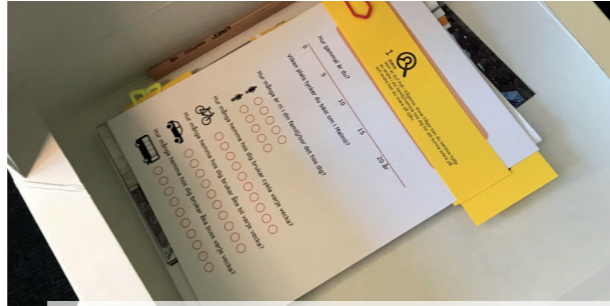Törökőr Budapest, Hungary

Napraforgó kindergarten in Törökőr (© zuglo.hu)

- ▶ Measure the modal split of children
- ▶ Understanding the mobility situation in the area of the institution

EFFORT	Low, depending on the participating group
TIME	10-15 min/ class/ group
COST	Low, no additional ressources needed
SCOPE	Specific, school-and kindergartenchildren

Work iterative - do, reflect, learn and adjust.
Malmö, Sweden

Working iterative, prototyping, reflecting and testing. (© Emmy Linde)

- ▶ Inlcusive and iterative co-creation processes with tests and adjustments along the way to respond to possible changes

EFFORT	Low, due to changes, user groups etc.
TIME	Flexible and short term to long processes
COST	Low, depending on the measures
SCOPE	Reach different groups by various measures

Participation-kits for schoolkids & parents
Malmö, Sweden

Working with local actors is crucial to design a good process. (© Emmy Linde)

- ▶ Work with local actors and stakeholders
- ▶ Reach the hard to reach groups with new methods & materials

EFFORT	Low, little materials or organisation needed
TIME	Feasible in short term, response uncertain
COST	Low, only printed sheets
SCOPE	Mediocre, only for a specific group

Manchester Age-Friendly Neighbourhoods
Manchester, United Kingdom

AGE FRIENDLY MANCHESTER

Logo of the initiative (©Tmafn.org.uk)

- ▶ Investment fund to award small project grants for neighbourhood groups to reduce social isolation and to promote participation. »more info

EFFORT	Implemantation, support, management…
TIME	Ongoing support
COST	Moderate, depending on size of projects
SCOPE	Offering participation for a marginalise

Wheelchair parcour
Bremen, Germany

Wheechair parcour in Bremen (© S. Findeisen, City of Bremen)

- ▶ Change perspectives
- ▶ Test out how it would be if you were e.g. blind
- ▶ Increases understanding and acceptance

EFFORT	Limited, mainly for setting-up initiative
TIME	Personnel resources mainly for events
COST	Equipment (wheel chairs), finding sponsors
SCOPE	Incl. physical and visual impaired persons

Walk with disabled people
Törökőr Budapest, Hungary

Walk with blind people (© JóügyKft)

- ▶ Understanding the needs and barriers of wheelchair users
- ▶ Exploring the area by a joint walk

EFFORT	depending on the willingness of the group
TIME	1-2 h, preparation & processing of results
COST	no cost
SCOPE	specific, relatively small target group

Walk with blind people
Törökőr Budapest, Hungary

Walk with disabled people (© JóügyKft)

- ▶ Understanding the needs and barriers of people with visual impairment
- ▶ Exploring the area by a joint walk

EFFORT	depending on the willingness of the group
TIME	1-2 h, preparation & processing of results
COST	no cost
SCOPE	specific, relatively small target group

social uses & interventions

- Public spaces and buildings should be there for all people in the city but are dependent on the versatile, open and compatible use
- Unilaterally used or designated public spaces prevent sharing because of a lack of dialogue
- Vitalisation: mix different functions such as living, traffic, utilities, leisure, house entrances and windows to public space, create visual references to residential buildings and shops, bundle paths and traffic
- Responsibility: Establish identification, promote the appropriation of the living environment by the residents, strengthen neighborhoods and involve citizens

Ciclovia
Bogota, Colombia

Car-free Sundays and Holidays (©Micah MacAllen via flickr.com)

▶ Active mobility & physical activities
▶ Temporary traffic calming
▶ Fostering a shift in mindset

EFFORT	Only regulations have to be changed
TIME	Low, only changes of legal framework
COST	Low - no construction or design needed
SCOPE	All citizens or user groups benefit

Tactical urbanism
New York City, USA

Tactical transformation due to paint (©NYC DOT Art by Andrea von Bujdoss)

▶ Reclaiming and improving public space
▶ Increasing comfort and wellbeing
▶ Traffic calming

EFFORT	Low
TIME	Short term
COST	Low, only paint or basic furniture needed
SCOPE	Great, all inhabitants are addressed

Street Art
Paris, France

Street art to improve public spaces (©Guilhem Vellut)

▶ Changing the image of the neighbourhood
▶ Increasing the feeling of security

EFFORT	Low, but art skills needed
TIME	Short term implementation
COST	Low, only paint needed
SCOPE	Improves perceived safety of all

Guerilla/Pop-up bike lanes
Berlin, Germany

Temporary Pop-up bike lane (©Fabian Deter)

▶ Promoting cycling and safety
▶ Reclaiming street space for bicycles

EFFORT	Low
TIME	Short term implementation
COST	Low, only paint needed
SCOPE	Great, all inhabitants are addressed

Temporary conversion / „test blocking" of roads
Hamburg, Germany

Mobility Lab »Ottensen macht Platz!« Hamburg (©urbanista)

▶ Awareness of green + sustainable transport
▶ Show possibilities for traffic-free areas
▶ Offers public space for various events

EFFORT	Low, because only temporary realisation
TIME	Short term
COST	Small, support by voluntary organisations
SCOPE	Mediocre, usually not long-term feasible

Volunteer initiative - Cycling without age
Barcelona, Spain

Elderly in a cargo-bike in Barcelona (©Cycling Without Age)

▶ Socializing between young and old
▶ Promoting the bicycle use
▶ Outdoor experiences for elderlyW

EFFORT	Mediocre, personal assistence needed
TIME	Short term implementation possible
COST	Small, support by voluntary people
SCOPE	Elderly, as well as young people benefit

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Temporary play street
Bremen, Germany

Equipment for a temporary play street (©SpielLandschaftStadt e.V)

▶ Temporary closure of road for cars (one afternoon per week)
▶ For playtime and neighbourhood meetings

EFFORT neighbourhood initiatives
TIME small coordination effort
COST for equipment, toys
SCOPE More space for active transport modes

Place making
Törökőr Budapest, Hungary

Reunion of Újvidék square, (© Balázs Turós)

▶ Test-programming of public spaces on originally used as car lanes
▶ Raising awareness for value of space

EFFORT low, short period with short term effect
TIME 2 weeks, preparaton and evaluation
COST low - only soft elements, volunteer help
**SCOPE** dialog with & inclusion of inhabitants

Placemaking Projects
Jerusalem, Israel

Placemaking (© MyNet Jerusalem, by Igor Pavroff)

▶ placemaking to improve area with locals
▶ Improve walkability and stay

EFFORT Many communal & bureaucratic phases
TIME Took a year, and ongoing volunteering
COST medium city budget for intervention (10k)
SCOPE completely resident-driven process
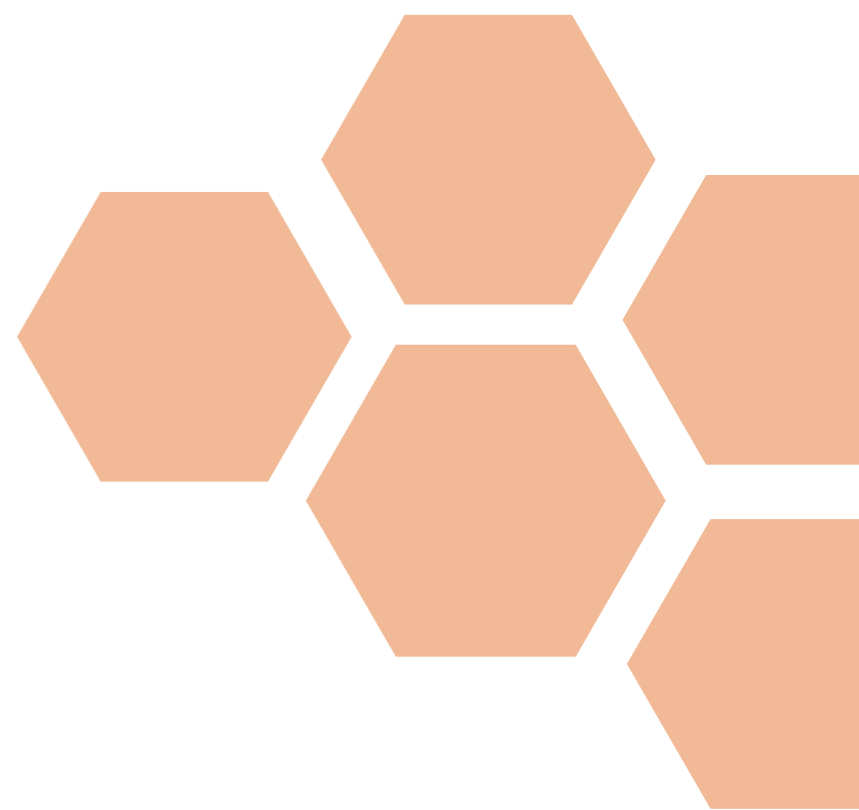
BEST PRACTICES

The presented best practice examples should serve as a basis for ideas to show that even projects with a super-ordinate topic can be harmoniously reconciled with many other topics. These topics show how closely the various fields of action are entangled. All costs, scales and periods mentioned are approximate figures.

Nørreport Station, Copenhagen | Denmark

Mobility | Ecology | Sustainability 💲 **13,500,000 €** ⤢ **10,000m²** ⏱ **Planning 2009 – Completion 2011**

Source: ©News Oresund via flickr.com

Source: ©Leif Jørgensen via Wikimedia Commons

On the surface of Nørreport Station, one of the two roads was eliminated in such a way that the formerly cut-off pavement outside the station is now in direct contact with the commercial streets of the quarter. The new pedestrian carpet is designed with panels of bright material, which is resistant, easy to clean and visually recognizable. The whole area is scattered with rounded surfaces (e.g. bicycle parking) placed without interrupting the flow of pedestrians.

The largest shelter clearly identifiable - thanks to the large luminous letters of the station's name - is the entrance to the Nørreport Station. It is characterized by a big overhanging porch and a completely glassed-in vestibule from which lifts and escalators go down to the platforms. Further constructions, of differing shapes and sizes, are porches sheltering emergency exits, bus stops and bicycle parking areas. Here and there, the es-planade is dotted with slender cylinders rising to about ten metres. These cylinders, the station's ventilation towers, also act as landmarks which are lit up at night like beacons symbolising the newly recovered metropolitan centrality of the place.

ℹ more about the project

Park am Gleisdreieck, Berlin | Germany

Ecology | Sustainability | Accessbility 💲 **15,000,000 €** ⤢ **400,000m²** ⏱ **Planning 2006 – Completion 2011**

Source: Atelier Loidl ©Julien Lanoo

Source: Atelier Loidl ©Julien Lanoo

In 2006, the State of Berlin put forward the proposal of converting Gleisdreieck into a large urban park that would integrate the different urban zones which con-verged there. It was necessary to stimulate the develop-ment of sixteen new hectares of productive neighbour-hoods that would be capable of integrating different generations and social strata around a model of the sustainable city and in harmony with nature.

On the northern side of the park there is a large concre-te slab of rounded edges to be used as a place to sit. Well oriented to the south, it functions as a big sunny terrace, full of benches complete with footrests. In the south, the meadow looks over the gap of Yorckstras-se, On the eastern side of the meadow there is quite a dense forest of pre-existing maples, oaks and bir-ches. At this point, a couple of large metal frames hold two swings. The edges of the park are finished with a collection of distinctive spaces, for example a nursery, sports fields, concave surfaces for skateboards, stages for tango dancing, community gardens or simple areas covered in gravel taken from the place itself.

ℹ more about the project

Superkilen, Copenhagen | Denmark

Diversity | Sustainability | Accessbility 💲 **8,000,000 €** ⤢ **30,000 m²** ⏱ **Planning 2008 – Completion 2012**

Source: © BIG (Bjarke Ingels Group) via Forgemind Archi Media

Source: © BIG (Bjarke Ingels Group) via Forgemind Archi Media on flickr.com

In 2008, the Copenhagen City Council joined forces with an association of real-estate businesses engaged in a non-profit-making project of transforming built-up areas and they managed to raise a sum of almost eight million euros to transform the space into a park that was to be named "Superkilen" (Big Wedge). The intervention aimed to take the neighbourhood's cultural diversity not just as a starting point but also as a quality to cherish and celebrate, a factor that would inspire all the spaces of the park and bring the local residents to-gether around ethnic, cultural and linguistic references with origins in many parts of the world.

The project not only responds to the typical demands of residents openly and without nuances, for example having more green zones or open-air leisure spaces. It also takes their imaginaries as its chief ingredient in moulding them into a sum of different identities in order to create new collective meanings.

ℹ more about the project

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‚Shared Surface' Exhibition Road, London | United Kingdom

Mobility | Accessibility | Identity   💰 **25,000,000 €**   ↗ **10,000m²**   🕒 **Planning 2009 – Completion 2011**

Source: ©Neil Turner via flickr.com

Source: ©Juan Lobo via flickr.com

London's Exhibition Road has been redesigned due to lack of quality of stay exigent requirements of accessibility and it was stipulated that pedestrians should be able to stroll there peacefully, while enjoying the monumental facades of its buildings.

The intervention essentially consisted of the physical unscrambling of the street's surface and traffic. Pedestrians and vehicular traffic now share the space in keeping with a "shared surface" model with a reduced speed limit. The ground has been cleared of footpaths, obstacles and architectural barriers so that pedestrians, people in wheelchairs and with baby buggies can move freely. Black cast-iron drainage channel covers run along both sides of the road, in four metres distance from the buildings. The covers are a plaster tape, which giving possibilities for orientation for visually impaired people. At night-time the street is illuminated by twenty-six masts of twenty metres in height, technically especially designed for the space.

ⓘ more about the project

Rearrangement of Republic Square, Paris | France

Accessibility | Continuity | Participation   💰 **12,000,000 €**   ↗ **20,000m²**   🕒 **Planning 2010 – Completion 2013**

Source: ©Pline via Wikipedia


Source: ©besopha via Wikimedia Commons

The Place de la République is one of the city's main squares - not only because of its symbolism as the epicentre of trade union or because its dimensions which ensure the occupation of a prominent place in the Parisian collective imaginary; it is also one of the nerve centres of the city's transport system, where three districts connect, together with five Metro lines and several main roads.

The main objective of the intervention was to link its metropolitan significance with the quality of life in the four adjoining neighbourhoods opening onto it. The plan included rationalisation of the traffic flow in order to take into account divers forms of mobility apart from focusing on the private vehicle. Therefore, particularly inverting the pre-existing proportion of the space used by traffic and pedestrians was emphasised. A large area had been opened up for a great variety of citizens' activities, while also highlighting the republican symbolism of the square. Within a consultation process decision-making on the square´s design took place: public events and thematic workshops organised by the City Council integrated the demands of local residents and business people.

ⓘ more about the project

urbanista   SUNRISE
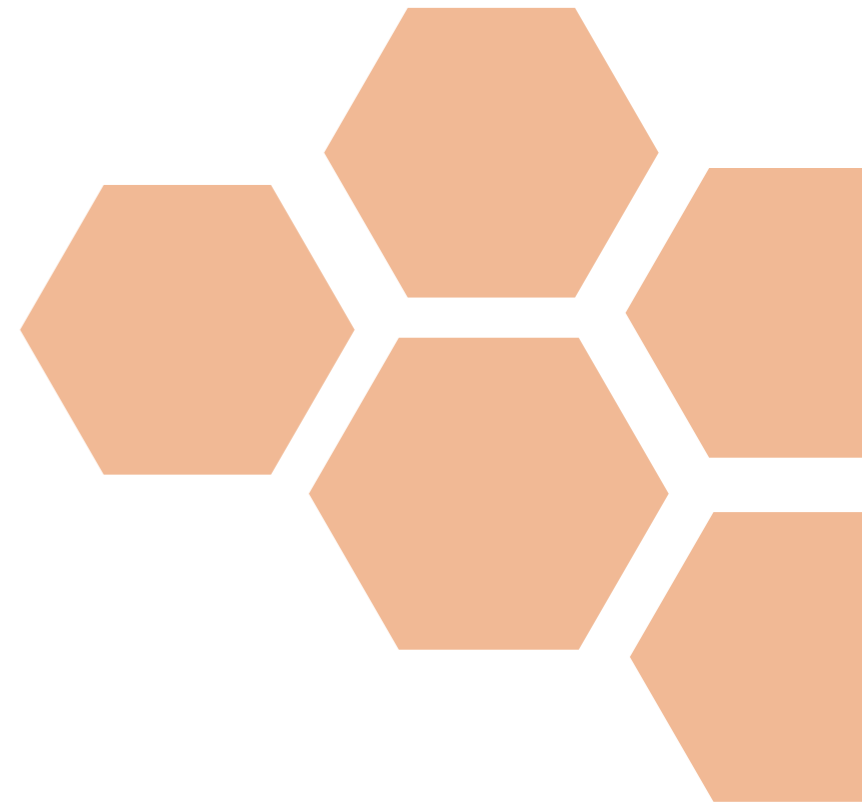
4. THE SUNRISE NEIGHBOURHOOD ANGLE

The SUNRISE Neighbourhood Angle transmits the theoretic knowledge into practice and briefly presents experiences of the SUNRISE partner cities.

As already stated out, facilitating accessibility and mobility for all in cities is not an easy task, nor exists a universal recipe on how to reach this goal. However the theory shows, that it requires the awareness of physical and mental barriers in an urban environment and communities as well as the inclusion of different user groups with specific claims in planning processes.

The six neighbourhoods of the SUNRISE city partners show how different issues and challenges can be addressed and where possibilities and obstacles can arise.

The neighbourhood angle aims to give a short overview about specific situations, methods and measures regarding approaching »accessibility for all« as well as to inform and to inspire. In each profile the current situation, experiences, demands and possible solutions are presented as part of the handbook of this cluster topic.

Malmö
Lindängen

Southend-on-Sea
Victoria Circus & London Road

Bremen
Hulsberg

Budapest
Törökör

Thessaloniki
Neo Rysio

Jerusalem
Baka

BREMEN
specific claims for accessibility

City Center — Hulsberg

Distance to City Center: 3,5 km

Population of the neighbourhood: 2.200

Land Area: 0,1 km²

Density: 22.000 / km²

16 %

36 %

Modal Split
in Bremen
(2013)

25 %

23 %

EXPERIENCES & DEMANDS

A key measure of SUNRISE to increase accessibility in the area around Hulsberg was re-organising parking. One measure was the intensification of parking rules enforcement ("Back to the rules"), to actively reduce illegal parking on pavements and junctions. This was accompanied by the introduction of residential parking, including the introduction of parking fees for external parkers. The implementation was connected by installing a significant number of bike racks (on the street, parallel to the carriage way), to reduce "wild" bike parking on side walks. Also, more car sharing stations were installed ("mobil.pünktchen") to reduce the ownership of private cars within the neighbourhood and – in the end - to regain space. The measure was implemented in the western part of the SUNRISE neighbourhood (covering 3000 households).

Main points regarding accessibility in **Hulsberg, Bremen:**

- Blocked sidewalks by illegally parked cars.
- Blocked sidewalks by bikes parked at fences, street signs etc.
- Reduced accessibility of fire engines and rescue vehicles as well as waste collection vehicles.
- Cobblestones and high curbs in the streets of the neighbourhood.

POSSIBLE SOLUTIONS/ NEXT STEPS

The measures to re-organise parking has only be implemented in one part (the western part) of the SUNRISE neighbourhood. The expansion of this measure to other areas is desirable, but depends on the increase of personnel resources, especially for related planning works for residential parking and the conduction of parking rules enforcement within the quarter.

Further measures to reduce structural barriers (curbs, cobble stones etc.) are desirable. However, the tight financial budget of Bremen limits those activities strongly. Only when works on sewers or supply lines become necessary in a particular street and earthworks are carried out anyway, the opportunity can be used for cost-effective changes of the street design. Also, the implementation of car sharing stations are frequently used in Bremen as an opportunity to improve accessibility and walkability: by the building of protruding sidewalks/curbs with the purpose of supporting manoeuvrability for service vehicles and creating barrier free intersections.

High curbs and cobblestones in the streets of the Hulsberg neighbourhood. Source: S. Findeisen, City of Bremen

LOCAL CONTEXT

Bremen has had a very tense financial position for many years. Consequently, investments into rebuilding streets to meet current standards for accessibility or to adapt the infrastructure to the traffic needs and planning goals is often not possible. When works on sewers or supply lines become necessary in a particular street and earthworks are carried out anyway, the opportunity often is used for cost-effective changes of the street design.

CURRENT SITUATION

The area around Hulsberg (Bremen - Östliche Vorstadt) is a typical historically grown inner city quarter of Bremen, with very narrow streets and sidewalks. In many streets, cars regularly park "illegally" halfway on sidewalks and in junctions – a practice that has been "tolerated" for decades so that it is perceived as a "customary right". Consequently, the walkability of the pathways and the accessibility for fire engines are significantly reduced. The use of sidewalks is often further limited by physical obstacles: bollards (to prevent illegal parking), bikes parked at fences, traffic signs, dustbins or other items. High curbs and carriage ways out of cobble stone in many streets are additional problems. Overall, the accessibility, especially for people with specific mobility needs (wheel chairs, rollators, walking sticks), people with visual impairment or for families with prams is very limited. For children, the parking habits and obstacles in the streets significantly reduce road safety.

„IN MANY STREETS, CARS REGULARLY PARK HALFWAYS ON SIDEWALKS AND IN JUNCTIONS – A PRACTICE THAT HAS BEEN TOLERATED FOR DECADES SO THAT IT IS PERCEIVED AS A <<COSTUMARY RIGHT>>."

Blocked sidewalks by cars. Source: S. Findeisen, City of Bremen.

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BUDAPEST
specific claims for accessibility

Neighbourhood of Törökőr in Budapest

Törökőr
City Center

Distance to City Center: 6,5 km
Population of the neighbourhood: 12.000
Land Area: 1,75 km²
Density: 6.857 / km²

Modal Split in Budapest

45 %
35 %
2 %
18 %

EXPERIENCES & DEMANDS

In Törökőr the main tool that was used by the SUNRISE project's partners to map and understand the mobility needs and problems of different sensitive groups were thematic walks. Altogether three walks were organized: one for blind and visually impaired people, one for wheelchair users and another one for parents with prams.
Additionally to the thematic walks a „quick win" - idea in the project with respect to accessibility was to install information boards or signs in several tram stops in order to support people with guidelines to help effectively those who need assistance for the use of public transport. This idea was not realized, since the Association for Blind People was afraid that - if the information boards will only implemented in a few stops and not in the entire city - people might only help others with assistance in those tram stops covered with information boards.

POSSIBLE SOLUTIONS/ NEXT STEPS

Based on the problems and needs identified in the first phase of the SUNRISE project eight measures or projects were formed from which the residents could later choose and vote for their favourites. One of these eight projects specifically aimed to make the area accessible for people with special needs by lowering the curbs of the pavement in some intersections, which were selected by wheelchair users. But that project did not get enough votes to make it into the first three which will be implemented within the framework of the SUNRISE project.
Another way to make the area more accessible, especially for blind people, is to clear the pavement from objects or obstacles which are hard to recognize with cane (e.g. post boxes, pollers etc.).
However all selected projects are focusing on traffic calming in specific areas, which contributes to accessibility for all, for example one project specifically focuses on safety around schools and kindergartens.

Main points regarding accessibility in **Törökőr, Budapest:**

- **The biggest issue are high curbs in intersections.**

- **Awareness raising and supporting people how to help those in need is important.**

- **There are often conflicts between the needs of different user groups (e.g. pollers help to avoid parked cars on the pavement, but also cause problems to blind people).**

- **The opinions within a specific sensitive user group about the best solution can vary.**

- **The importance of accessibility varies according to the limitations of the people (e.g. accessibility might not be as important for parents with prams as it is for wheelchair users or blind people, because they were not that interested in shared their experience and needs).**

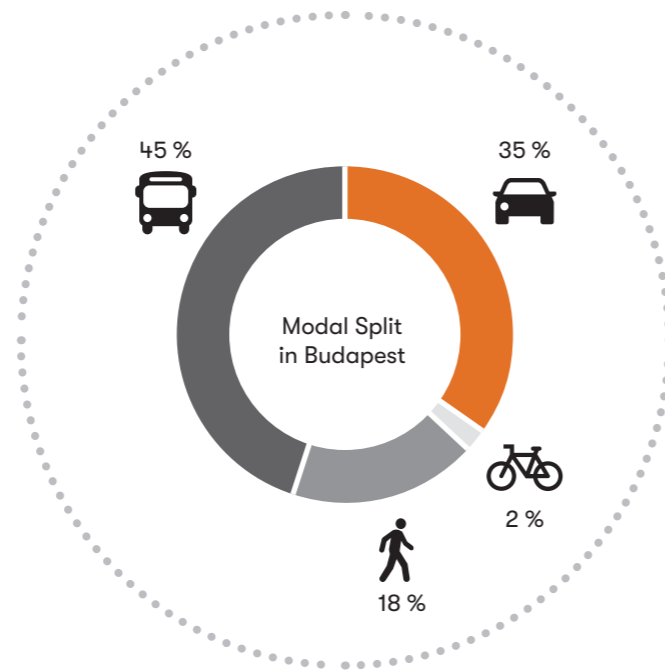Walk with blind people. Source: JóügyKft

LOCAL CONTEXT

With respect to accessibility aging is an important issue in Hungary as well as on the city level of Budapest. From 12.045 people registered 2015 in the SUNRISE Neighbourhood of Törökőr, 1.545 are between 0 - 14 years old, 970 between 15 - 24 years old, 6.586 are between 25-62 years and 2.944 are older than 62 years. Aging affects every area of mobility, from the green phase of traffic lights at pedestrian crossings, through the width of streets in a residential area, to the features in public transport vehicles.
Another process which is important on a city level is the growing use of bicycles and the growing demand for bicycle infrastructure accordingly. That lack of sufficient cycling infrastructure causes an accessibility problem for cyclists in many areas of the city and on many roads in Budapest.

CURRENT SITUATION

Accessibility is an important topic in the neighbourhood of Törökőr due to its relatively high number of people with special needs using and living in the area. The reason for this is that there is the Institute of Blinds, a Kindergarten and a School for Mobility Impaired Children between the age of 3 and 18 years close by. Besides people with special needs, there are parents with prams and elderly people living or using the neighbourhood who are sensitive to accessibility issues.

„ACCESSIBILITY IS AN IMPORTANT TOPIC IN TÖRÖKÖR DUE TO ITS HIGH NUMBER OF PEOPLE WITH SPECIAL NEEDS."
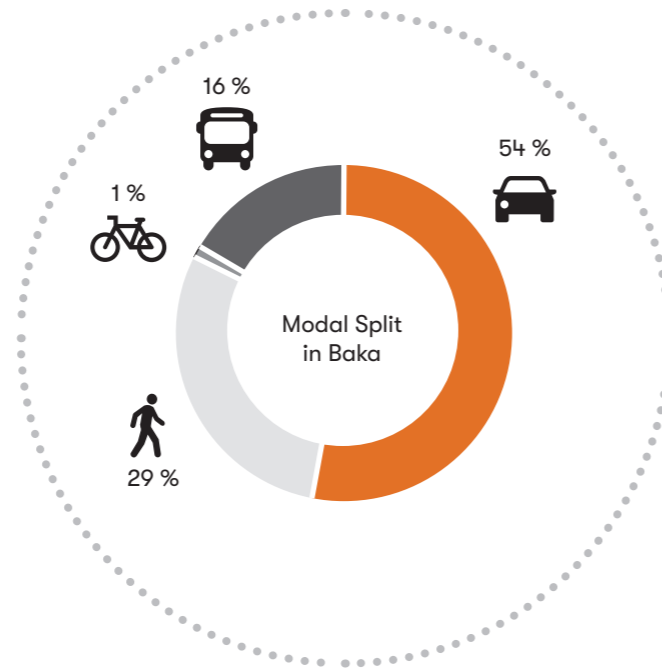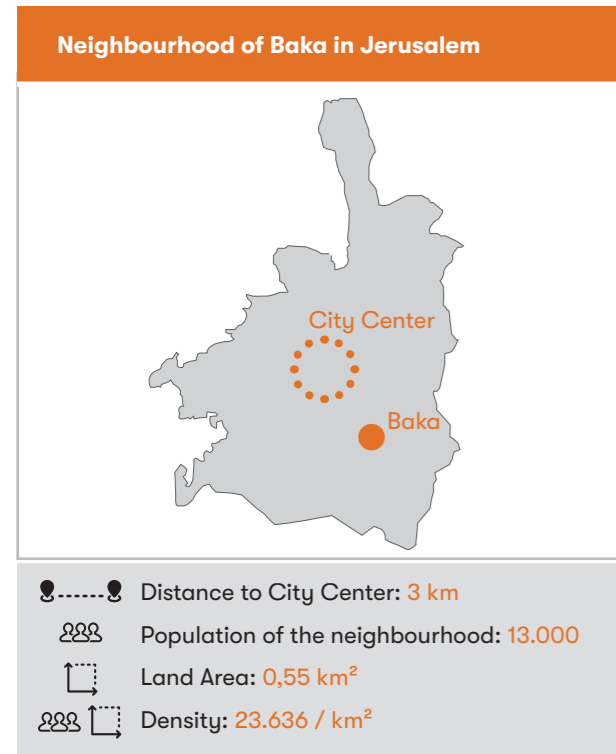

Curbs are an obstacle for wheelchair users in the neighbourhood - Walk with disabled people. Source: JóügyKft.

urbanista   SUNRISE

JERUSALEM
specific claims for accessibility

City Center

Baka

Distance to City Center: 3 km

Population of the neighbourhood: 13.000

Land Area: 0,55 km²

Density: 23.636 / km²

16 %

1 %

54 %

Modal Split
in Baka

29 %

EXPERIENCES & DEMANDS

In order to promote the physical needs within the neighbourhood they implemented a communal steering committee in Baka and tried to identify accessibility needs together with their residents.

POSSIBLE SOLUTIONS/
NEXT STEPS

To resolve particular issues of mobility and accessibility in the neighbourhood they are working together with the municipal public works departments on different projects. Those are of physical nature, such as fixing road crossings and sidewalk cracks as well as placemaking projects to improve the nodes along the main walking paths in order to to encourage the residents for walking. Moreover to overcome mental barriers or to initiate a mental shift they started campaigns to raise the awareness of benefits of walking as well as to reduce congestion and improve the road safety at rush hour. To improve the road safety they collaborate with the police force.

Main points regarding accessibility in **Baka, Jerusalem:**

- **Road safety**
- **Sidewalk safety**
- **Accessibility for people with special needs**
- **Road infrastructure**
- **Awareness of walkability as a sustainable, communal and happy lifestyle on multiple levels: for all populations, including special needs and elderly**

CURRENT SITUATION

The size of neighbourhood Baka in Jerusalem is „human scale" according to the extension of the surface area, so it can be crossed within 15-20 minutes by an able-bodied person. Moreover it is surrounded by major urban areas and by fast pubic transportation lines. However it has many challenges that affect the accessibility and walkability for all. Amongst those are safety issues (e.g. road crossing safety, especially for elderly and children or the safety on sidewalks due to cracked or narrow sidewalks, physical nuisances and cycling on sidewalks), a lack of physical measures for people with special needs and a lack of signs for the orientation in the neighbourhood. Furthermore there are cultural issues regarding to mobility. The number of private cars is high, because car ownership is considered as a status symbol. However many people in Baka are sustainable minded and only use them for long distances.

„THE NUMBER OF PRIVATE CARS IS HIGH, BECAUSE OWNERSHIP IS CONSIDERED AS A STATUS SYMBOL."

„TO INITIATE A MENTAL SHIFT THEY STARTED CAMPAIGNS TO RAISE THE AWERENESS OF BENEFITS OF WALKING AS WELL AS TO REDUCE CONGESTION AND IMPROVE THE ROAD SAFTEY AT RUSH HOUR."

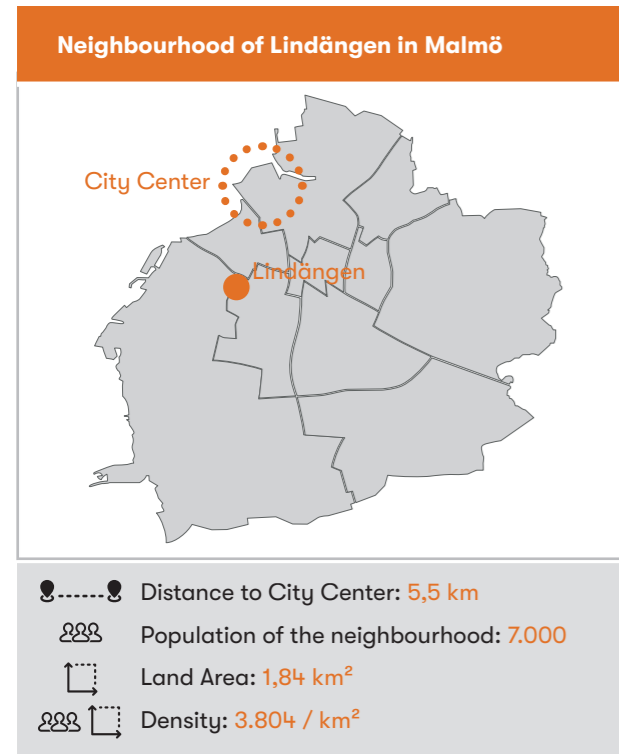One of the main requests in the gad-rivka placemaking project - Scooters drive through the gad-rivka courtyard and often make residents feel it is not safe for their kids to playing in the courtyard. Source: Maya Tapiero, SUNRISE

Placemaking project for a seating area that encourages people to go walking and rest while strolling, while meeting people along the way. Source: Maya Tapiero, SUNRISE

urbanista   SUNRISE

MALMÖ
specific claims for accessibility

Neighbourhood of Lindängen in Malmö

City Center
Lindängen

👤┄┄┄👤 Distance to City Center: 5,5 km
👥👥👥 Population of the neighbourhood: 7.000
� Land Area: 1,84 km²
👥👥👥� Density: 3.804 / km²

Modal Split
in Malmö

25 % 🚌
32 % 🚗
28 % 🚲
15 % 🚶

EXPERIENCES & DEMANDS

During the SUNRISE-project the focus in Lindängen has been to create more active and safe public spaces. The already established bike lanes are currently not used, because of the perceived feeling of unsafety. If the park around the bike lanes could be used more frequently, bike users would feel less exposed and more likely to use the designated areas for cycling.

Since it is know that many women and especially ethnic minorities avoid using the park, the SUNRISE-project wanted to address that group in the co-identification and co-creation phase, but it turned out to be problematic to reach them. The project group tried it in different ways and is still trying new ideas and concepts. But this is in a way also an accessibility problem - the access to processes in the municipality and the issue of the way the project group has worked with involvement of the citizens in the past. So the question remains: „Can this be done in another way to include more people in the process?".

Main points regarding accessibility in **Lindängen, Malmö:**

- **Physical barrier of the main road**
- **Seperated transport modes**
- **The feeling of us and them**
- **Perceived unsafety**

LOCAL CONTEXT

Lindängen is located in the south of Malmö and home for 7.620 people. Compared to other parts of Malmö, the population in this neighbourhood is characterized by a high migration background. 76 % of the population of Lindängen have a foreign background compared with the average of Malmö of 45 %. Most frequently spoken languages are Arabic, Polish, Danish and Serbian/Croatian. Lindängen is home for a very young population. 36 % of the residents are below the age of 24 compared to 29 % for Malmö's average. In Lindängen households with children are more common than the city average. In Lindängen a significantly lower share of the population has reached a high level of education compared to the Malmö average. However, the school results rank above average. Other socio-economic statistics describing Lindängen are an employment rate and per capita disposable income below the city wide average, while school results rank above Malmö's average.

The neighbourhood is representative for the Swedish building style of the 1960s-70s. The buildings consist of multistory buildings with a high percentage of rental flats, but hardly no detached houses, compared to the rest of Malmö. During a time when housing was scarce, the national government encouraged the construction of one million new apartments with a clear separation of transport modes. Up until now, parking is reserved in underground garages and outside the neighbourhood. Inside, bike lanes and pedestrian paths connect residential areas with its central amenities, shops and services. Public places where people can meet are parks with vast lawns, a central square, public and residential playgrounds and sportsgrounds.
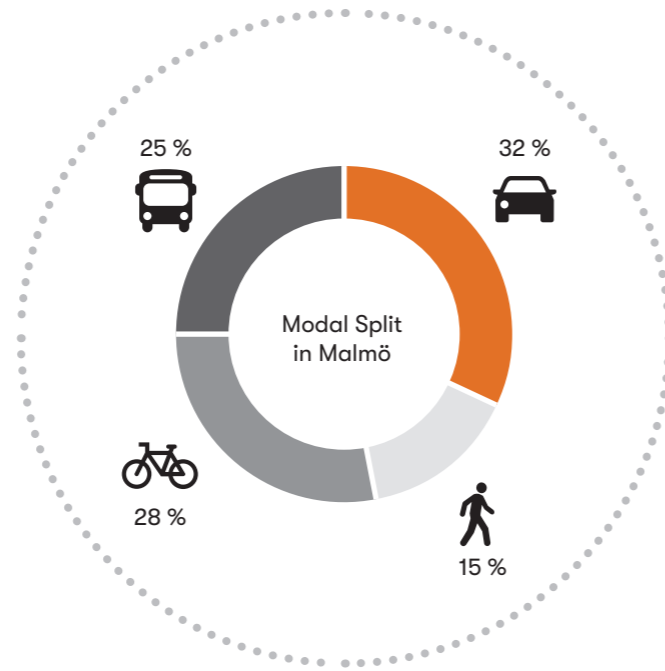
CURRENT SITUATION

Lindängen in Malmö is currently facing different issues affecting the accessibility for all in the neighbourhood. Problems are of tangible or rather physical nature as well as of intangible or mental nature. Those specifically consider the following four aspects: a barrier of the main road, seperated transport modes, a feeling of „us and them" as well as perceived unsafety. Lindängen and the close by areas of Nydala and Hermodsdal are divided by a large main road that creates a physical barrier to the rest of the city. The design of the neighborhood, with separated transport modes creates a distance between the lived life and the spaces between the buildings and create a physical and mental barrier for people to use the park.

As a mental issue it is to point out that the inhabitants in Lindängen, Nydala and Hermodsdal have a very strong feeling for their neighbourhood or a feeling of belonging and knowing everyone in the area. But this sense of belonging also alienate the other neighbouring areas and it creates a mental barrier between the people of different neighbourhoods that is hard to deconstruct. Furthermore the neighbourhood is known for being unsafe and a criminal area which makes the urban space inaccessible for certain citizens – mainly women and children – that do not feel safe using the urban space.

POSSIBLE SOLUTIONS/ NEXT STEPS

One aim of the project is, that women should be more present in the park and on the streets. But this is not only an issue of bad urban planning or a lack of outdoor activities. The culture and the perception of the feeling of unsafety in the area is one of the main issues in Lindängen and an issue that might be better handled by another department of the municipality.

„THE NEIGHBOURHOOD IS KNOWN FOR BEING UNSAFE AND A CRIMINAL AREA WHICH MAKES THE URBAN SPACE INACCESSIBLE FOR CERTAIN CITIZENS - MAINLY WOMEN AND CHILDREN."
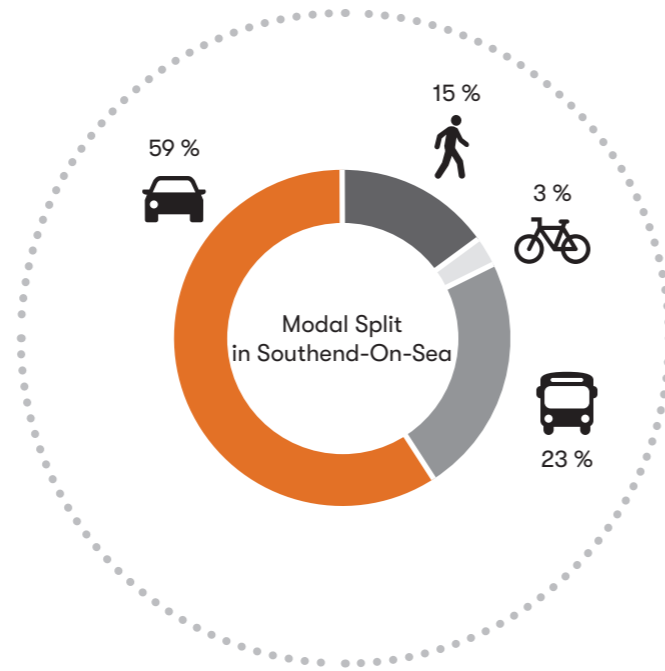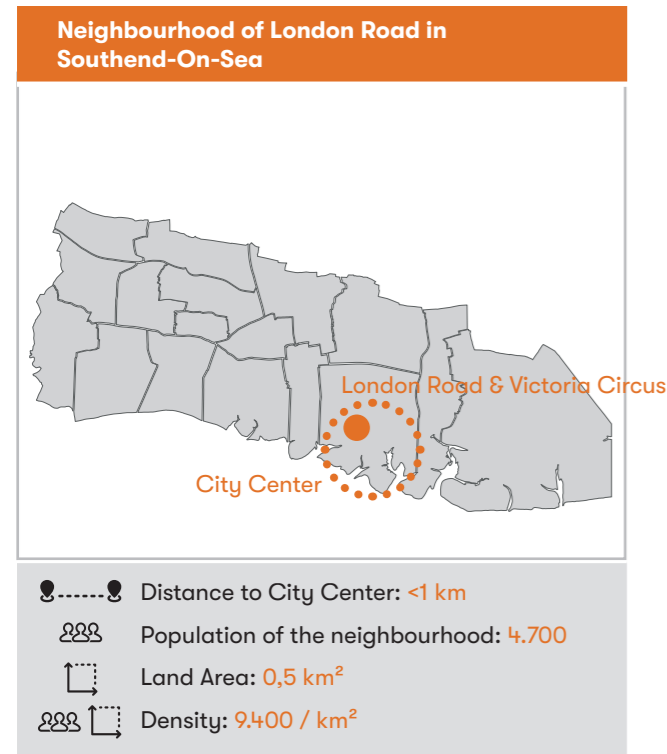

Physical and mental barrier - A large multilane road creates a barrier between Lindängen and Hermodsdal.
Source: Emmy Linde

Separated transport modes - The building style of the 60's with separated transport modes creates large spaces with no eyes on the pedestrian or bikelanes, creating a feeling of unsafety. Source: Kajsa Körner

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SOUTHEND-ON-SEA
specific claims for accessibility

London Road & Victoria Circus

City Center

Distance to City Center: <1 km

Population of the neighbourhood: 4.700

Land Area: 0,5 km²

Density: 9.400 / km²

15 %

59 %

3 %

Modal Split
in Southend-On-Sea

23 %

EXPERIENCES & DEMANDS

Projects in the past have done extensive public consultation, however, the SUNRISE-project has brought about a shift in the practice in the sense, that we have moved from consulting - where stakeholders share opinions and comments on plans that are developed internally - to true engagement and empowerment, where in the stakeholders are leading the project in partnership with the project team. Early engagement has allowed them to contribute to the project, its scope and aims from the onset of the project helping in the creation of a feeling of ownership.

Main points regarding accessibility in
**City Centre,
Southend-on-sea:**

- **Creating a welcoming gateway to the town centre.**

- **Providing a useable public space that is attractive, thriving and reflects the character of Southend.**

- **Improving wayfinding in the town centre.**

- **Encouraging walking and cycling in the town centre.**

- **Improving safety for pedestrians at all times of the day.**

CURRENT SITUATION

The neighbourhood falls within one of the most deprived wards in Southend-on-Sea and there are efforts being made to regenerate the area. These societal challenges are mirrored in the quality of some of the neighbourhood's environment. The car is seen as a safer mode of transport and hence many people not to walk or cycle. Social networks in the neighbourhood are affected by the on-going regeneration of the neighbourhood. This development creates a divide between the older, less affluent, original residents, and the younger, more affluent new residents. The car often is perceived to represent a status symbol and is a reason that some people choose the car over public transport, cycling or walking. However a recent survey revealed, that walking is the main mode of transport to the City Centre. This includes people coming from different parts of Southend - not just the City Centre - Neighbourhood.

„STREET SPACE IS NOT ONLY SPACE FOR TRANSPORT, BUT SPACE FOR SOCIAL INTERACTIONS WITH DIRECT IMPACTS ON THE QUALITY OF LIFE FOR CITIZENS "

POSSIBLE SOLUTIONS/ NEXT STEPS

Southend-on-Sea aims to find creative solutions to mobility issues in the City Centre. It will use temporary trials to enable local stakeholders to test co-developed solutions for improving Victoria Circus and London Road (between College Way and Victoria Circus). The results will form the basis for new design solutions, that will be implemented as permanent changes by the end of the project. These measures include the redistribution of street space. Street space is not only space for transport, but space for social interactions with direct impacts on the quality of life for citizens. The project will aim to reclaim all or parts of the carriageway to ensure the street space is used to its full potential and not just for car use. Another measure is the creation of a welcoming gateway to the City Centre by testing innovative solutions to create an attractive entrance to the City Centre. Moreover they aim to promote active travel by facilitating active modes through comprehensive ‚convenience' by implementing different measures (e.g. infrastructure, information, campaigns etc.) and encouraging people to use them. Therefore a seamless transition between the modes as well as the improvement of the orientation or wayfinding in the city play an important role. By ensuring lightening in public spaces and streets and convenient street furniture people should feel save and invited to linger in the Town Center.
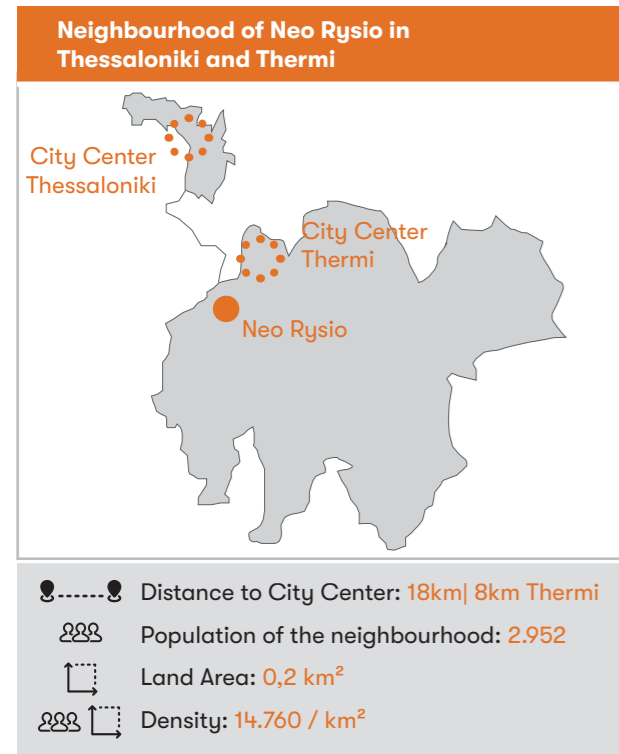

Indication of a very car dominated space, which over time has become neglected amplifying the sense of reduced safety within the area. Source: Justin Styles

As with London Road - Victoria Circus has become a neglected space which doesn't produce sense of 'welcome to the Town'. Source: Justin Styles

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THESSALONIKI
specific claims for accessibility

City Center
Thessaloniki

City Center
Thermi

Neo Rysio

Distance to City Center: 18km| 8km Thermi

Population of the neighbourhood: 2.952

Land Area: 0,2 km²

Density: 14.760 / km²

31 %

46 %

**Modal Split
in Neo Rysio**

5 %

18 %

EXPERIENCES & DEMANDS

The solution proposed to address the accessibility issues in the neighborhood promotes the creation of a pedestrian bus in order to reduce vehicles in the area around schools and increase road safety for both pedestrians and vehicles. Students are organized to walk all together and be accompanied by an adult. The team follows a defined route and gets or lets the children out of their homes. The idea is usually staffed with parents who are already going with their school children by foot. The approach is similar to a bus line. The „pedestrian bus" usually has a fixed route and itineraries. The „pedestrian bus" needs cooperation between parents, schools or the municipality. In any case, it requires cooperation with parents.

Main points regarding accessibility in
Neo Rysio, Thessaloniki:

- **Improvements of public transport services and an increase of bus frequencies**

- **Provide real time public transport information**

- **Implement smart ways of living, help to decrease CO₂-emissions and other pollutants**

- **Improve the accessibility to schools**

- **Neo Rysio can become an attractive destination for new residents who wish to receive a high standard of quality of life for themselves and their children**
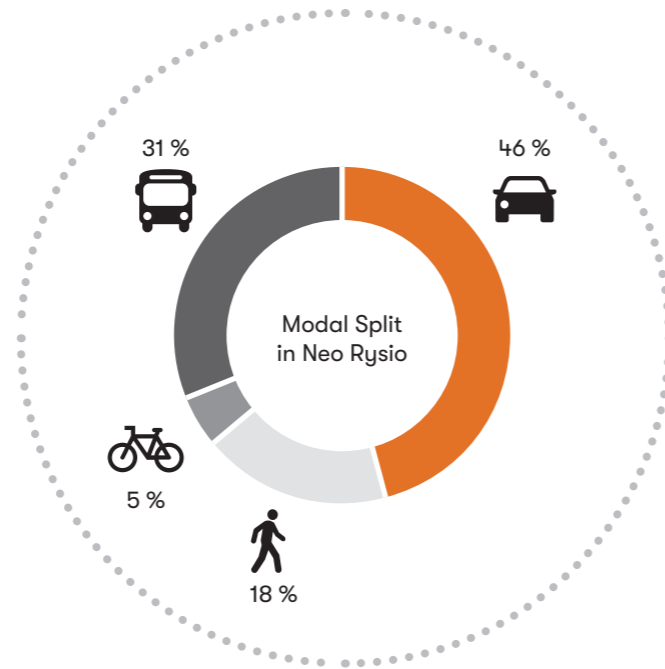
POSSIBLE SOLUTIONS/
NEXT STEPS

LOCAL CONTEXT

The area of Neo Rysio is included in the strategic Sustainable Urban Mobility Plan (SUMP) for the metropolitan area of Thessaloniki, while the operational local SUMP for the municipality was concluded in 2016. Public transport coverage, parking issues and other cases of misuse of public space, the lack of a central square or playgrounds and appropriate infrastructure for children's and families' recreation activities are some of the problems that have been indicated.
The 15.000 square kilometers area has undergone a noteworthy population increase of 65 percent, during the decade 2001 until 2011, which is indicative of the dynamics and the people-focused potential of this neighbourhood. Though it should be noted that around 57 percent of the population is economically non-active, and that unemployment in Neo Rysio is a bit higher than 14 percent. Additionally, according to the latest Census, around 25 percent of the population is younger than 20 years old, while the respective share of the elderly (older than 60 years) is around 20 percent. Emphasis should be given to new residents that are developing new mobility habits and therefore are more receptive to new sustainable travel choices. Finally, in eo Rysio there is a high degree of sense of belonging and cultural linkage that dates back to the historical roots of Neo Rysio as a refuge of relocated Greek populations during the 1920s.

CURRENT SITUATION

The neigbourhood Neo Rysio consists primarily of residential areas with local commercial activity. It has a strong functional relationship with the urban core of the municipality of Thermi, as well as the center of Thessaloniki, in terms of administrative, economic, health, educational and other lifestyle-related activities. Accessibility in terms of public transport coverage is limited, despite the fact that Neo Rysio is located very close to the interchange station of IKEA. Moreover citizens don not have a direct connection to the center of their municipality in Thermi except by limited municipal transport and intermunicipal connections.
An issue of utmost importance is the accessibility to crucial infrastructures with a special view on schools. These areas gather many trips in the same time period and for a very short duration. The trips are made by different transport modes, including cars, buses, bicycles and pedestrians. In most of the cases the infrastructure is not appropriate and the accessibility is limited and consequently creating safety issues for the users.

One of the main challenges for Neo Rysio is to shift the modal split in favour of public transport, car sharing, bicycle and other alternative modes of transport. The area is mainly car dominated, but has a big potential to change towards sustainability, because it already has the basic infrastructure to achieve it.
As a result of the co-identification phase, different challenges have been identified, that should be addressed within the framework of the SUNRISE project. Those are: improving public transport services with more frequent and qualitative public transport connections to Thessaloniki, an intermunicipal connection with Thermi and other settlements, improving accessibility and road safety in main road axes, improving bike facilities, introducing a more organized car sharing system, the maintenance of basic infrastructure as well as eliminate heavy vehicles from the centre of the settlement.

„AN ISSUE OF UTMOST
IMPORTANCE IS THE
ACCESSIBILITY TO CRUCIAL
INFRASTRUCTURES WITH A
SPECIAL VIEW ON SCHOOLS."

Elementary school entrance. Source: Dimitra Komnianou (TheTA)

Central junction of Neo Rysio - Konstantinoupoleos-Metamorphoseos. Source: Dimitra Komnianou (TheTA)

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SUMMARY & CONCLUSION
Cluster Topic – Accessibility for all

LONG STORY SHORT

As already defined in the introduction of this paper „Accessibility & Mobility for all" is defined as the ease of reaching destination and includes both - the access and connection of places for interactions or activities and for transit for every citizen. Although the meaning seems to be self-evident for every human being, the perception of accessibility and mobility differs by the various user groups due to mainly physical and mental barriers - caused by architectural or social structures in our urban fabric and within our communities - as well as attitudinal, organisational, informational and technological barriers or simply the absence of destinations or transport options (cf. chapter 1).

Those user groups (disabled, elderly, ethnic minorities, youth, low income etc.) have specific claims and unfortunately experience impairments in different ways (see p.6 ff.). Indeed accessibility constitutes an important factor for urban quality, nevertheless cities are still covered by various forms of obstacles and do not address all people in the same way. Therefore inclusion is declared as one of the main objectives in urban planning to ensure the possibility for every person to equally take part on the everyday life in the communities (cf. chapter 2).

An inclusive planning approach requires a heterogenous perspective and intersectional awareness (see: the lens of intersectionality p. 6). The different user groups have to be involved in early stages of the planning and design-process. In any case it has to be considered, that accessibility is not only about avoiding physical and architectural barriers, but also mental barriers, spatial exclusion, the permeability of the urban tissue, the proximity and availability of infrastructures etc. Methods or actions can be of different nature and scale to address the various realities on the ground and specific needs of people. While some actions focus on the design of structures, spaces in a tangible way, others intend to overcome mental issues by information, guidance or safety measures (cf. chapter 3).

The six SUNRISE Action Neighbourhoods demonstrate, how different situations and circumstances in their city or neighbourhood require certain measures to ensure the accessibility for all, due to the specific urban environment and social structures. The issues in the neighbourhoods differ from

physical and architectural, to psychological or social or demographic issues. While some neighbourhoods are facing challenges connected to their current infrastructure and its physical condition (e.g. the lack of appropriate infrastructure in Neo Rysio/Thessaloniki or cracked sidewalks in Baka/Jerusalem), others are dealing with social or mental issues in their communities (e.g. the value of the car as status Symbol in Southend or the image of crime and fear in Lindängen/Malmö). Again others have to cope more with different user groups and their physical state (e.g. people with special needs in Törökör/Budapest). However in most of the cases, all aspects (architectural, social and physical) are somehow related, sometimes interconnected and have significant influence on the accessibility.

Furthermore the cities reveal how the physical and built environment affects the social situation in the communities and as a consequence the accessibility of certain user groups or places. Thus, for instance the separation of transport modes in Lindängen/Malmö constitutes a mental barrier and creates unused social spaces. Whereas the bad condition of sidewalks in Baka/Jerusalem result in safety issues and reduce walkability.

All projects within the SUNRISE framework were focused on the co-identification of the needs from people within the neighbourhood. As each neighbourhood had its own characteristics and special claims, the collectively developed and selected methods and measures address both dimensions – the construction & space as well as the mental & social dimension.

Respectively the actions range from physical placemaking projects (Baka/Jerusalem), improvements of public spaces/parks (Lindängen/Malmö) or the reorganization of the street space for pedestrians and cyclists (Southend), to collective measures like the pedestrian school bus (Neo Rysio/Thessaloniki), info-boards with guidelines for assistance and thematic walks including people with special needs to identify their specific claims (Törökör/Budapest).

But not only the measure itself have inclusive approaches, also during the co-creation process towards the measures the city partners have tried to involve various groups. The collaboration between or involvement of different actors in

the projects is an important aspect of the SUNRISE process and includes for instance public works department and police force (Baka), parents, schools and the municipality (Neo Rysio) or specific user groups with special needs (Törökör).

The »Neighbourhood Angle« shows the various challenges and efforts of the city partners in terms of »accessibility for all«. It underlines the importance of the involvement of different user groups and their special needs and claims as well as to consider both dimensions - structural and social/mental - to overcome barriers and guarantee accessibility for all. And, just as important, the »Neighbourhood Angle« also points out the difficulties that also arise during these processes. Be it the challenge of reaching specific, marginalised user groups or the fair weighing of the needs of different groups.

The consideration of theory and practice shows that the urgency of making cities and especially their transport systems accessible for all parts of the population is beyond doubt. But just as the ambitions are big, so are the challenges that come with them. This is mainly due to the fact that cities have been planned over a long period of time by and for dominant user groups and their needs. As a result, the diverse marginalised user groups, their demands and the resulting need for action now appear particularly extensive. Added to this are intersectional challenges, i.e. the overlapping of different forms of discrimination in one person. The complexity of the planning itself makes it even more difficult - if mobility is to be planned in an inclusive way, topics such as housing or social infrastructure must also be considered simultaneously. Clearly, there is still a long way to go to make mobility truly inclusive, but the growing professional and public debate, the growing demands on planning and the increasing number of scientific studies are encouraging and giving hope for a more inclusive society in the future.