ISEMOA

Improving seamless energy-efficient mobility chains for all

Accessible and energy-efficient mobility for all!

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Ecuba
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Ecuba

ISEMOA Partnership

- EU Programme: Intelligent Energy – Europe

- Coordinator: FGM-Amor (AT)

- Start: May 2010

- Duration: 36 months

- Partnership: 19 Partners, from 14 different EU countries

ISEMOA project

- Quality Management -schemes are **standardized quality management processes** based on successful QM-processes such as BYPAD, MAXQ and MEDIATE

- Develops tailor-made **Quality Management Schemes for continuous improvement of the accessibility** of the door-to-door mobility-chain in European municipalities, cities and regions

- Increases Energy Efficiency in transports by **improving the accessibility of public spaces and pubic transports**: this enable all citizens and visitors (including PRM) to adopt a less car-dependent lifestyle

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ISEMOA assumptions – Accessibility matters!

- One third of the population encounters barriers in public spaces and on public transport making it difficult – or even impossible – to move around independently.

- Thus, people with reduced mobility often have to rely on private car in order to fulfil their mobility needs (or on special transport services, other people's help and support, etc.).

- Improving accessibility to daily activities also help out to fulfil all citizen's mobility needs, ensure independence & participation, and improve quality of life.

ISEMOA is unique in its holistic view

ISEMOA takes into account ...

→ all categories of people with reduced mobility (PRM)

→ the whole door-to-door mobility chain with sustainable transport modes

→ a comprehensive view of accessibility

→ all kinds of barriers

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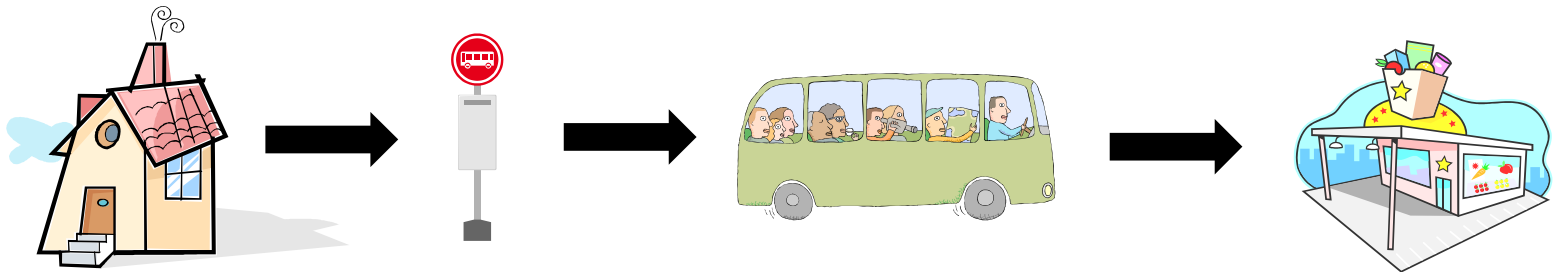# All categories of people with reduced mobility (PRM)

- People with permanent disabilities or temporal impairments (reduced movement, vision, hearing, and cognitive functions)
- People with communication difficulties
- Older people
- People walking with small children or perambulators, and people carrying heavy luggage etc.

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The whole door-to-door mobility chain…

- A mobility chain generally involves several trips made by one or several transport modes, e.g. a walk from the home to the bus stop, a bus ride, and a final walk from the bus stop to the destination.

- Moving from A to B is often a complex chain of events that all have to be usable – missing links may make a trip impossible to carry out.

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The comprehensive view on accessibility

Accessibility is defined as the ease of access or how easily people can reach desired activities, and comprises the following three levels:

- **The macro-level** concerns geographical accessibility and land-use patterns in terms of location, distance, density, diversity etc.

- **The meso-level** concerns availability of sustainable transport modes (i.e. infrastructure for public transport, cycling, and walking) and service level in terms of routes and frequency, information, travel time/cost, safety/security concerns etc.

- **The micro-level** concerns the occurrence of various physical barriers (poor standard) on pavements and other pedestrian facilities, PT stops/stations, and vehicles.

From land-use and availability of sustainable transport modes…

… to details in the environment.

Physical barriers in public spaces / public transport

➔ Level differences in public transport…

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Physical barriers in public spaces / public transport

➔ Poor contrast markings on steps at stairs, lack of guidance along routes, poor visual or tactile guidance in crossings…

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Physical barriers in public spaces / public transport

➔ Leaning pavements, hills, steep ramps…

Physical barriers in public spaces / public transport

➔ or a lot of other barriers when travelling…

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From theory to practise…

- The knowledge on how to create accessible public spaces and public transport is rather good. For example, there are several international and national standards and guidelines available on such "design for all".

- However, the transport system is still far from being completely accessible for all PRM.

- The focus of ISEMOA is on how the **work** on accessibility, of municipalities, cities and regions, can be more systematic and effective.

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Where QMS are going to be developed?

3 Test site categories:

- Municipalities

- Cities

- Regions

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Partner country	Municipality	City	Region
1. Austria (FGM)			Province of Styria
2. Belgium (M21)		Leuven	
3. Bulgaria (BSRAEM - EAP)	Bourgas	Plovdiv	
4. Czech rep. (NP- IEP)	Holice	Kolin	
5. Germany (TUD)			Saechsische Schweiz
6. Spain (ETT)		San Sebastian	
7. Ireland (SECAD)	Midleton		
8. Italy (ECUBA-AGEAS)		Modena	Comunità Montana Valle di Diano
9. Poland (ITS)		Nowy Dwór Mazowiecki	
10. Romania (URTP)		Sibiu	
11. Sweden (Trivector)			Trafikverket Region Syd
12. Slovenia (Sinergija - UIRS)	Puconci	Ljubljana	
13. Slovakia (uni Zilina)		Zilina	
14. UK (TAS)		Sheffield CT	
TOTAL 18 (aim=18)	5	9	4

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The ISEMOA quality cycle

- **5 components**
- **16 elements (quality criteria)**

PRECONDITIONS	user needs and involvement, current state, legal / regulatory context
POLICY	policy on paper, leadership
STRATEGY	programme / action plan, people, partnerships, financial resources and logistics
IMPLEMENTATION	land-use planning, walking & cycling infrastructure / public spaces, public transport, seamless travel, supportive measures
MONITORING & EVALUATION	user / society results, management review

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The 10 steps of implementing the ISEMOA QMS

Step 1: Initiation of the implementation of ISEMOA QMS

Step 2: Preparatory meeting

Step 3: Creation of the ISEMOA team

Step 4: Collection of background information, policy/planning documents, and data for accessibility indicators

Step 5: Introduction meeting with a self-assessment of the accessibility work

Step 6: Consensus meeting

Step 7: On-site visit (optional)

Step 8: Strategy meeting

Step 9: ISEMOA report and certificate

Step 10: Follow up

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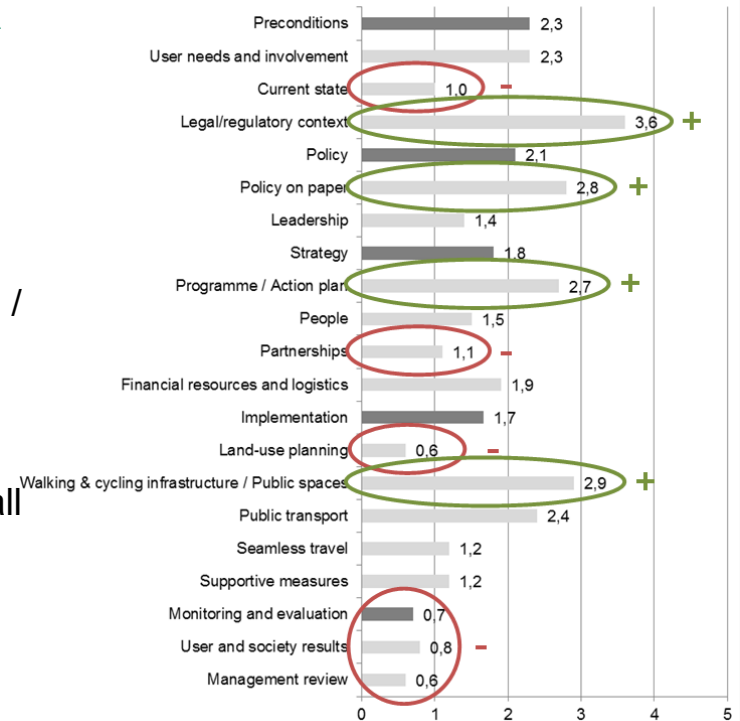Improving seamless energy-efficient
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Expected Outcome: Selection of measures/actions for improving accessibility work

Strengths

•Staff is highly aware of and applies national requirements, e.g. for barrier-free design of public spaces and public transport.

•Policy on paper exist as well as a programme / action plan for accessibility.

Weaknesses

•Poor knowledge on the current state of accessibility in the municipality/city/region on all levels.

•Lack of cooperation / coordination with other stakeholders

Preconditions	2,3
User needs and involvement	2,3
Current state	1,0 −
Legal/regulatory context	3,6 +
Policy	2,1
Policy on paper	2,8 +
Leadership	1,4
Strategy	1,8
Programme / Action plan	2,7 +
People	1,5
Partnerships	1,1 −
Financial resources and logistics	1,9
Implementation	1,7
Land-use planning	0,6 −
Walking & cycling infrastructure / Public spaces	2,9 +
Public transport	2,4
Seamless travel	1,2
Supportive measures	1,2
Monitoring and evaluation	0,7
User and society results	0,8 −
Management review	0,6

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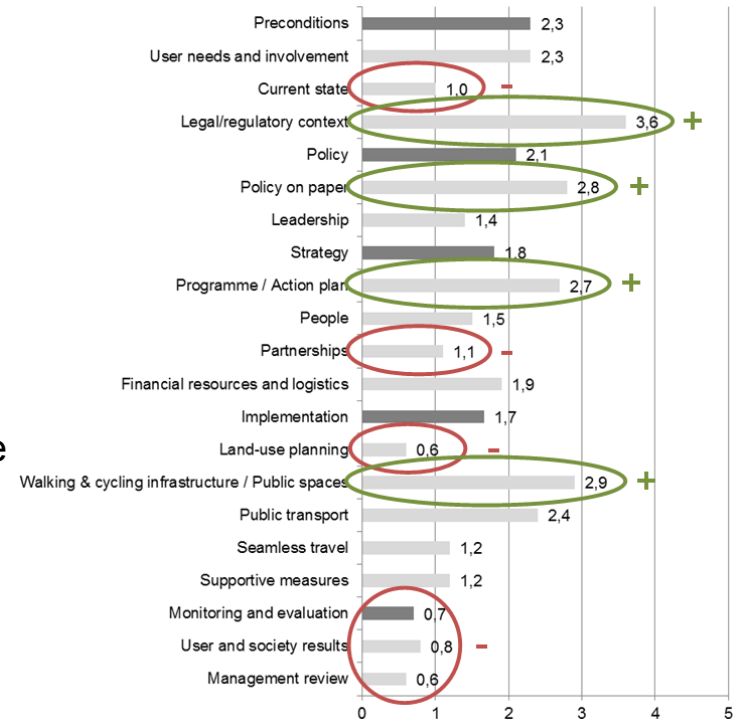Improving seamless energy-efficient
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Selection of measures/actions for improving accessibility work

Proposed improvements

•Conduct a systematic inventory of physical barriers in public spaces and public transport and include results in the programme / action plan for accessibility

•Establishing a network for the stakeholders involved in accessibility.

•Appoint a person in the organisation to be the coordinator for accessibility.

•Formalise partnerships with relevant stakeholders.

•Measure some accessibility indicators regularly.

•Conduct regularly travel surveys.

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Benefits of implementing the ISEMOA QMS

- **Improving the credibility** in the work with accessibility
- Getting inspiration and new ideas for improving the work with accessibility
- Establishing a structure for a **systematic and effective approach** (participation process) in the work with accessibility
- Help to fulfil goals, **meet legislative directives** on accessibility, etc.
- Establishing **communication channels** among all stakeholders involved in the work with accessibility, both from within and outside the organisation
- Establishing a more **comprehensive view** on accessibility
- Highlighting the **role of accessibility** for creating an energy-efficient and sustainable transport system for all

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Continuing ISEMOA ….

- September 2011 – December 2011

  Developing ISEMOA QM-schemes

- October 2011 – May 2012

  Testing and improving ISEMOA QM-schemes

- August 2012 – May 2013

  Training of external auditors

Thank you for your kind attention !

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