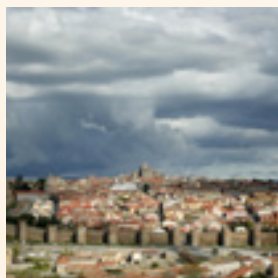
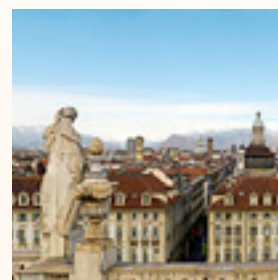
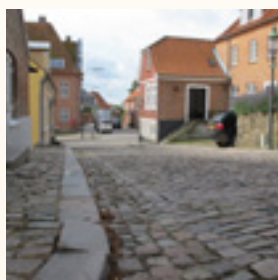
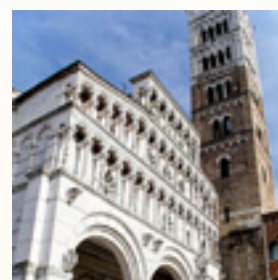
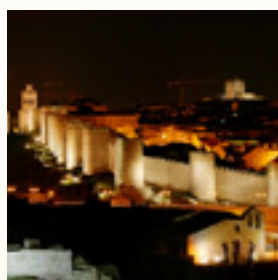
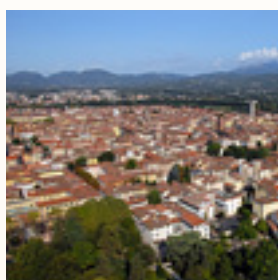


# ACCESSIBLE ROUTES IN HISTORICAL CITIES

A best practice guide for the planning, design,  
implementation and marketing of accessible  
routes in historical urban environments



LEAGUE OF HISTORICAL  
AND ACCESSIBLE CITIES



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League of Historical and Accessible Cities (LHAC) is a project of the European Foundation Centre's Disability Thematic Network.

[WWW.LHAC.EU](http://WWW.LHAC.EU)

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# FOREWORD: ONE GOAL, AND MANY PATHS TO GET THERE

By Gerry Salole, Chief Executive, European Foundation Centre



In one League city, the lead foundation had the will to see the project done, but there were no resources to do it. In another case, the lead foundation had the funds, but no city on which to spend them. In yet another, the funding and the will were there, but the ideas for how to carry out the project were not. And so on...

How did this incredible group of foundations, all so different from one another and all working in such different contexts, move towards the same goal within one overarching project, namely the League of Historical and Accessible Cities? Part of the answer lies in their unbridled acceptance of variety, diversity and flexibility. The other part lies in their absolute tenacity, creativity and resilience.

The first city I referred to above is Lucca, where Fondazione Banca del Monte di Lucca had a vision for its city and a determination to make the project work. In a strategy to get the city council on board, the foundation gathered the NGOs and civil society organisations working for the city of Lucca to all go as one to the city council and present this idea en masse.

The case of the foundation with funds but no city is the story of Fondation Réunion, which at first tried alone to identify and convince various French towns of the value of signing up to the League. When this failed, tenacity kicked in, with the foundation forming a high-level group of organisations and individuals, including the French Minister of Culture and the Louvre Museum, among others, to develop a methodology to analyse the accessibility of all French cities. They then identified the best candidate city for the project – Mulhouse – which had already made many unrecognised efforts in regards to accessibility. This time, instead of knocking on doors, the foundation and its influential and prestigious partners reached out to their selected city and started a conversation with the local authorities. Mulhouse ended up being a pilot city for foundations with expertise in a variety of interventions, adding value to the project through the Centre Français des Fonds et Fondations.

In the third case, where everything but the ideas were lined up, a consortium of foundations led by Realdania put out a call to Danish architects to come up with innovative proposals for the League project in Viborg. The competition generated amazing ideas, two of which were so good and with completely opposed philosophies that the firms who came up with them were asked to come back with a joint proposal. The stories of Ávila, Sozopol and Turin are just as inspiring – all involving different combinations of partners, varying levels of experience with accessibility issues in urban planning, and a flexible approach that moulds itself to each city's unique character and culture.

In these pages you will find the more technical information and background on the League, along with some handy checklists on the how's, as well as the do's and don'ts, of making historical cities accessible.

But I'd like us all to take a moment to step back and think about what this project has achieved, what it means. It has not only made these cities attractive for those with disabilities, for those with small children, for the elderly – it has improved the quality of life for all residents of these cities. It has inspired these cities to go further and make other improvements such as installing new sidewalks and planting more trees. It has boosted the economies of these cities, not only through tourism but through local residents enjoying their city more. A project with the nominal objective of creating accessible tourist routes through historical European cities has organically gone so much further by raising awareness of what fundamentally constitutes quality of life.

And for foundations, the story of the League stands as a model for any single foundation or group of foundations who want to achieve something in any field. It inspires new ways of collaborating; it embraces flexibility and individualism of partners; and it eschews the one-size-fits-all approach that I think many foundations fear when they contemplate entering collaborations. These are all useful reminders for any foundation working to create social change!

# EUROPEAN CHALLENGES TO ACCESSIBILITY

By Jesús Hernández Galán, Director of Accessibility, Fundación ONCE, and Vice-President, ENAT

In a rapidly changing world, Europe's historical cities are being increasingly recognised and valued for their contribution to the quality of life of their citizens and those who come to experience them as visitors, from near and far.

European cities and large towns are characterised by their long and unique history, often dating back many centuries and even millennia. The rich legacy of many generations has shaped the cities where many of us live and work today. These urban environments provide vibrant settings with an enormous variety of physical and cultural components; with streets, bridges, monuments, historical and religious buildings, green spaces, market squares and sites where age-old ceremonies and festivals take place. As such, our diverse historical cities are part of the living European cultural and architectural heritage, which continues to define and shape our modern communities.

European cities are a significant draw for European and overseas tourists, and despite economic trends, these cities enjoyed increased average growth rates in tourism (measured by the number of hotel bed-nights) of more than 6% in 2011. A notable finding in a recent EUROBAROMETER survey on tourism shows that the main attractions for tourists in 2011 were: the environment (32%); cultural heritage (27%); and entertainment (14%). As the number of travellers increases year by year, tourism has become a part of national development strategies, being an effective driver of economic growth and inclusive development, creating jobs and well-being for communities.

While historical cities represent important and picturesque elements of European history and culture, many visitors have limited access to this heritage. Insufficient access to information, transport, accommodation and inadequate services restricts the freedom of movement of people with sensory or physical disabilities, families with small children and the elderly, preventing or severely limiting their enjoyment of these destinations.

Due to social and demographic changes there is an increase of people with disabilities in Europe (more than 80 million in Europe) and also an increase in the proportion of older people. It is evident that these groups have the ability and aspiration to travel, and many, seniors in particular, have more free time and discretionary income to spend on holidays and leisure. This social segment is therefore adding to the demand for an accessible environment, transport and services which adds to the market value of the accessible tourism segment.

To meet this market demand, those responsible for managing and preserving historical cities are faced with the challenge of improving the accessibility of city streets, monuments and buildings while safeguarding their cultural heritage. This has given rise to many innovative approaches to achieve access in a wide range of settings, making use of new technologies and design solutions. The belief which prevailed for many years that access demands and conservation needs are inevitably opposed and irreconcilable, has been proven wrong as overarching concepts of universal accessibility are applied to find solutions in even the most sensitive situations and contexts.

Making historical cities accessible to citizens and visitors is a winning strategy for the long-term sustainability of heritage sites, as increased visitor numbers have a ripple effect through the tourism economy. Income from tourism, directly and indirectly, can provide greater financial means for conservation and urban regeneration. Catering for the accessible tourism market typically brings additional advantages to local businesses by extending the traditional holiday seasons and increasing the demand for a wide range of services.

Improving accessibility brings greater sustainability to the business community and, at the same time, contributes to an improved quality of life for residents and tourists alike. Indeed, accessible tourism benefits everyone.



<sup>1</sup> Survey figures by European Cities Marketing, 2012

<sup>2</sup> Flash EUROBAROMETER 334. "Attitudes of Europeans Towards Tourism"

<sup>3</sup> Bali Statement, WCTE, 2011



# AN OVERVIEW: THE LEAGUE OF HISTORICAL AND ACCESSIBLE CITIES (LHAC)



*"We are amazed at how the same idea has evolved locally in so many different ways. With innovation and creativity, it is possible to reconcile the rights to preserve cultural heritage with the rights of individuals with disabilities."*

**Maria Orejas**, EFC Thematic Networks Director

Launched in 2010 within the European Consortium of Foundations on Human Rights and Disability, the LHAC is a pilot project focusing on improving the accessibility of historical towns in Europe while at the same time promoting the development of responsible tourism and the protection of cultural heritage. Its main aim is to find innovative ways to reconcile cultural heritage protection and accessibility, which is one of the biggest challenges in Europe regarding accessibility and an important field for the foundation sector to engage in.

The initiative, led by the European Foundation Centre (EFC), brings together a group of European foundations and city authorities to tackle the major challenge of making the outdoor spaces and buildings of their cities accessible to persons with disabilities and others who have specific access requirements. It is their common goal to give all visitors to their cities the chance to exercise their full rights as citizens to arrive, explore and understand these historical environments. Through accessibility improvements, the 80 million people with disabilities living in Europe can have their life standards increased and, at the same time, live in a more sustainable environment.

## ELEVEN FOUNDATIONS IN FIVE COUNTRIES

The project is being simultaneously implemented by eleven foundations in five different countries across Europe which have teamed up with local authorities, disabilities groups, architects and urban planning experts, to design itineraries of a minimum of 1 kilometre in length along which people with all types of disabilities can visit shops, restaurants, museums and other key tourist attractions of several historical cities.

Specifically, Fondazione Banca Monte di Lucca is working with Lucca; Fondazione CRT is working with Torino; Centre Français des Fonds et Fondations, Fondation Réunica, and Fondation de France are working with Mulhouse; Fundación ONCE is working with Ávila; Sozopol Foundation is working with the city of Sozopol; and a Danish consortium of foundations (Bevica Foundation, Danish Disability Foundation, Labour Market Holiday Fund, and Realdania) is collaborating with the city of Viborg.

At the heart of this work programme is the need to overcome many physical barriers to access – some of which may have existed for centuries, while at the same time preserving the historical originality and authenticity of the cities.





### LHAC MAIN GOALS PURSUED

- Improve historical towns' accessibility and sustainable tourism by providing infrastructure, services and information tools
- Serve as a hub for the exchange of best practices and know-how
- Create a network of foundations working together with cities and NGOs to lead by example, developing innovative pilot projects that can serve as an inspiration to educate and invite others to act
- Implement a fully accessible route within the city centre
- Allow tourists with disabilities, including sensory, physical and mental impairments, their friends and families to enjoy leisure and culture

The project aims to allow all people with disabilities and others to fully enjoy leisure and cultural activities and also to stimulate tourism among the 80 million people with disabilities living in Europe. From this point of view the project is therefore expected to contribute to the cities' long-term cultural and social development. Improved access to a city's cultural heritage makes it more dynamic and attractive to its residents and tourists and thereby increases its economic profit and growth.

An accessible tourist route has been developed in the historical city centre of each member town involved. The route can be considered as a "demonstration project", which is a visitor attraction in its own right but also an expression of the city's ability to provide accessible historical and cultural experiences for its citizens and visitors.

Each route includes parks, restaurants, shops, tourist information centres and links some of the outstanding heritage sites, museums, buildings and other features of the cities by means of a continuous, signposted, pedestrian pathway provided with interpretive information about the places which are encountered on the route. Creating an accessible route is to be considered as a goal in its own right, although it represents only a part of a larger process to ensure a wider accessible urban environment.

The LHAC has been presented in many international events and conferences, please refer to the LHAC website for further details ([www.lhac.be](http://www.lhac.be)).



<sup>4</sup> Disability is understood in its broadest sense, including sensory, physical and mental impairments.

<sup>5</sup> Particularly referring to people with disabilities', friends and relatives, elderly, pregnant women, families with children.

## LHAC INNOVATIVE AND DISTINCTIVE ASPECTS

*"Since the beginning, we thought it was impossible to think about a project for improving accessibility without asking people with disabilities. Fondazione Banca del Monte di Lucca set up a work plan involving organisations in the disability sector and people with disability bringing in their knowledge and perspective. Involving people with disabilities is a crucial aspect; they are our 'guardian angels' helping us to focus on problems and suggesting solutions."*

**Elizabeth Franchini,**  
Project Coordinator, Fondazione Banca del Monte di Lucca

The project involves a holistic conception of accessibility, ensuring that all aspects of accessibility are simultaneously considered. It entails improvements in four main areas: the built environment and public spaces; transport and related infrastructure; information and communication; and, public facilities and services.

The LHAC is based on a philosophy that embraces the strength of mutual learning as a way to overcome difficulties. The network acts as a hub for good practice exchange among the foundations and the cities involved. The project is therefore focusing not only on the development of innovative solutions, but also on the creation of new forms of interactions to tackle a complex social issue such as the equal and full participation of people with disabilities in society.

*"Our project seeks to further develop the work done by local government and organisations in breaking down architectural barriers within the city and aims to improve the tourist services available to make the most of what Turin has to offer. A distinctive feature of the project is the ability to connect and promote local stakeholders active in various fields (promotion, disability, research, and innovation), qualifying Fondazione CRT as a network manager. Furthermore, the project anticipates strategic support which will directly contribute to the dissemination of the value of inclusion, both towards other Italian foundations and society in general, also working on a cultural level."*

**Massimo Lapucci,** Secretary General, Fondazione CRT

Another distinctive element of the project is that it stimulates new forms of collaboration at the local and national levels. The LHAC is creating new public-private partnerships among different organisations in an effort to foster social inclusion of people with disabilities. A wide range of key local stakeholders such as municipal authorities, NGOs, associations representing people with disabilities, organisations of architects and city planning experts are taking part in the realisation of the itineraries. Another remarkable aspect of the project is its focus on the beneficiaries, which are constantly involved - through their representative associations - in the development of solutions.

### BUILDING ON KNOW-HOW

Besides a common idea and framework provided by the technical consultancy Vía Libre, each city has its own peculiarities, and all the different approaches adopted greatly enrich the project. Not all the cities started at the same level: some have benefited from a head start, such as the partners working in Turin, a city which made some significant inroads in accessibility in preparation for hosting the 2006 Winter Paralympics. Fondazione CRT, with an extraordinary grant of €20 million contributed substantially to the realisation of the Winter Paralympics Games. The LHAC project in the city is called "Your first time in Turin", and can be seen as enhancing important work carried out earlier.

*"The key to succeeding in making historical cities accessible is the involvement and teamwork of all stakeholders, including municipalities as managers and leaders of the cities, all together with organisations representing people with disabilities. This implication is reflected in a commitment of continuity, which makes accessibility evolve efficiently throughout the years."*

**Jesús Hernández Galán,**  
Director of Accessibility, Fundación ONCE

Similarly, Ávila is quite advanced: in 2011 it won the EU Commission Accessible City Award for its long-standing work to make its famous, medieval walls and other tourist attractions widely accessible. Meanwhile, Mulhouse's city centre is currently undergoing a large regeneration project, thereby facilitating the League's work. On the other hand, Lucca and Viborg started from scratch.



### CREATIVE AND INNOVATIVE PROCESSES

As standardisation is almost impossible, the League has adopted an inherently open approach regarding processes, which has left much room for the creativity of each of the participants. The case of Viborg is an interesting example of a consortium of Danish foundations, in partnership with the local municipality, launching an architectural contest to obtain creative and innovative suggestions on how to make the historical centre more accessible to everyone. This original process gave more than one visionary and innovative idea on how to solve accessibility challenges and created a well-founded basis to choose from.

### INSPIRING METHODOLOGY

The creation of a European network that goes beyond the mere exchange of information and acts jointly in several European countries in something as local as urban accessibility is a distinctive feature, adding a special value to the project. Fondation Réunica succeeded in the challenge of putting together a public/private multidisciplinary working group, leading to a thriving experiment where mutual learning is a must. By developing a methodology to be implemented in the city of Mulhouse, the goal of the project is that other French cities will adopt it as a model in order to foster the creation of a culture of accessibility in France. In this sense, the group led by Réunica has developed an "accessibility key", a visual tool analysing the accessibility level of the city of Mulhouse for the different types of disability.

### MODERN TECHNOLOGY SOLUTIONS

The collaboration with research centres, universities and private firms made possible the development of new technological devices. In particular, a "smart cane" - a tool that communicates with underground sensors to orient visually impaired people along the route and to provide information to them - has been implemented by the University and the National Research Centre of Pisa (Italy). In addition, tactile accessible screens for tourist information, accessible maps, audio guides, and traffic lights combined with cyber passes, have been adopted, in particular in the cities of Ávila and Lucca.

*"Not only do five different proposals (from the project's architectural competition) give a wider perspective on how accessibility initiatives can be approached but, they also show that a broad and thorough preliminary analysis leads to a good final product. In this case the winning proposal shows great empathy and insight into the history of the city - and at the same time focuses on accessibility for all."*

**Marianne Kofoed**, Project Manager, Realdania

*"The strength of the project is its global and European dimensions, benefiting from the possibility to have a wider view and a mutual share of resources and expertise with other European cities. The overall idea is to make the selected city a laboratory on accessibility that can serve as an example to other cities in France."*

**Éliane Hervé-Bazin**, Chief Executive, Fondation Réunica

*"Sozopol foundation, its partners, voluntary collaborators and supporters are working actively for establishing a new culture of partnership between young people and representatives of business, civil society, municipal governments, ministries, national, regional, European and International policies on the issue of protection and promotion of cultural heritage. Our activities are directed towards the implementation of the provision of the UN Convention on the Rights of Persons with disabilities from 2008 aiming at real integration and socialisation of people with disabilities."*

**Kiril Arnautski**, Chairman, Sozopol Foundation



## FOCUS ON THE BENEFICIARIES

Besides innovative solutions, the League looks at the creation of new forms of interactions to tackle a complex social issue; the equal and full participation of people with disabilities in society. For a better understanding of accessibility, and to give more legitimacy and strength to the project, the League is focusing on the beneficiaries, which are involved directly and through their representative associations in the development of the solutions. This best practice guide serves to help other foundations, their partners and other stakeholders, interested in implementing a similar project in historical cities elsewhere in Europe.

The League experience presents a practical learning opportunity for local authorities, building owners, enterprises, and other entities and stakeholders. LHAC members are thus engaged in exploring the process of universal design of historical accessible cities in a wider sense. Their combined experience will later be shared with the broader community to help improve accessibility in even more cities. Furthermore, the accessible routes can become new tourism products, which can attract a wide range of visitors to the historical cities, thus contributing to increasing revenues, jobs and cultural exchange.

This best practice guide shows, on the one hand, how LHAC members established accessible, historical routes in their cities by using a common framework and checkpoints thanks to the technical support of Vía Libre. On the other hand, the guide aims at outlining concretely the steps taken in the six cities to create these routes, and how the partnerships with local authorities and associations were developed. It also serves to describe and disseminate the results of this pilot project to other foundations, cities, and visitors.

The best practice guide is furthermore offered as a tool for actors and stakeholders in other historical cities - including foundations, public authorities, chambers of commerce, tourist destination managers, heritage associations, disability organisations and others - who are interested in exploring and examining the possibility of establishing similar accessible routes. League members hope that more cities will follow by example and continue the process of making their cities accessible for residents and visitors, so that European heritage becomes more widely accessible for all.



## THE PROJECT IN NUMBERS\*

**7,300,000** euros of total investment  
**245** accessible tourist offices and structures  
**112** accessible sites of historical interest (museums, monuments, churches etc.)  
**92** accessible urban public spaces (gardens, parks, squares, markets etc.)  
**88** organisations involved  
**66** accessible public buildings (libraries, schools, theatres, banks, post offices etc.)  
**50** experts in accessibility and planning  
**46** NGOs and associations  
**44** innovative technological tools and services improving the access to information implemented (smart cane, audio guides, cyber passes, tactile maps, websites etc.)  
**15** kilometres of itineraries  
**11** foundations  
**6** historical cities  
**5** training courses delivered  
**1** technical accessibility consultancy

*\*updated September 2013*

# WHY MAKE A TOURIST ROUTE?

By Vía Libre



A tourist route can serve several purposes.

## FOR THE VISITORS:

- It provides insights into some of the key attractions of the city within a clearly defined space.
- It enables tour guides and visitors to organise their schedule in an effective way so they can gain a good impression of the city's unique character in a relatively short time.
- It provides an introduction to the city for those visitors who are able to stay longer, giving them some basic points of orientation and inviting them to venture further to learn more about the city's past and present.
- It increases the levels of satisfaction of tourists who visit the city and improves the quality of the urban experience for the local population.

The project also aims to offer reliable and appropriate information about the degree of accessibility of tourism facilities and services along the route to those individuals likely to use the accessible products and services (associations and federations of people with disabilities, specialist tour operators, and direct customers).

## FOR THE DESTINATION MANAGEMENT ORGANISATION (THE CITY):

- It is a tool for organising and communicating messages and images about the character of the city to visitors.
- It contributes to the visitor's overall experience and understanding of the city and its people, its historical origins and its cultural significance.
- It is a microcosm of the city and an expression of what makes the city a "must-see" destination for the tourist.
- It empowers professionals to promote the culture of tourism accessibility.

The project aims at providing a concrete example to the public and private tourism stakeholders on how accessibility can contribute to the improvement of the tourist destination, demonstrating its importance for city planning and management processes. It furthermore improves the competitiveness of tourist destinations and services, attracting a new market segment which typically travels during the low season and is usually accompanied by one or more companions and/or family members.

# WHAT IS AN ACCESSIBLE, HISTORICAL ROUTE?

By Vía Libre

An accessible, historical route is a pedestrian pathway which takes visitors on a pre-determined route that allows them to experience an environment of historical and cultural significance.

- In most cases the route has a defined start and finish point, passing through a wider historical-cultural environment; in other cases it entails an idea of free movement within the city centre without any starting or ending point.
- The route may be followed in whole or in part, according to the visitors' interests, abilities and the time available for the visit. It may also be followed in reverse.
- To qualify it as an "accessible" route, it must provide comfortable and equitable access for all visitors, including persons with disabilities. The path itself must have a continuous clear width and free height, and a smooth surface which has no major obstacles and no steep gradients, allowing easy access for people who use wheelchairs or other walking aids (e.g. rollators-walkers, walking sticks). The route will thus be easy to access for parents with small children and babies in push-chairs or prams.
- The path must have suitable guidance on the route itself for easy navigation. This may be achieved with signage, maps, plaques or other means of guidance.
- "Accessibility" applies not only to the physical access of the route. Certain points of interest along the route should be identified and an explanation of the historical and cultural significance of these should be available in accessible formats. Alternative means of experiencing the buildings or the environment may be offered through recorded (spoken) information, text displays, tactile information and models, digital simulations, etc.
- Where the points of interest are buildings open to the public, these should also be accessible, allowing all visitors to enter at least part of the building.
- Basic information about the route and the points of interest should be available from the city's tourist information office and website. Information should be produced in printed form, in Braille and in digital formats (including audio description where possible). This will enable visitors to learn about the route and plan their visit or review the route after a visit and "re-live" the experience with their friends and family.
- While the main purpose of the accessible, historical route is to provide an interesting cultural experience for visitors, some additional considerations can help to make the visit comfortable and pleasant, including:
  - ✓ Availability of accessible public toilets nearby
  - ✓ Access to the route by public transport or from a public parking area
  - ✓ Easy access to local cafés, restaurants and bars
  - ✓ Proximity to a tourist information office
  - ✓ Accessible shops near to and/or along the route
  - ✓ Public telephone
  - ✓ Seating at regular intervals
  - ✓ Shaded areas and protection from rain
  - ✓ Drinking fountain



Where such facilities are available, visitors should be informed about them through tourist information channels, so that they can plan their visit accordingly.



# HOW IS THE ROUTE CHOSEN? A CHECKLIST FOR INSPIRATION

By Vía Libre

## START AND FINISH POINTS: TRANSPORT ARRIVAL AND DEPARTURE

- For routes with a start and finish point, the route may be “circular” (that means, starting and finishing at the same point) or it may be “linear.”
- The start and finish points should be suitably marked.
- The selection of start and finish points should take into account how the visitor will reach the route, by various means of public or private transport.
- Consideration should also be given to the availability of services close to the route or on the route itself, e.g. toilets, shops, supermarkets, restaurants.

## CAR PARK AVAILABILITY

- The start and finish points should be easily accessible by public transport and, where possible, also by private vehicles (with car parking).
- In nearby car parks or streets, dedicated and marked parking bays should be available for disabled drivers and for vehicles used to transport disabled passengers.

## PUBLIC TRANSPORT

- Public transport vehicles which serve the route should be wheelchair accessible. That means they must have level or ramped access between the vehicle and the pavement.
- “Kneeling buses” or “low-floor buses” should be available, if possible.
- Where wheelchair accessible taxis or minivans are available, it should be indicated in the published information about the route.

## NAVIGATION AND ORIENTATION: MAPS AND DESCRIPTIONS

- The accessible route should be clearly marked on a printed map that can be used by visitors when following the route. There should be an indication of the scale of the map and the orientation (showing the direction North).
- The route should be described in words (text). There should be an indication of the length of the whole route and the average walking time.
- There may be additional indications of the distances and average walking times between the different points of interest.
- Digital maps and/or electronic guides may also be used – although a printed version should always be available.
- Audio descriptions of the route and points of interest can be recorded for use in electronic guides and for downloading as Podcasts/MP3 files.

## POINTS OF INTEREST

- The accessible historical route should include points of interest such as historical buildings, bridges, monuments, gardens, etc. which may be viewed from the route or entered by the visitors (in the case of public property).
- Each point of interest should be clearly marked on the route map and described in the information available to visitors.
- Where an entrance fee is required for any designated point of interest along the route, this should be indicated in the route map or guide (with the price).
- Opening times of public buildings and amenities along the route should be indicated.

## SERVICES (PUBLIC TOILETS, TOURIST INFORMATION OFFICE, BARS, ETC.)

- Ideally, the accessible historical route should be close to public services for visitors. There should be an accessible public toilet at some point within 500 metres walking distance of the route. The toilet should be open during normal visiting hours (e.g. 09:00 to 18:00 hours) and longer wherever possible.
- It is an advantage if the route is located near a tourist information office or other tourist information point.
- Visitors always appreciate the presence of restaurants, kiosks and other places to buy food and drinks along the route. Efforts should be made to encourage owners of these establishments to make their premises accessible to wheelchair users and other persons with disabilities by making some simple adaptations to their building entrances and internal layout. Outdoor serving areas should be made accessible by observing the guidelines for free passageway.
- Public services should be marked on the general location map of the route.



# CHECKLIST FOR THE BUILDING OF A COMMON FRAMEWORK

By Vía Libre

## MOBILITY, MANIPULATION, LOCATION AND COMMUNICATION CHECKLISTS

Besides each LHAC member being free to select and develop its own accessible historical route, the project strength is based on a working methodology for the analysis and implementation of accessibility requirements common to all cities.

Regarding the analysis, a common method that includes the same items and criteria applicable in all cities has been used. The first proposal of an analysis of the current status of the areas should be representative of each of the historical cities. Great consideration was given to apply a concept of accessibility from the various dimensions of human activities, between them: moving, communicating, meeting, understanding, using and manipulating.

Ensuring global accessibility means making sure that the human activities stated above may be carried out by any user and that the concept goes beyond the mere idea of breaking down architectural barriers. Vía Libre provided LHAC members with checklists that are focused on the mentioned dimensions: mobility, manipulation, location and communication processes expected to be carried on or in connection with the surroundings.

### REQUIREMENTS FOR MOVING

Action of moving from one place to another, both horizontally and vertically.

PAVEMENT	Uniformity Slippage/traction - surface quality
OPERATING SPACE	Dimensions Barriers Furniture, props, seats
CIRCULATION ZONES	Dimensions Barriers Doors Locking elements
CHANGES IN PLANE	Stairs Ramps Lifts

### REQUIREMENTS FOR MANIPULATING

Action to take or grab something.

REACH	All mechanisms, objects and products involved in the process should be within reach of users, in relation to both height and depth
HANDLE	Doorknobs, faucets, knobs, switches, knobs
GRASP	All elements and mechanisms of action must be easily manipulated manually by people with disabilities Carts, baskets, bags
TRANSPORT	Handrails, handles, grab bars

### REQUIREMENTS FOR LOCATION

Action to figure out something or someone's precise location.

LIGHTING		
ORIENTATION	Orientation signage	Panels
	Information	Posters Catalogues Brochures
	Emergency signals and alarms	Lighting Acoustic signals
OTHER WAY OF FINDING AIDS	Members of staff	

## REQUIREMENTS FOR COMMUNICATION

(Visual, acoustic, tactile)

Action exchange of information necessary for development of an activity.

NON-INTERACTIVE COMMUNICATION	Signals, shaped panels, other media graphics and writings, illuminated signs, acoustic signals, tactile items	
INTERACTIVE COMMUNICATION	Interpersonal communication	Customer, verbal communication, sign language
	One-way communication	Pushbuttons, keyboards, panels, touch screens, buttons, brochures, plans, catalogues, sound alerts, Braille

## URBAN DESIGN ACCESSIBILITY CHECKLIST

Accessibility standards vary from one European country to another, according to the national legal norms and requirements. Regional and local laws and city planning codes may also apply. When designing and implementing the accessible route, the respective access norms for each city should be followed. The accessible historical route was audited in order to provide an objective description and assessment of the accessibility of its characteristics and features.

Vía Libre provided the LHAC Urban Design Accessibility Checklist to LHAC members for this purpose. This checklist contains a list of outdoor urban elements with the appropriate values, descriptions or measurements which can ensure an acceptable level of access for visitors with disabilities or other specific access requirements. It should be noted that LHAC accessibility criteria aim for “best practice” design solutions rather than minimum standards, as experience shows that this leads to greater comfort, ease of use and a higher quality of experience for visitors with disabilities.

The checklists were meant to be used by an architect or engineer (access auditor) who is familiar with accessible design standards and who knows the particular accessible historical route in detail. For each element in the checklist, the access auditor is required to measure the corresponding part of the route and fill in the values which apply.

## LHAC URBAN DESIGN ACCESSIBILITY CHECKLIST

In order to achieve a common degree of consistency in access criteria used by three LHAC members, the LHAC Urban Design Accessibility Checklist provides criteria based on the International Standard for accessibility of buildings, **ISO 25142**, supplemented by the Spanish Accessibility Standard (Ordén VIV/561/2010) and additional “best practice” requirements derived from design studies and fieldwork by Vía Libre in relation to the analysis of urban accessibility in European cities. These accessibility standards are recommended for LHAC city routes, following the conclusions of a major European study under European Commission Mandate M/420 to CEN. The study recommends ISO 25142 as a basic document, to be supplemented with other high quality standards, for a possible European Accessibility Standard. No firm decision has yet been taken to create a European Accessibility Standard.



PHOTO AND MEASUREMENT GUIDE

The LHAC Photo and Measurement Guide provided by Vía Libre should be used by the access auditor to ensure that the measurements are made correctly and accurately.

	RECOMMENDATION	ITINERARY
<p><b>Question 36.</b> <u>What is the minimum clear headway?</u></p> <p>Measure the minimum free passage (height) from the pavement to any overhanging obstacle</p>	2.10m	
<p><b>Question 39/40.</b> Natural slope of footway</p> <p>Measure the gradient of the slope</p>	<p>SLOPE OF FOOTWAYS</p> <p><b>Question 39.</b> <u>What is the longitudinal slope?</u></p>	<p>RECOMMENDATION</p> <p>&gt;8%</p> <p>ITINERARY</p>
	<p><b>Question 40.</b> <u>What is the lateral slope?</u></p>	<p>&gt;2%</p>

Example of checklist items and measurements to be taken by the access auditor

LHAC  
METHODOLOGY

Vía Libre committed to cross-checking the data sent by LHAC members against the standards. In cases where any measurement did not meet the standards, Vía Libre provided support in discussing with the technical partner of the city how the problem might be resolved in order to offer the best possible access for visitors.

BUILDING ACCESSIBILITY CHECKLIST

Where the accessible historical route included public buildings as “points of interest” these buildings were audited in order to provide an objective assessment of the accessibility of their characteristics and features. Vía Libre had provided the LHAC Building Accessibility Checklist to LHAC members for this purpose. This checklist contains a list of building elements with the appropriate values, descriptions or measurements which denote an acceptable level of access. For use on how the checklist was meant to be used, please see section above on “Urban Design Accessibility Checklist.”



## **OPTIONAL SERVICES, ACTIONS AND INITIATIVES**

The accessible historical route should be measured, described, mapped and photographed in order to provide a full record of the route and, in particular, the accessibility features.

### **Equipment available to borrow or rent**

If equipment is available to the public, either to borrow or to rent, the following details should be recorded:

- Provider's name
- Contact (telephone)
- Website (if any)
- Address
- Location of service point (GPS coordinates)  
(Show also service points on General Location Map)
- List of available equipment and rental prices
- Deposit required, (if any) EURO
- General terms of rent or loan

Equipment for hire or to borrow might include, for example, electric or hand-powered wheelchairs or mobility scooters.

### **Tourist guides, visitor welcome service, assistants**

If there are tourist guides, a visitor welcome ("greeters") service, or other persons who can be contacted for personal guiding or assistance, the following details should be recorded.

- Guide / Service / Assistant's name
- Contact (telephone)
- Website (if any)
- Address
- Location of service point (GPS coordinates)  
(Show also service points on General Location Map)
- Services offered and prices, if applicable
- Registered Tourist Guide scheme (state which qualification or scheme)
- Foreign language guide (state which languages)
- Sign language guide (state which languages)
- Guide for blind or partially sighted visitors
- Other specialist guide (state what kind of guide)
- Personal assistant (state what kind of assistance)
- Cost of guiding or assistance services
- General terms and conditions

### **Information materials in alternative formats**

Information materials should be prepared about the accessible historical route, its points of interest and public services. In addition to printed and digital material, there should be information in alternative Braille and large print formats.

### **Foreign language services**

Information about the accessible historical route should be available in the national language and in English. Additional language versions of print, web and audio information are also desirable.



### **Audio and video guides**

Where possible, audio and/or video guides should be offered to visitors either free of charge or for a small charge (according to the policy of the tourist information office). Video guides might make use of sign language or sub-titling for deaf visitors.

### **Mobile applications for smart phones**

Mobile applications (apps) for use in smart phones and tablet PCs which contain location and navigation information as well as other types of content can be considered as additional support tools for visitors. Some commercially available systems are accessible for persons with sensory disabilities (deaf or blind people) but content must also be adapted to these visitors to make it completely accessible.

### **Publicity and marketing of accessible routes**

Cities, local authorities, and tourism organisations might promote their accessible historical route with the help of local radio, podcasts, TV or video marketing services. Video or audio productions may be accessible online (for example on the official project website, YouTube channels, local city council or tourism websites), or in tourism information offices and kiosks.

### **Access guide to shops, cafés, and private enterprises**

Where accessible routes pass through shopping streets or near pedestrian shopping precincts it is advisable to encourage owners of local shops, cafés and other commercial premises to improve their accessibility and advertise their access in connection with the accessible route. It is advisable to engage the local chamber of commerce in such actions, so as to ensure a continuous commitment and additional publicity for those enterprises which participate in the scheme.

### **“Welcome all visitors” guidelines and/or staff training**

With the launch of the accessible historical route and increased publicity, it is expected that a greater number of disabled people will visit the city in order to experience the route and other attractions. It is advisable to carry out short disability awareness training programmes for all staff of tourism information offices and related service personnel, so as to provide suitable assistance to visitors. Where local businesses are making their premises more accessible, similar staff training should also be considered.

### **Promotions, tourist offers, accommodation or travel packages, etc.**

The accessible historical route should be promoted in connection with other City Tourism Marketing activities. With an active marketing campaign, including special offers and promotions, the route should become an integral part of the city's “brand” and be used to encourage more visitors to visit and stay in city hotels and other overnight accommodation. Tourist packages which include visits to historical attractions, dining, and cultural events should be developed.

### **Technical accessibility implementation by LHAC members**

During the development of the historical accessible routes, it would be advisable for technical departments of cities (and/or their contractors) to undertake inspections, access audits, design and construction interventions to improve the accessibility of specific areas. In order to ensure the appropriate quality of works, cities might produce their own planning systems and guidance documents for those who are involved in the decision and construction processes.

### **Coordination, reporting and dissemination of technical actions**

Dissemination of results of historical accessible routes projects could take place through dedicated websites and as part of international events organised by the cities or third parties.



## SIX CONCRETE EXAMPLES OF ACCESSIBLE ROUTES IN HISTORICAL CITIES



### LEAGUE OF HISTORICAL AND ACCESSIBLE CITIES



## THE HISTORICAL CITY: AN OVERVIEW

The city of Ávila stands out for having been declared a Historic-Artistic Ensemble in 1982 and a UNESCO World Heritage City in 1985. Ávila is situated in the centre of the Iberian Peninsula and is 118 km from Madrid, the capital of Spain. Founded in the 11th century to protect the Spanish territories from the Muslims, Ávila claims that it is one of the cities with the highest number of Romanesque and Gothic churches per capita in Spain. It is also one of the finest surviving examples of a completely walled medieval town in Europe and an excellent example of medieval architecture.

## METHODOLOGIES AND APPROACHES OF THE PROJECT: DEVELOPMENTS AND MOST IMPORTANT STEPS

Since 2002, Fundación ONCE engaged with Ávila Municipality “to make a city from all and for all.” Following these achievements, Ávila joined the LHAC in 2010 to lead by example on the issue of universal accessibility and in order to learn from other experts in the field. A specific plan for accessibility in Ávila was developed in 2011 based on the LHAC methodology which involved cataloguing the different buildings and accessible itineraries using codes to indicate the needs for improvement in four areas: mobility, perception, localisation and communication.

Ávila’s City Council also improved accessibility in public spaces, historical buildings and transport services like taxis as well as the railway station and accessible parking spaces. These actions were carried out with a mixture of public and private sources of financing. Other services provided, included: wheelchair loans for visitors; an accessible tourist information centre offering guided city visits; tactile models of the city walls; and trainings on disability awareness for tourism staff (among other initiatives).

As a result of this effort, in 2011 the city was awarded with the European Commission Award for Accessible Cities as a pioneer in introducing the analysis of accessibility in artistic and historical heritage sites.

## ACCESSIBILITY TO PUBLIC FACILITIES AND SERVICES

Some concrete actions have been taken:

- Collective agreement with the Castile-León Federation for the Deaf in order to make a Sign Language Interpreter service available
- Grants to programmes encouraging the employment of people with disabilities
- Grants to associations of people with disabilities to afford working space and housing





### **ASSOCIATIONS, STAKEHOLDERS AND VOLUNTEERS INVOLVED IN THE PROJECT**

Fundación ONCE, Fundación ACS (special programme for barrier removal in historical buildings), Vía Libre (Fundosa Group), Ávila City Council are all working together with entities representing people with disabilities.

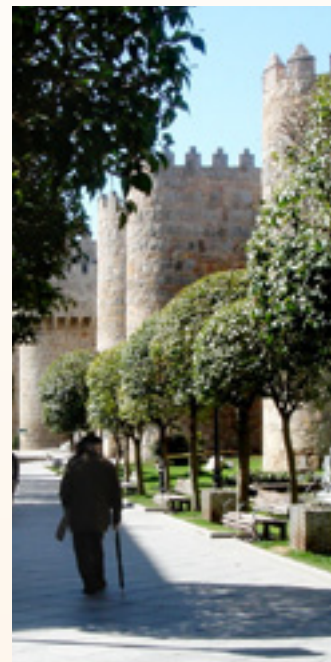
### **TECHNOLOGY AND DEVICES DEVELOPED**

- Installation of traffic lights with audible alert and Cyber-pass system (sound alert system on demand by Bluetooth)
- Geo-location system in Ávila's accessibility plan to detect accessibility gaps on an interactive map (GISEMAC)
- Universally designed audio guides in nine languages, (including Spanish sign language and the international sign system) and adapted screenplay for young audiences

### **UNIQUENESS OF THE PROJECT**

An Accessibility Counsellorship has been operating within the Ávila City Council since 2007, and also has a physical presence in the Visitor Reception Centre. The mission of the Council is to inform and advise institutions, governments, businesses and individuals on accessibility and it has also taken action in collaboration with other public and private entities (including foundations, accessibility consultancy, banks, phone companies, etc.) to improve accessibility in different fields. The Accessibility Counsellorship is an innovative structure offering a new approach to mainstreaming disability issues, developed in only a few City Councils in Spain. Significantly, it allows for the centralisation of all initiatives, and also manages the resources to achieve accessibility improvements in a comprehensive manner, responding to the needs of citizens and tourists.

Direct communication and close collaboration of all stakeholders (the municipality, foundations and other public and private actors) resulted in the implementation of accessibility in Ávila in a participatory and planned way, and is one of the major strengths of this project.



**For further information please visit:**

[www.avila.es](http://www.avila.es)

[www.avila.es/articles/accesibilidad](http://www.avila.es/articles/accesibilidad)

[www.fundaciononce.es](http://www.fundaciononce.es)

[www.vialibre.es/ES/Paginas/Portada.aspx](http://www.vialibre.es/ES/Paginas/Portada.aspx)

# LUCCA

By Elizabeth Franchini, Project Coordinator, Fondazione Banca del Monte di Lucca



## THE HISTORICAL CITY: AN OVERVIEW

Lucca is a small city in the heart of Italy with a unique historical centre surrounded by 4,25 km-long walls which feature towers and bastions and which are still well conserved today. Founded by the Etruscans, it became a Roman colony in 180 BC. The rectangular grid of its historical centre preserves the Roman street plan, and the Piazza San Michele occupies the site of the ancient forum. The monumental historical centre hosts numerous churches of great architectural importance (Lucca has been called the “city with 100 churches”), towers, bell towers and impressive palazzos.

## METHODOLOGIES AND APPROACHES OF THE PROJECT: DEVELOPMENTS AND MOST IMPORTANT STEPS

The project started from scratch and, up to that point, Lucca had little experience in accessibility intervention. Fondazione Banca del Monte di Lucca started gathering data and information regarding the city, exploring at the same time the possibility of implementing a project to improve accessibility. This first step was crucial in deciding where to concentrate the feasibility study for the final project so that local authorities could then be invited to support the idea.

After that, the foundation started to design the project in cooperation with local authorities, also dealing with the governmental department responsible for the environment and protection of historical buildings. Furthermore, the main local associations in the disability sector were involved. The project timeline has evolved throughout the project to better take into consideration people with disabilities' and local authorities' needs.

## ASSOCIATIONS, STAKEHOLDERS AND VOLUNTEERS INVOLVED IN THE PROJECT

The strength of the project has been, from the outset, the involvement of people with disabilities. Fondazione Banca del Monte di Lucca strongly believes that it is impossible to even think about a project improving accessibility without first asking people with disabilities themselves what they would appreciate. These individuals tested the itinerary and the proposed solutions, providing feedback and suggestions throughout the process. Furthermore, during the preparation of the implementation plan some people with disabilities were asked to consider some of the challenges and to suggest solutions.

The local tourist office has also been engaged to provide information and to explore how it would be possible to improve touristic information.





### TECHNOLOGY AND DEVICES DEVELOPED

The cooperation among visually-impaired people, the university and a local craftsman has been crucial in finalising a new prototype of smart cane - an electronic device that people with visual impairments can use to obtain information and orientation while walking. Furthermore, two training courses, one for associations on website accessibility and one for professionals such as architects and touristic guides, have already been organised.

### UNIQUENESS OF THE PROJECT

It was the first time for the city of Lucca that private and public bodies were actively and concretely cooperating for a common project on social issues. The accessibility project in Lucca is considered unique, but as part of the LHAC elements of this work are surely replicable and suitable to be adopted by other cities. The foundation strongly believes that when undertaking accessibility interventions the most important thing is just to start: even though it can seem difficult starting from scratch, obstacles can be overcome.

It is possible to preserve heritage and history by giving modern solutions to improve life quality, simultaneously stimulating economic development. The involvement of persons with disabilities is a primary element, in order to convey practical suggestions based on real needs. Raising awareness of disability issues in the community has been an important bi-product of the initiative; an important step on the road to inclusion.



**For further information please visit:**

[www.fondazionebmlucca.it](http://www.fondazionebmlucca.it)

[www.luccaaccessible.com](http://www.luccaaccessible.com) (under construction)

# MULHOUSE

By Eliane Herve Bazin, Chief Executive, Fondation Réunica



## THE HISTORICAL CITY : AN OVERVIEW

Mentioned for the first time in 803, Mulhouse arose on a site often flooded in the area where a mill was installed and gave the name to the city (Mul: mulin in French), laying the groundwork for new economic activity. To this day, the mill wheel is still the symbol of the city. Industrial tradition dates back to 1746 with the first fabric printing factory was built, and subsequently Mulhouse became one of the fastest growing industrial cities of France. Since 2008 Mulhouse has been labelled a “city of art and history” due to the historical pedestrian centre.

## METHODOLOGIES AND APPROACHES OF THE PROJECT: DEVELOPMENTS AND MOST IMPORTANT STEPS

The LHAC project fits well into the framework of the 2005 French law on equal rights and opportunities for disabled people for the accessibility of all areas of social life. In May 2011 Fondation Réunica formed a multidisciplinary working group through which different actors involved in accessibility issues brought their expertise, network relationships and resources. The working group is made up of three foundations, the Ministry of Culture, an architectural firm, an expert in applied research on disability, and a communication agency.

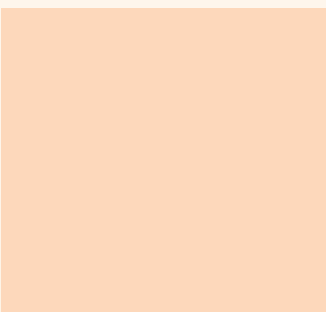


In June 2011 the proposed LHAC route was integrated into the bigger project of the Municipality of Mulhouse Grand Mulhouse Centre. The city engaged in the accessibility diagnosis of its built and non-built environment, and the working group provided an advisory role, monitoring the project and ensuring its progress. Meanwhile, Fondation Réunica focused its efforts on the accessibility of cultural heritage in the city by raising awareness within the cultural sector of global and universal accessibility.

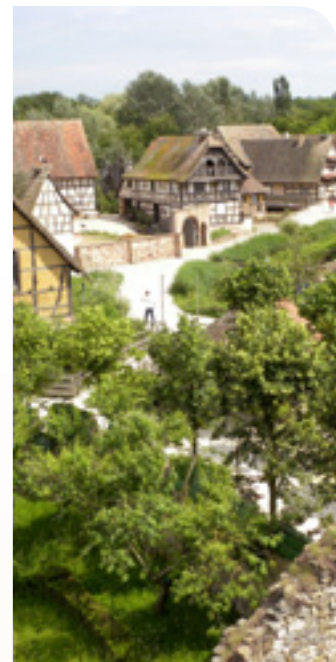
The Fondation Réunica initiative was essentially a trigger for the ten museums of Mulhouse working together on the LHAC project under the coordination of Mulhouse Sud Alsace Museums association. The finalisation of the tourist route accessible to persons with mobility and visual impairments is planned for the end of 2013. In addition, accessibility intervention on cultural sites is already well underway and will be continued for a longer period.

## ASSOCIATIONS, STAKEHOLDERS AND VOLUNTEERS INVOLVED IN THE PROJECT

The working group brings together various accessibility and disability experts. Associations of people with disabilities are fully involved in the project through a disability commission. Mulhouse Tourism Office and Mulhouse Sud Alsace Museums are also actively involved.







### TECHNOLOGY AND DEVICES DEVELOPED

The city of Mulhouse has developed a diagnostic tool that uses a colour-coded image of a key to indicate the accessibility levels of buildings, public spaces, shops, and hotels. Access to this tool, which received the Fimbacte Award of life in 2011, is offered free by the city of Mulhouse.

New pedestrian signage indicating directional, historical and cultural information and red thread (identifying furniture, patterns on the ground, trees and plants) are situated along the tourist route.

### ON-GOING PROJECT/NEXT STEPS

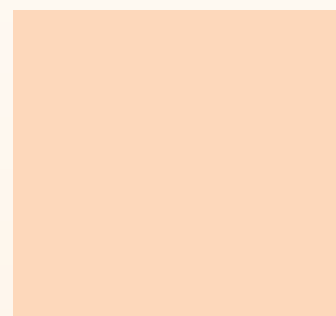
- The city of Mulhouse will create an Open Data site identifying accessible places within the city.
- It envisages using radio frequency identification technology to enhance the interactivity of the tourist route.
- Some museum staff training on accessibility will be delivered, as well as training on website accessibility of the Mulhouse Sud Alsace Museums association.
- A methodological guide about accessibility requirements by the city of Mulhouse aimed at businesses, contractors, architects, and other entities is being developed.
- A tourist guide highlighting the accessibility aspect in Mulhouse will be published by the tourism office.

### UNIQUENESS OF THE PROJECT

The multidisciplinary working group (three foundations, the Ministry of Culture, an architectural firm, an expert in applied research on disability, and a communication agency) represents an effective public/private partnership in which different actors involved in accessibility brought their expertise, networks and resources.

### HOW THE PROJECT IS REPLICABLE: USEFUL KNOWLEDGE FOR OTHER FOUNDATIONS

The overall idea is to make the selected city a laboratory on accessibility that can serve as an example to other cities in France and beyond. Those involved in the Mulhouse initiative are also keen to exchange resources and expertise with other European cities undertaking similar ventures.



**For further information please visit:**

[www.fondationreunica.com](http://www.fondationreunica.com)

[www.tourisme-mulhouse.com/en](http://www.tourisme-mulhouse.com/en)

# SOZOPOL

By Lyubomir Durankev, International Projects Expert, Sozopol Foundation



## THE HISTORICAL CITY: AN OVERVIEW

Sozopol is a town in south-eastern Bulgaria, located on the Black Sea coast with a population of 4,767 people. The town is divided into the New and Old Towns, the latter of which has been declared an archaeological reserve. Sozopol is a coastal town, successor of the Greek colony Apollonia Pontica, founded in 611 BC and one of the oldest Bulgarian towns. It has been a thriving commercial centre with an important role in the trade in fish from the Black Sea, as well as grain and copper from Thrace. From late antiquity Sozopol has developed as an important religious centre with many monasteries, as well as a centre of fine arts.

The cultural and historical past, the preserved architecture, the fortress system, the beaches, the annual festival of arts, and the relics of St. John the Baptist annually attracts numerous tourists.

## METHODOLOGIES AND APPROACHES OF THE PROJECT: DEVELOPMENTS AND MOST IMPORTANT STEPS

As tourism is the main source of income for the local population, improving the conditions for all visitors was one of the main motivations behind the Sozopol Foundation and Sozopol Municipality participating in the LHAC.

Since 2003 the Sozopol Foundation has developed a number of projects together with the Sozopol Municipality and other partners at the municipal, regional, national and international levels for research, preservation, socialisation and promotion of the tangible and intangible cultural heritage of the area. Teams of established and authoritative consultants and experts at the national and local levels, as well as a local working group, are engaged in their development and implementation. Some of the projects had been implemented before the foundation joined the LHAC Project; others are currently on going or forthcoming after 2013. The projects are funded under international programmes, and since 2011 also under the governmental programme Via Pontica. The projects include activities related to:

- Terrain study and conservation of archaeological structures, and where possible reconstruction; adaptation of these structures to the modern living environment by constructing accessible environments in order to turn them into active tourist destinations showing the history and cultural heritage of urban civilisation throughout different historical periods.
- Creation of Cultural Centre of Sozopol and small visitors' centres for the archaeological sites.
- Organisation of training courses for guides
- Activities aiming to maintain the cultural sites and improve the environment and infrastructure.
- Development of a plan for preservation and management of the archaeological reserve ancient town of Apollonia.





### **ASSOCIATIONS, STAKEHOLDERS AND VOLUNTEERS INVOLVED IN THE PROJECT**

There are many organisations working in partnership with the Sozopol Foundation on the local, national and international levels, in order to study and preserve cultural heritage and to improve the accessibility of Sozopol as a tourist destination. Among the various actors are municipalities, ministries of the Republic of Bulgaria involved with cultural heritage and cultural tourism; state agencies for tourism and for people with disabilities; and local, regional and national historical and archaeological museums. NGO partners, associations, local and national tour operators, individuals and volunteers are also heavily involved.

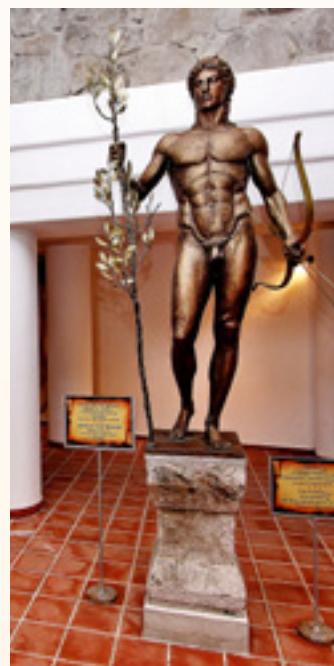
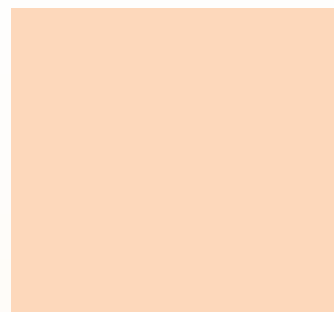
### **UNIQUENESS OF THE PROJECT**

The fact that accessibility is integrated into the cityscape without changing its appearance and identity, and without damaging cultural sites, is the strongest point of the project. Access is provided for all visitor groups, enabling all people with disabilities, as well as their family and friends, to enjoy the city.

### **HOW THE PROJECT IS REPLICABLE: USEFUL KNOWLEDGE FOR OTHER FOUNDATIONS**

The aspects of the project that can serve as inspirational examples to other foundations with similar activities are:

- The possibility to apply a wide range of measures and actions suitable for the area and historical surroundings of the towns in order to provide complete access for all visitors to these cultural sites of European and world heritage.
- Education about and through cultural sites as a means of communication to strengthen contemporary cultural relations among the people by preserving the national and cultural identity.
- Contributing to the development and strengthening of sustainable tourism as an important economic trend in contemporary life.



**For further information please visit:**

[www.sozopol-foundation.com/en](http://www.sozopol-foundation.com/en)

# TURIN

By Stefania Coni, International Project Coordinator, Fondazione CRT;  
Alessandro Redavide, Turismabile Project Coordinator



## THE HISTORICAL CITY: AN OVERVIEW

With a population of 906,089 inhabitants, Turin is a major business centre in northern Italy with an extremely rich culture and history. Turin is well known for its baroque, rococo, neo-classical, and Art Nouveau architecture evident in many of the city's public squares, castles, gardens and elegant buildings. The recent Turin Winter Olympics and Paralympics Games of 2006 played an important role in making the city more welcoming and accessible.

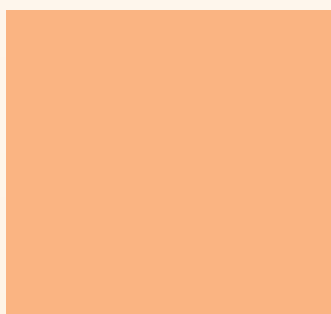
## METHODOLOGIES AND APPROACHES OF THE PROJECT: DEVELOPMENTS AND MOST IMPORTANT STEPS

In Turin, Fondazione CRT has brought together local actors involved in various ways in the accessibility and tourism in the city. An initial result has seen the individualisation of a journey called "Your first time in Turin", in the historical heart of the city, including many places of historical and artistic interest, leisure and shopping. This route, which is around 1.5 km long, has been tested by people with disabilities in a second phase which led to a first set of accompanying materials such as a technical report and a route video.

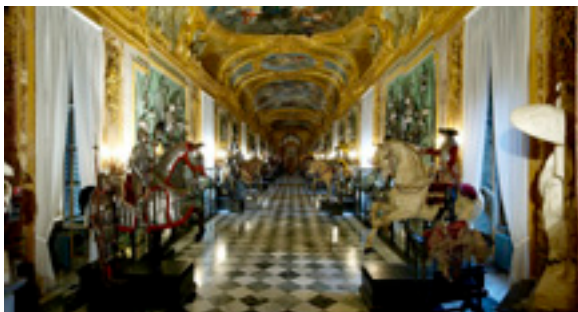
Another result in the pipeline is the creation of a mobile app with augmented reality functions through tag (QR code) incorporation of Google Maps. More planned interventions, such as the availability of "deaf guide" and the translation of information along the route into technical stereo copy - designs that can be read tactilely, will make the route available for people with hearing and/or visual impairments.

The third stage is focused on the communication of the route:

- Marketing activities with particular reference to the web and new media.
- Production of the "Blog Tour" for specialised bloggers.
- Accompaniment service with a tour guide for both blind and deaf individuals.







### **ASSOCIATIONS, STAKEHOLDERS AND VOLUNTEERS INVOLVED IN THE PROJECT**

The strength of the project comes from the underlying team effort that involved many public and, in particular, private organisations for the development of accessible tourism. The main partners are IsITT (Italian Institute of Tourism for All), CPD (Council for People in difficulty) - project Turismabile and Turismo Torino e Provincia (the Convention & Visitors Bureau for the city of Turin and its provincial territory).

Regarding specific issues, the project collaborates with: UIC - Italian Blind Union, A.P.R.I. - Provincial Association Retinopathy and Visually Impaired, ENS - National Deaf. In addition, we are collaborating with the City of Turin, the association of Chambers of Commerce, the ASCOM (which is the trade association) and the CONFESERCENTI (one of the leading business associations).

### **TECHNOLOGY AND DEVICES DEVELOPED**

- Technical analysis of the level of use by people with disabilities supported by a questionnaire to examine the accessibility of the route, the morphological characteristics, the elements of appeal (at least 30 points of interest), and the availability of hygienic services.
- A Mobile App with Augmented reality functions through tag (QR code), on Google Maps and video camera of the smart phone AR (QR code, VideoCam) will be developed.

### **UNIQUENESS OF THE PROJECT**

To improve the usability and accessibility of the city, considerable resources are not always required. Most important is the teamwork between people and organisations involved in various ways in tourism policy and accessibility.

Moreover, the use of a modern application for mobile devices that are increasingly the order of the day is certainly an added value to the project.

### **HOW THE PROJECT IS REPLICABLE: USEFUL KNOWLEDGE FOR OTHER FOUNDATIONS**

The project, in its different phases and with the different actors involved, aims at being an example for those who want to replicate the way Turin tackled accessibility issues in its city centre. The fourth stage of the project involves the drafting of guidelines that may facilitate the replication of the project in other locations within the city of Turin, and in other cities of Italy and the world.



**For further information please visit:**

[www.fondazioneCRT.it](http://www.fondazioneCRT.it)

[www.isitt.it](http://www.isitt.it)

[www.turismabile.it](http://www.turismabile.it)

[www.turismotorino.org](http://www.turismotorino.org)



# VIBORG

By Marianne Kofoed, Project Manager Realdania;  
Mikala Koppemborg, Consultant, Dansk Bygningsarv



## THE HISTORICAL CITY: AN OVERVIEW

Viborg is one of the oldest cities in Denmark dating back to 900 BC and is situated on slopes above two lakes. The hilly landscape was crucial to the development of the historical city centre which is characterised by steep alleys, narrow footpaths and cobblestone paving. Nowadays the city centre's medieval network of streets and alleys remains almost unchanged. However, over the years the commercial centre has been separated from the Latin Quarter. In the competition set up within the LHAC project, architectural firms had to suggest how to strengthen the experience of the city centre as a whole and bring together the historical and commercial aspects.

## METHODOLOGIES AND APPROACHES OF THE PROJECT: DEVELOPMENTS AND MOST IMPORTANT STEPS

The first phase of the project consisted of an architectural competition in two rounds. Five prequalified, cross-disciplinary teams developed, described and illustrated their ideas and suggestions for making the historical city centre more accessible. Two of the five teams were chosen to advance to the second round of the competition. The winner was announced in spring 2012 and, in collaboration with the steering committee, a consulting knowledge-panel and a local working group, will develop the project proposal. The final project "The Treasures of Viborg" (implemented from autumn 2013 and scheduled to finish in spring 2015), resulted from a complicated decision process. It is uniquely characterised by its discreet approach in terms of intervention.

## ASSOCIATIONS, STAKEHOLDERS AND VOLUNTEERS INVOLVED IN THE PROJECT

Behind the Danish contribution to the LHAC project there is a partnership between the Municipality of Viborg and four Danish foundations: Realdania, the Bevica Foundation, The Labour Market Holiday Fund and the Danish Disability Foundation. The steering committee, a consulting knowledge-panel and a local working group oversee the competition programme, the final project proposal and the communication initiatives in relation to the actual project.

- The steering committee, formed by representatives from the partner foundations and the municipality of Viborg, has the overall responsibility for the development and implementation of the project and the related communication tasks.
- The consulting knowledge-panel is made up of representatives from central organisations, associations and institutions concerning accessibility with a role of advisers.
- The local working group consists of representatives from central stakeholders and main players in the city centre of Viborg e.g. the local tourist office and trade association. They also play an advisory role.





#### TECHNOLOGY AND DEVICES DEVELOPED

The main focus of the project is based on the idea of adapting to the existing historical environment and therefore no actual technology or devices have been developed. The communication initiatives are still under development; among other elements an animated movie that describes the different parts of the project is being produced.

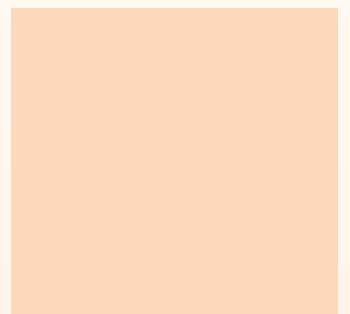
#### UNIQUENESS OF THE PROJECT

This project seeks to show the greatest possible respect to the historical surroundings while integrating accessibility seamlessly into the cityscape. An almost invisible layer is applied to create equal access for all user groups without compromising the preservation of the historical and aesthetic values. For instance, the strategy is to remove steps and replace them with ramps made from the existing materials. The project adds value to the city, not only in terms of accessibility, but also in the way it connects the historical part with the commercial area of the city.

#### HOW THE PROJECT IS REPLICABLE: USEFUL KNOWLEDGE FOR OTHER FOUNDATIONS

The architectural competition clearly illustrated more than one visionary and innovative way of solving the challenges of accessibility and thus creates a well-founded basis from which to choose a solution. In this case, the winning proposal shows great empathy and insight into the history of the city. The architectural solutions are discreet (almost invisible) using, for example, different types of paving as natural guidelines.

- Focus on accessibility for all – thus creating equal access for all user groups.
- Adapting to the existing historical environment.
- Instead of making just one accessible route, this project creates a network of accessible routes, so it is possible to choose what to experience and in which order.



**For further information please visit:**

[www.aff.dk](http://www.aff.dk)  
[www.bevica.dk](http://www.bevica.dk)  
[www.realdania.dk](http://www.realdania.dk)  
[www.vanfoerefonden.dk](http://www.vanfoerefonden.dk)



FINANCIAL RESOURCES TOTAL PROJECT EXPENDITURE		
Ávila	accessible wall project	790.000 €
	indeterminate private funding	1.100.000 €
Lucca	(not the final amount yet)	992.000 €
Mulhouse	(not the final amount yet)	1.300.000 €
Sozopol		220.534 €
Viborg		2.830.000 €
Torino		50.000 €
TOTAL PERSONS INVOLVED		7.282.534€

SUSTAINABLE TOURISM AND THE SOCIAL DEVELOPMENT OF THE CITY HAVE BEEN PROMOTED BY:							
a) REALISATION OF TOURIST ITINERARIES ACCESSIBLE FOR ALL IN THE HISTORICAL CENTRE INCLUDING THE MAJOR TOURISTIC ATTRACTIONS OF THE CITY	A	L	M	V	S	T	TOTAL
ACCESSIBLE ITINERARY	3,6	2,1	3,8	1,6	1,5	-	12,6 km
b) THE ITINERARIES INCLUDE:							
b.1) Tourist offices and services							
Tourist offices and reception centres	2	3	1	1	1	-	8
Bars	-	19	12	-	5	-	36
Restaurants	5	15	25	-	3	-	48
Hotels	6	10	3	1	-	-	20
Shops	5	53	50	20	5	-	133
TOTAL TOURIST OFFICES AND SERVICES							245
b.2) Historical heritage buildings							
Historical buildings	11	10	21	-	2	13	57
Churches, temples, synagogues	6	10	2	1	1	2	22
Monuments	-	4	5	-	3	3	15
Museums	3	6	3	1	4	1	18
TOTAL HISTORICAL HERITAGE BUILDINGS							122
b.3) Urban public spaces							
Parks and gardens	2	3	3	1	1	5	15
Squares/streets	7	17	12	20	1	10	67
Public markets and fairs	2	-	-	1	-	1	4
Public car parks	2	-	-	1	1	2	6
TOTAL URBAN PUBLIC SPACES							92
b.3) Urban public spaces							
Libraries	4	6	1	-	-	-	11
Schools	1	9	2	-	-	-	12
Theatres	-	2	1	-	-	-	3
Banks	3	7	10	2	1	-	23
Post offices and other offices	-	16	-	1	-	-	17
TOTAL PUBLIC BUILDINGS AND OFFICES							66
TOTAL OF ACCESSIBLE BUILDINGS, PUBLIC SPACES AND SERVICES WITHIN THE ROUTES							515

Sustainable Tourism and the Social Development of the City have been promoted by:								
	EFC	A	L	M	V	S	T	TOTAL
a) Development of Accessible Information Websites	1	1	1	1	-	-	1	5
TOTAL OF ACCESSIBLE WEBSITES DEVELOPED								5
b) Development of Innovative Technological Devices								
Cyber-passes	-	1	-	-	-	-	-	1
Audio guides	-	1	-	-	-	-	-	1
Smart cane	-	-	1	-	-	-	-	1
Information devices (Totem)	-	-	1	-	-	30	-	31
GPS navigation systems with receiver and earpiece	-	-	1		-	1	-	2
Smart transport systems - NFC technologies	-	-	-	1	-	-	-	1
Tactile screen maps and orientation maps	-	3	3	-	-	1	-	7
TOTAL OF INNOVATIVE TECHNOLOGICAL DEVICES DEVELOPED								44
c) Training Courses Organised	-	1	2	-	-	2	-	5
TOTAL OF TRAINING COURSES ORGANISED								5
d) Congresses to Share Experiences	1	2	1	-	-	1	-	5
TOTAL OF CONGRESSES ORGANISED								5
TOTAL OF TECHNOLOGICAL DEVICES AND SERVICES IMPROVING ACCESS TO INFORMATION								54

IMPLEMENTATION OF A COLLECTIVE METHODOLOGY ABOUT ACCESSIBILITY IN EUROPE TO BE USED ELSEWHERE:								
	Via Libre	A	L	M	V	S	T	TOTAL
a) LHAC TECHNICAL GUIDE	1	-	-	-	-	-	-	1
b) ONLINE ACCESSIBLE RESOURCES GUIDE	-	1	-	-	-	-	-	1
c) DVD DOCUMENTING THE PROJECT DEVELOPMENT	-		1	-	1	-	1	3
d) DEVELOPING OF A COLLECTIVE METHODOLOGY BASED ON SPECIFIC DIAGNOSTIC TOOLS	-	-	-	1	-	1	-	2
TOTAL OF TECHNOLOGICAL DEVICES AND SERVICES IMPROVING ACCESS TO INFORMATION								55



## By Vía Libre



### **ACCESS AUDITOR**

A trained professional who has expertise in making inspections of buildings and/or external environments and reporting their level of compliance with relevant legislation, standards and best practice guidelines.

### **ACCESS GUIDE**

A guide in the form of printed material or website for tourists, travellers or local citizens that provides details about the accessibility of a tourist destination, an outdoor environment, facility or building and its components.

### **ACCESS REQUIREMENTS**

Technical or functional specifications related to the planning, design and management of a building, environment, product or service in order to ensure accessibility for people with disabilities and other specific user groups, e.g. older people.

### **ACCESSIBILITY**

The degree to which a product, device, service, or environment is available to as many people as possible, including people with disabilities. Accessibility can be viewed as the “ability to access” and benefit from the above.

### **ACCESSIBILITY AUDIT**

A comprehensive inspection and assessment of the accessibility of a building, facility or external environment against relevant legislation, standards and best practice guidelines.

### **ACCESSIBILITY CHECKLIST** (for buildings or urban environments)

Provides assessment criteria based on accessibility standards or requirements in order to establish the degree to which the building or environment meets these.

### **ACCESSIBILITY GUIDELINES**

Document containing functional and technical requirements for accessibility.



### **ACCESSIBILITY STANDARDS**

A formal document that establishes uniform functional or technical criteria, methods, processes and practices for ensuring accessibility of products, devices, services, or environments for people with disabilities and other specific user groups, e.g. older people.

### **ACCESSIBLE**

Any product, device, service, or environment that can be accessed/reached or used by as many people as possible including people with disabilities.

### **ACCESSIBLE OR ALTERNATIVE FORMATS**

Alternatives to printed information, used by blind and partially-sighted people, or others with an impairment that does not allow them to read standard print. These accessible formats include large print, audio, Braille, electronic text, and accessible images, among others. For deaf people or people with hearing impairments, speech can be alternatively presented in text format (e.g. subtitling for film or video).

### **ACCESSIBLE HISTORICAL ROUTE**

Pedestrian pathway which takes visitors on a pre-determined route in order for them to experience an environment of historical and cultural significance.

### **ACCESSIBLE TOILETS**

Toilets that have been designed to serve the needs of all people, including people with disabilities and more specifically, wheelchair users who require more space and certain fittings or toilet layout.



### **ACCESSIBLE TOURISM**

The on-going practice to ensure tourist destinations, products and services are accessible to all people, regardless of their physical limitations, disabilities or age. Accessible tourism enables people with access requirements, including mobility, vision, hearing and cognitive dimensions of access, to function independently and with equity and dignity through the delivery of universally-designed tourism products, services and environments. This definition is inclusive of all people including those travelling with children in prams, people with disabilities and seniors.

### **ACCOMMODATION (TOURIST)**

Tourist accommodation refers to every type of establishment or facility where tourists can be lodged, such as: hotels and similar establishments, holiday dwellings, tourist campsites, rented accommodation and other types of private accommodation.

### **ADAPTATION(S)**

A modification to an existing product, service, building (or part of a building) or environment which, in this context, typically improves its accessibility or ease of use for people with disabilities.

### **AUDIO GUIDES**

Provide a recorded spoken commentary, background, context, and information on the things normally viewed through a handheld device, to a visitor attraction such as a museum. Audio guides are often in multilingual versions and can be made available in different formats.

### **BRAILLE**

A tactile writing system which enables blind and partially sighted people to read and write through touch. It was invented by Louis Braille who was blind. It consists of patterns of raised dots arranged in cells. Each cell represents a letter, numeral or punctuation mark.

### **CLEAR WIDTH**

The free space between two horizontally separated points, e.g. a door opening or passageway.

### **DESTINATION MANAGEMENT**

The process of organising, developing and marketing a tourist region, city or other territory.

### **DISABILITY**

Disability results from the interaction between persons with impairments and attitudinal and environmental barriers that hinders their full and effective participation in society on an equal basis with others.

### **EQUITABLE ACCESS**

The principle of providing access on equal terms for all users – that is, providing solutions which do not discriminate against certain users by failing to take their access requirements into account.

### **INTELLECTUAL DISABILITY**

A broad concept covering various intellectual deficits or impairments, including mental retardation, mild mental deficits, various specific conditions (such as a specific learning disability), and problems acquired later in life through acquired brain injuries or neurodegenerative diseases like dementia.

### **PEDESTRIAN ROUTE**

Pathway intended only for people walking (with or without mobility aids, pushchairs, shopping trolleys); and persons using a wheelchair or powered "Mobility scooter."

### **PHYSICAL DISABILITIES**

Any impairment which limits the physical function of one or more limbs or fine or gross motor ability.

### **POINTS OF INTEREST**

In the context of a tourist destination or historical route, a building, space, place or artefact that has a particular value for visitors.

### **SENSORY DISABILITIES**

Impairment of one of the senses. The term is used primarily to refer to vision and hearing impairment, but other senses can be impaired.

### **SIGN LANGUAGE**

A language which uses manual communication and body language to convey meaning.

### **TOURISM STAKEHOLDERS**

A person with an interest or concern in tourism.

### **TACTILE INFORMATION**

Information that a person gets through the sense of touch.

### **UNIVERSAL DESIGN**

The design of products and environments to be usable by all people, to the greatest extent possible, without the need for adaptation or specialised design.

### **WALKING AIDS**

Assistive devices to help people with walking difficulties (e.g. rollators-walkers, walking sticks).



NOTES



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## ABOUT THE EFC...

The EFC, founded in 1989, is an international membership association representing public-benefit foundations and corporate funders active in philanthropy in Europe and beyond. The Centre develops and pursues activities in line with its four key objectives: creating an enabling legal and fiscal environment; documenting the foundation landscape; building the capacity of foundation professionals; and promoting collaboration, both among foundations and between foundations and other actors. Emphasising transparency and best practice, all members sign up to and uphold the EFC Principles of Good Practice.



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