

Dedicated accessible tour through the city; Padua: Padua has designed an accessible tourist itinerary, especially for those with physical disabilities. The tour includes a 2.5 km route that can be done on foot or with mobility aids such as wheelchairs.

Exploration made barrier free; Venice:

The city has introduced an “itinerary without barriers”, an itinerary to explore and experience the city specifically designed for wheelchair users visiting Venice. These itineraries take the visitor throughout Venice along specifically designed and accessible routes for wheelchair users offer suggestions on visiting the city despite the obstacles that it's the city with all its bridges entail. These routes and itineraries have been designed by the Office for the Elimination of Architectural Barriers of the Municipality of Venice and have been created in collaboration with resident with limited mobility living in the city. Through this collaborative process, Venice has taken the residential experience as a platform for creating a better tourist experience for everyone.



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Find out more at: <https://www.veneziaunica.it/en/content/itineraries-without-barriers>

4.1.1.3 Accessible infrastructure; Bordeaux; Dublin; Genoa; Ljubljana; Szczecin; Venice

Accessible transport system; Bordeaux: Bordeaux's public transport network is 100% wheelchair accessible, thanks to large sliding doors, step-free access and reserved spaces. In the city, the creation of a pedestrian GR-accredited circuit follows the same dynamic. The network of footpaths runs for 160 km through the suburbs and green spaces. It is

easily accessible via public transport and well-signposted. The circuit provides a diverse range of landscapes and experiences and constitutes high-quality local tourism that is open to all. It is even possible to stay in a natural space for free in “suburban refuges”, some of which are veritable works of art, not just quirky accommodation options.

Find out more at: <https://www.infotbm.com/en/accessibilite.html>
<https://www.infotbm.com/en/practical-information/accessibility.html>

Assistance to those with autism;

Dublin: DAA knows 1% of passengers have reduced mobility challenges and is leading the way in accessible travel by establishing a Disability Users Group, comprising representatives from a broad range of organisations catering for individuals with specific disabilities. Decisions relating to future developments are discussed with



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diverse groups with specific needs. For example, DAA has co-designed and implemented ‘important flyer wristbands and lanyards’ so that passengers with Autism could self-identify as needing additional help. The wristband can be shown to any Dublin Airport staff member at security or passport control or any area where help is required, enhancing the visitor experience to the airport and city. Additionally, DAA provides a sensory room to calm passengers who might feel overwhelmed in a busy airport. Designed for passengers with autism, dementia, cognitive impairment, or other special needs the room has been very successful. Among other innovations are an assistance dog relief room, and induction loop amplification points around the airport for passengers with hearing difficulties. In 2020 DAA and Hack Access held an accessibility hackathon focused on improving the customer experience for passengers with accessibility challenges. In 2019, the DAA mobility assistance provider conducted over 340,000 interactions. It is planned the success of the programme will now be replicated in other international airports.

Find out more at: <http://www.dublinairport.com/at-the-airport/help-and-support/travelling-with-autism>
<https://www.dublinairport.com/at-the-airport/help-and-support/sensory-room/sensory-room>

Barrier-free architecture; Genoa: The goal of the city is to enable everyone to participate fully in all aspects of life. As a measure to ensure equal access to the physical environment, transport, information and communication, Genoa's administration has implemented PEBA – the Plan for the Elimination of Architectural Barriers. The PEBA analyses the municipal area from the point of view of motor and sensory accessibility, dividing it into 94 Areas, i.e. portions of the territory where public functions of importance and interest for the citizen are concentrated, returning a map with 4 colors depending on the degree of presence or absence of architectural barriers: green (accessible), yellow (partially accessible), orange (partially inaccessible) and red (inaccessible). A very important aspect to underline is that Genoa is the first Italian city with a totally georeferenced PEBA and with data free and accessible to all on dedicated portals (open data). For tours and maps, the relative level of accessibility has been indicated for the main points of interest in Genoa, such as monuments, museums, universities or historical shops. And five accessible “thematic itineraries” have therefore been identified: Art and culture, Education, Free time, Business, Other Paths.

Find out more at: <https://smart.comune.genova.it/contenuti/peba-piano-eliminazione-barriere-architettoniche>

User-friendly and disabled-friendly transportation; Ljubljana: For physical accessibility, Ljubljana's city buses are especially user-friendly for people in wheelchairs, with other disabilities and children in strollers. Besides installed ramps and reader boards on most of the buses, audio announcements help tourists and visitors to identify their stop. Additionally, six electric vehicles (“Kavalirs”) have been introduced in the city center for the elderly and disabled



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and offer free rides. An emission-free urban electric train also enables disabled people to travel to main attractions while listening to audio guides. The latest addition to a user-friendly experience for people in wheelchairs is the free rental of two electric attachments allowing a more comfortable sightseeing experience. Attachments can be rented at the

Tourist Information Centre (TIC). This is an innovative service since TIC is the first tourist information centre in Europe that offers this option.

Find out more at: <https://www.visitljubljana.com/en/visitors/travel-information/essentials/accessibility-of-ljubljana-by-wheelchair/> and <https://www.visitljubljana.com/en/visitors/travel-information/getting-around/kavalir-getting-around-the-city-centre-by-electric-car/> and <https://www.lpp.si/en/urban-electric-train>

Overcoming historic and unequal architecture; Venice: Venice has a unique urban landscape that is dominated by the numerous bridges dotting the city centre allowing visitors and residents alike to explore and experience the city. By creating accessible bridges, the municipality has started to adapt this architectural barrier to accommodate all visitors with limited mobility. These accessible bridges have been equipped with handrails and a facilitated step ramp for ease of access both to the resident and the visitors.

Find out more at: https://www.researchgate.net/figure/Ponte-delle-Sechere-an-example-of-a-fully-accessible-bridge-In-this-case-the-bridge-has_fig5_338854836

Sea legs are a thing of the past; Szczecin:

As a popular yachting destination, Szczecin has introduced an elderly friendly marina concept for the sake of the elderly sailors who are coming to visit the city by boat. The newly constructed marina has a specially designated mooring berth dedicated for the elderly. It is equipped with ramps and adjusted toilets as well as an extra step that makes stepping of the boat easier. The marina staff are specifically designated to help any elderly sailors wishing to have some assistance mooring their vessel if given prior notice.



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Find out more at: <https://northeast-marina.pl/en/>