



INTERMEDIATE OBJECTIVES FOR  
A TRANSPORT SYSTEM  
ACCESSIBLE TO EVERYONE

Summary in English

## **The Commission**

In 2002, SIKa was instructed by the Government to produce proposals for intermediate objectives within the objective in the transport sector for an accessible transport system in relation to the goals set for disabled policy.

The limited time available for the study meant that it was not possible to propose any well-considered intermediate objectives with deadlines. The report is to be viewed rather as a basis for continued discussion during 2003. The transport agencies are then to report on their assignment of producing an integrated strategy for how to make the transport system accessible to the disabled by 2010.

The time available for the commission was not either sufficient to work closely with the transport agencies that the commission related to. The transport agencies have been informed about the commission as far as possible through SIKa's Agency Group and Handsam – the transport agencies' responsible group for issues relating to the disabled.

Åsa Vagland has been project manager. Others participating in the work were Anna Johansson and Anders Wärmark at SIKa's research and evaluation department.

## **Summary and proposals**

The main part of the report takes up the intermediate objectives proposed by SIKa to achieve an accessible transport system by 2010, although the report also reports background data for measures in various areas.

SIKA has categorised the proposals under accessibility in the infrastructure, access to information systems, training in customer contact, state car assistance and procurement.

We recommend:

- The establishment of common standards for the physical design, level of service and booking facilities and the level of staffing.
- That the remaining inventories of the infrastructure be completed in accordance with the set criteria.
- That station hosts be introduced, who can be contacted in person or by telephone, at major interchange points.
- That a study be made of issues relating to responsibility and guarantees for the satisfactory functioning of the infrastructure.
- That information systems be created that can be understood using several senses and through several media.

- That all staff in transport agencies, traffic/sales undertakings, etc. be trained in customer contact.
- That an economic evaluation of the relative efficiency between assisted travel and state car benefit be made. The issue of a common responsible authority should also be evaluated in the investigation.
- That research on the use of cars by the disabled be stimulated.
- That demands are made for training in customer contact in procurement of public transport.
- That demands are made on accessibility in public transport purchased through competitive procurement.

We are aware that the proposed intermediate objectives do not comply with the demands on intermediate objectives that we have set ourselves, namely that intermediate objectives are to be mutually reconciled, quantifiable so that they can be monitored and accompanied by a timetable.

We nevertheless consider that the intermediate objectives that we are proposing here, after discussion with the transport agencies on what remains to be done to make the transport system accessible to all and the costs that this entails, can lead to the adoption of more definitive intermediate objectives with deadlines.

The report is to be regarded as a basis for continued discussion in 2003. The transport agencies shall then report on their commission of producing an integrated strategy on how the transport system is to be made accessible to the disabled by 2010.



THE SWEDISH INSTITUTE FOR  
TRANSPORT AND COMMUNICATIONS ANALYSIS

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