# Assessment grid for data collection

**Innovative transportation services for blind and partially sighted passengers in Danube region**
**DANOVA**

February 2021

| Dissemination level | *Confidential/Consortium only/Public* |
|---|---|
| Activity | *A.T1.2: Assessment of the accessibility to blind and partially sighted passengers* |
| Deliverable | *D.T1.2.1 Assessment methodology including Assessment grid for data collection* |
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**Table of Contents**

## 1. NATIONAL ENVIRONMENT

### 1.1. National regulations

| Title/Name | Year adopted | Compulsory or recommended[1] | Related to EU/global standard (yes/no) | If yes, specify which one |
|---|---|---|---|---|
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[1] If the document is of mandatory nature (meaning that it is compulsory) please state *"Compulsory"*. If the document provides guidelines/recommendations and it is not obligatory to comply with it, please state *"Recommended".*

## 2. OFF-SITE ASSESSMENT

### 2.1. Site policies, service standards and awareness training

| Accessibility policies | | | Assessment | Comments |
|---|---|---|---|---|
| Do policies on accessibility exist? | yes/no | briefly describe | | |
| Do policies on accessibility include blind and partially sighted persons? | yes/no | briefly describe | | |
| How are the policies implemented? | briefly describe | | | |
| How is the implementation monitored | briefly describe | | | |
| Does staff policy specifically require the staff to assist persons with visual impairments? | briefly describe | | | |
| Has the staff been trained to assist persons with visual impairments in evacuation? | briefly describe | | | |

| Customer service standards | | | Assessment | Comments |
|---|---|---|---|---|
| Do customer service standards exist? | yes/no | briefly describe | | |
| Do customer service standards include blind and partially sighted persons? | yes/no | briefly describe | | |
| How are these service standards implemented? | briefly describe | | | |

| How is the implementation monitored? | briefly describe | | | |
|---|---|---|---|---|

| Disability awareness training | | | Assessment | Comments |
|---|---|---|---|---|
| Is disability awareness training of staff members performed? | yes/no | briefly describe | | |
| Is every staff member trained? | yes/no | briefly describe<br>If no: who is trained and who is not? | | |
| Which aspects are covered in training? | briefly describe, delete those that are not included in the training<br>• Legislation - employment and customer service<br>• Challenging stereotypes and assumptions<br>• Relating to people with disabilities - language and etiquette (how to adequately communicate, support and guide a person with disability)<br>• Working with people with disabilities - practical skills and use of equipment<br>• Inclusive working - removing barriers in practices, policies and procedures<br>• Universal design - removing barriers in the physical environment; and<br>• Inclusive information - removing barriers in communication and information provision | | | |
| Are specialized staff trainings performed (e.g., support for blind and visually impaired persons, for people with hearing disabilities, support for persons with reduced mobility etc) | Yes/no - if yes, specify which trainings (for which group) are implemented. | | | |
| Is visual impairment awareness training implemented? | Yes/no - if yes, specify who is the training provided by – is it by representatives of blind/partially sighted community, experts? | | | |

## 1.1. Pre- and post-travel access to information

| Website | | | Assessment | Comments |
|---|---|---|---|---|
| Does the audited site have its own website (stand-alone website)? | yes/no | | | |
| Is website of the audited site compliant with W3C levels A/AA or AAA? (for stand-alone websites expert assessment is mandatory, for webpages within corporate websites, online tools can be used https://www.experte.com/accessibility to check accessibility of main webpage) | yes/no/n.a | If NO – are there plans to make it compliant? | | ☐ Compliance checked by the expert (if YES, tick the box, leave empty if checked with online tool) |
| Does the website provide information on the building (including accessible paths and facilities etc.) in suitable format (text).. | yes/no/n.a For instance detailed directions to support orientation in and around the building, access statement .. | | | |
| Are there any online services accessible (e.g. live chat online)? | yes/no/n.a | | | |
| Are there any services offered at the audited site for blind and partially sighted persons) that can be booked online (e.g. personal assistance?). Is the application for booking them fully accessible | yes/no/n.a | | | |
| If forms need to be filled in they can be filled electronically through an accessible software. | yes/no/n.a | | | |

| Smart-phone app | | | Assessment | Comments |
|---|---|---|---|---|
| Does the audited site have its own smart-phone app? | yes/no | | | |
| Is the app of the audited site compliant with W3C levels A/AA or AAA? (for apps managed by the audited terminal expert assessment is mandatory, third party apps are not subject of assessment) | yes/no/n.a | If NO – are there plans to make it compliant? | | ☐ Compliance checked by the expert (if YES, tick the box, leave empty if checked with online tool) |
| Does the app provide information on the building (including accessible paths and facilities etc.) in suitable format (text).. | yes/no/n.a For instance detailed directions to support orientation in and around the building, access statement .. | | | |
| Are there any online services accessible (e.g. live chat online)? | yes/no/n.a | | | |
| Are there any services offered at the audited site for blind and partially sighted persons) that can be booked via app (e.g. personal assistance?). Is the application for booking them fully accessible? | yes/no/n.a | | | |
| If forms need to be filled in, they can be filled electronically through an accessible software? | yes/no/n.a | | | |

| Telephone services | | | Assessment | Comments |
|---|---|---|---|---|
| Are there any telephone services available? | Yes/no | If yes, please specify e.g.: - live information on arrivals/departure - information on how to access the site - booking of assistance for blind and partially sighted persons - ………. | | |
| If yes, are the services available 24/7? | Yes/no | If no, specify hours in which service is available (e.g. 6.00 – 22.00) | | |

| Personalized assistive technologies | | | Assessment | Comments |
|---|---|---|---|---|
| Does the audited site support/enable use of personalized assistive technologies (such as AIRA)? | Yes/no | If Yes – please provide brief description | | |

## 2. ON-SITE ASSESSMENT

For each of the modules below, insert (copy/paste) appropriate building block assessment tables. Choose from all that apply, each building block can be used as many times as needed. If specific module is not present at audited site (e.g. *Security screening and customs* is only present at locations like airports and ports), delete the module.

### 2.1. Approach and departure to and from the site

## 2.2. Entrance to the site

## 2.3. Inside circulation

## 2.4. Security screening and customs

## 2.5. Sanitary facilities

## 2.6. Shopping and catering facilities

## 2.7. Waiting areas

**2.8. Departure point(s)**

## 2.9. Arrival point(s)

## 2.10. Evacuation routes

## 2.11.     Exit from the site

## 3. BUILDING BLOCKS

| PARKING - CAR | | Assessment | Comments |
|---|---|---|---|
| Is a car-park available for visitors? | Yes/No | | |
| Is the car-park clearly signed? | Yes/No | | |
| Are there accessible parking bays reserved for persons with disabilities? | Yes/No | | |
| Are the bays compliant with national regulations in terms of:<br>- size<br>- location<br>- signage | Yes/No | | |
| Are the bays located at the main (or accessible) entrance? | Yes/No | | |
| Is there TWSIs guidance in the parking area? Routes guiding from parking area to entry points of buildings and emergency routes. | Yes/No | | |
| Is lighting adequate with no glare? | Yes/No | | |

| PARKING - TAXI | | Assessment | Comments |
|---|---|---|---|
| Are there accessible taxi parking bays reserved for persons with disabilities? | Yes/No | | |
| Are the bays located at the main (accessible) entrance? | Yes/No | | |
| Are the bays compliant with national regulations in terms of:<br>- size<br>- location<br>- signage | Yes/No | | |
| Is there TWSIs guidance in from taxi parking? Specifically, routes guiding from parking area to entry points of buildings and emergency routes. | Yes/No | | |
| Is lighting adequate with no glare? | Yes/No | | |

| BUS STOPS | | Assessment | Comments |
|---|---|---|---|
| Are alighting (disembarking) areas equipped for persons with disabilities? | Yes/No | | |
| Is the space levelled, covered and out of the traffic lane? | Yes/No | | |
| Does it have a step free route leading to entrance? | Yes/No | | |
| Does not require the disabled person to cross the traffic lane? | Yes/No | | |
| Does it have a TWSIs guidance path including directional, hazard warning and positional tiles directing to the entrance? | Yes/No | | |
| There is adequate lighting and no glare. | Yes/No | | |
| Are there acoustic information systems at place? | Yes/No | | |

| TRAM STOPS | | Assessment | Comments |
|---|---|---|---|
| Are alighting (disembarking) tram stops equipped for persons with disabilities? | Yes/No | | |
| Is the space levelled, covered and out of the traffic lane? | Yes/No | | |
| Does it have a step free route leading to entrance? | Yes/No | | |
| Does not require the disabled person to cross the traffic lane? | Yes/No | | |
| Does it have a TWSIs guidance path including directional, hazard warning and positional tiles directing till the entrance? | Yes/No | | |
| There is adequate lighting and no glare. | Yes/No | | |
| Are there acoustic information systems at place? | Yes/No | | |

![Interreg Danube Transnational Programme - DANOVA logo] Project co-funded by European Union funds (ERDF, IPA, ENI)

| TRAIN STOPS | | Assessment | Comments |
|---|---|---|---|
| Are alighting (disembarking) train stops equipped for persons with disabilities? | Yes/No | | |
| Is the space levelled, covered and out of the traffic lane? | Yes/No | | |
| Does it have a step free route leading to entrance? | Yes/No | | |
| Does not require the disabled person to cross the traffic lane? | Yes/No | | |
| Does it have a TWSIs guidance path including directional, hazard warning and positional tiles directing till the entrance? | Yes/No | | |
| There is adequate lighting and no glare. | Yes/No | | |
| Are there acoustic information systems at place? | Yes/No | | |

| SIGNS | Assessment | Comments |
|---|---|---|
| Are visual directional signs placed in a way to constitute a logical orientation sequence from the starting point to different points of destination? | Yes/No | | |
| Are visual signs easily understandable (designed to be simple and easy to interpret, the message is unambiguous) | Yes/No | | |
| Are visual signs readable and legible for people with visual impairments? | Yes/No (check size, colours, fonts, and contrast; If NO, please specify what is inadequate (is it colour, font, size, contrast) | | |
| Are visual signs well illuminated with no glare? | Yes/No | | |
| Is sufficient and adequate tactile guidance (e.g. TWSIs) provided along the relevant paths? | Yes/No

It is up to the audit team to decide whether or not the tactile guidance is sufficient and adequate in the investigated context | | |
| Are orientational signs accompanied with signs/information in relief (raised lettering)? | Yes/No | | |
| Is information in relief (raised lettering) appropriately placed and of standardized size? | Yes/No | | |

| | | | |
|---|---|---|---|
| Are orientational signs accompanied with signs/information in Braille? | Yes/No | | |
| Are Braille signs appropriately placed and of standardized size? | Yes/No | | |
| Is a complementary audible information system provided? | Yes/No | | |

| DISPLAYS | | Assessment | Comments |
|---|---|---|---|
| Is information on displays easily understandable (designed to be simple and easy to interpret, the message is unambiguous) | Yes/No | | |
| Are displays readable and legible for partially sighted people? | Yes/No (check size, colours, fonts, and contrast; If NO, please specify what is inadequate (is it colour, font, size, contrast) | | |
| Are displays well illuminated with no glare? | Yes/No | | |
| Is tactile guidance (TWSIs) available alongside displays? | Yes/No | | |
| Is there sufficient visual guidance (signage, visibility of display etc.)  available to detect display easily? | Yes/No | | |
| Is it possible to get very close to the display to read the information? | Yes/No | | |

| PATHS, CORRIDORS | | Assessment | Comments |
|---|---|---|---|
| Is the floor slip-resistant in both wet and dry conditions? | Yes/No | | |
| Is the floor level or with gradient according to regulations or standard (gentle slope (EN standard) or slope no more than 1:12 or a cross slope no more than 1:50 in the pathway (ISO standard))? | Yes/No | | |
| Is there a colour contrast between the floor, walls, doors and the ceiling? | Yes/No | | |
| Is there adequate light and no glare? | Yes/No | | |
| Is the path free of any barriers or obstacles? | Yes/No | | |
| Are the paths maintained and kept free of unwanted barriers such as furniture, plants etc.? | Yes/No | | |
| Is the path equipped with adequate tactile guidance (e.g.TWSIs) including directional, hazard warning and positional tiles provided for independent navigation? | Yes/No It is up to the audit team to decide whether or not the tactile guidance is sufficient and adequate in the investigated context | | |
| Is the path equipped with acoustic guidance? | Yes/No | | |

| TRAVELLATORS / PASSENGER CONVEYERS | | Assessment | Comments |
|---|---|---|---|
| Is the travellator equipped with adequate warning for users with visual impairments (detectable visual and tactile contrasting warning surface extending in front of the travelator)? | Yes/No | | |
| For large premises only: Are tactile warning strips (TWSIs) provided at the beginning and end? | Yes/No | | |
| Is the speed adequately slow? | Yes/No | | |
| Are colour contrasted moving handrails provided on both sides of the travellator? | Yes/No | | |
| Are there tactile and Braille markings provided? | Yes/No | | |
| If travelators start automatically, the visual and acoustic signals indication start and direction of travel are in place? | Yes/No | | |
| Is the stop button easily reachable and clearly indicated (in case of emergency)? | Yes/No | | |
| Is the travellator illuminated appropriately without a glare? | Yes/No | | |

| DOORS | | Assessment | Comments |
|---|---|---|---|
| Are automatic (preferably sliding) doors provided? | Yes/No<br>(If NO, state the type - manual doors (swing both ways), manual doors (open in/out), revolving automatic doors, revolving manual doors | | |
| There are no thresholds present at the door (ISO standard: less than 15 mm high). | Yes/No | | |
| Do door frames contrast with the wall? | Yes/No | | |
| In case the doors are glass doors – do they have colour contrasting edging and door handles? | Yes/No | | |
| Are Braille and tactile signs (TWSIs) provided at a door? | Yes/No | | |
| Are Braille signs appropriately placed and of standardized size? | Yes/No | | |

| STAIRS | | Assessment | Comments |
|---|---|---|---|
| Are the stairs' height and width according to regulations? | Yes/No | | |
| Are steps uniform in width and height? | Yes/No | | |
| Are the stairs continuous without any abrupt breaks and gaps? | Yes/No | | |
| Is there a visual contrast (e.g. colour contrasting strip) at the edge of the steps? | Yes/No | | |
| Is there adequate illumination on the stairs with no glare? | Yes/No | | |
| Is the floor surface of the steps non-slippery and non-glary? | Yes/No | | |
| Do the stairs have handrails on both sides that are continuous on the landing? | Yes/No | | |
| Do handrails contrast in colour from the adjacent background wall and the floor? | Yes/No | | |
| Is the under-stair area cordoned off to avoid accidents? | Yes/No | | |

| RAMPS | | Assessment | Comments |
|---|---|---|---|
| Is a ramp provided as an alternate route to the stairs? | Yes/No | | |
| Is the ramp gradient and width in line with national regulations or standard (gentle slope (EN standard), not steeper than 1:12, not less than 1800 wide (ISO standard))? | Yes/No | | |
| Handrails are provided on both sides of the ramp and are continuous on the landing. | Yes/No | | |
| Handrails contrast in colour from the adjacent background | Yes/No | | |
| The ramp is well illuminated with no glare? | Yes/No | | |
| The floor surface is non-slippery and non-glary? | Yes/No | | |

| LIFTS | | Assessment | Comments |
|---|---|---|---|
| There is signage directing to the accessible lift? | Yes/No | | |
| There is floor number and floor directory signage clearly visible? | Yes/No | | |
| There is step free access from the entrance to the lift? | Yes/No | | |
| The control panel has buttons and not a touch panel? | Yes/No | | |

| | | | |
|---|---|---|---|
| The lift controls (including alarms / speakers / phones) have a good contrast, and are self-illuminating? | Yes/No | | |
| The lift controls (including alarms / speakers / phones) have raised numbers and are in Braille also? | Yes/No | | |
| There is a visual and an audio floor announcement system in the lift? | Yes/No | | |
| The lift call buttons and floor numbers outside the lift on each floor are in Braille and raised Lettering. | Yes/No | | |
| The floor finish is non-slippery? | Yes/No | | |
| The walls are non-reflective? | Yes/No | | |
| There is adequate lighting and no glare. | Yes/No | | |
| The emergency information given inside the lift is mounted at eye level? | Yes/No | | |
| The emergency information given inside the lift is in accessible format (font size, colour, contrast)? | Yes/No | | |
| The emergency information given inside the lift is in Braille? | Yes/No | | |
| There are TWSIs leading directly to the entrance of the lifts? | Yes/No | | |

| ESCALATORS | | Assessment | Comments |
|---|---|---|---|
| Is the escalator equipped with adequate warning for users with visual impairments (detectable visual and tactile contrasting warning surface extending in front of the escalator)? | Yes/No | | |
| For large premises only: Are tactile warning strips provided at the beginning and end? | Yes/No | | |
| Is the speed adequately slow? | Yes/No | | |
| Are colour contrasted moving handrails provided on both sides of the escalator? | Yes/No | | |
| Is there an audio indicator indicating moving up/down with the escalator? | Yes/No | | |
| If escalators start automatically, the visual and acoustic signals indication start and direction of travel are in place? | Yes/No | | |
| Is the stop button easily reachable and clearly indicated (in case of emergency)? Is the escalator illuminated appropriately without a glare? | Yes/No | | |
| Are escalators properly marked with TWSIs and or Braille? | Yes/No | | |
| Is there sufficient visual guidance available to find the escalator easily? | Yes/No | | |

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| COUNTERS | | Assessment | Comments |
|---|---|---|---|
| Does the counter contrast in colour with the adjacent background? | Yes/No | | |
| Is the counter-top adequately illuminated? | Yes/No | | |
| Is the counter to surface non-reflective? | Yes/No | | |
| Is there sufficient visual guidance (signage, visibility of the doors etc.)  available to detect and identify the counter easily? | Yes/No | | |
| In case of glass empanelled counter is there a microphone that is used by the staff? | Yes/No | | |
| Is there live assistance available at the counter to guide persons to their destination? | Yes/No | | |
| TWSIs lead directly to the counters – or – there is one counter designated to all people with disabilities and it is equipped with accessibility features? | Yes/No | | |

| MACHINES | | Assessment | Comments |
|---|---|---|---|
| Controls are colour-contrasted? | Yes/No | | |
| There is no use of only touch panel switches. | Yes/No | | |
| In case only machines with touch panel are available, staff is present at all time to help passengers? | Yes/No | | |
| Information on controls and switches is in relief (embossed letters/ symbols accompanied with Braille information) for tactile reading? | Yes/No | | |
| Is there sufficient visual guidance (signage, visibility of the machine) available to detect the machine easily? | Yes/No | | |

| TOILETS | | Assessment | Comments |
|---|---|---|---|
| Accessible toiles are available on all floors of the building? | Yes/No | | |
| Accessible toilets are clearly marked? | Yes/No | | |
| The accessible toiles have signs in Braille? | Yes/No | | |
| Toilet door must be outward opening, double hinged or sliding type. | Yes/No | | |
| The floor-surface of the toilet is non-slippery? | Yes/No | | |
| The toilet is well illuminated with no glare? | Yes/No | | |
| There is a colour contrast between the floor, wall and sanitary fittings? | Yes/No | | |
| Is there an alarm system within easy reach to alert persons outside, in case of emergency? | Yes/No | | |

| | | | |
|---|---|---|---|
| The door can be locked from inside but also released from outside in case of emergency | Yes/No | | |
| It is kept clean and well-maintained. | Yes/No | | |
| Is there sufficient visual guidance (signage, visibility of the doors etc.)  available to detect and identify the toilets easily? | Yes/No | | |

| SERVICE ANIMAL RELIEF | | Assessment | Comments |
|---|---|---|---|
| Are animal relief areas available? | Yes/No | | |
| Are animal relief areas dedicated to service animals available? | Yes/No | | |
| Are animal relief areas clearly marked? | Yes/No | | |
| Do animal relief areas have signs in Braille? | Yes/No | | |
| Are animal relief areas securely fenced in? | Yes/No | | |
| Are the gates easy to operate with secure catch? | Yes/No | | |
| The floor-surface is non-slippery and easy to clean? | Yes/No | | |
| The relief area is appropriately illuminated with no glare? | Yes/No | | |
| It is kept clean and well-maintained. | Yes/No | | |
| Is there sufficient visual guidance (signage, visibility of the doors etc.)  available to detect and identify the relief areas easily? | Yes/No | | |
| For large premises only: are drinking facilities for dogs provided? | Yes/No | | |

| EVACUATION ROUTE | | Assessment | Comments |
|---|---|---|---|
| Does emergency evacuation provision consider people with disabilities? | Yes/No | | |
| Are evacuation plans and building maps available in tactile braille formats? | Yes/No | | |
| Are evacuation plans prominently displayed on all floors? | Yes/No | | |
| Are the plans of right size and easy to read (font, contrast, illumination)? | Yes/No | | |
| Do the plans contrast well against the background wall? | Yes/No | | |
| Do the plans have "you are here" point identified on it? | Yes/No | | |
| Are accessible evacuation routes and the refuge points shown on the plan? | Yes/No | | |
| Is there a step free or ramped accessible evacuation route identified? | Yes/No | | |
| Is accessible evacuation route equipped with TWSIs? | Yes/No | | |
| Is the alerting system both visual and audible? | Yes/No | | |
| Are the routes clear and unobstructed? | Yes/No | | |
| Are tactile markings provided on handrails and walls on the evacuation route on stairway and corridors to guide persons with vision impairments to the final exit door? | Yes/No | | |

# 4. ASSESSMENT CRITERIA

1. Hazardous, inaccessible, and unsatisfactory
   If the evaluated element is dangerous and poses a hazard to blind and/or partially sighted persons, and if the rated element is inaccessible, and if it is rated unsatisfactory by blind and/or partially sighted persons, the element receives the lowest rank (1) and is given the highest priority for intervention. Note that all three conditions must be met in order to assign the lowest rank 1.

2. Inaccessible and unsatisfactory
   f the rated element is inaccessible and assessed as unsatisfactory by blind and/or partially sighted persons, but does not pose a hazard to passengers with visual impairments, the element is rated with rank 2.

3. Unsatisfactory but acceptable
   The element is rated unsatisfactory by blind and/or partially sighted persons, but does not pose a hazard to passengers with visual impairments nor is the element inaccessible. The element is evaluated with rank 3.

4. Accessible and acceptable
   The element is rated as acceptable and accessible to blind and partially sighted persons; the element is rated with rank 4.

5. Accepted as a Best Practice
   The element is rated as acceptable and accessible to blind and partially sighted persons and shows a very exemplary way of implementing standards. It is very important that the element is rated as exemplary by the expert or representative(s) of the visually impaired. It is very important that the element works for the intended user(s) - if the solution is very innovative but does not work for visually impaired people (e.g. due to its complexity), it cannot be given the highest rank. The solution is something that works and can/should be transferred and implemented elsewhere; the element is evaluated with rank 5.

| Evaluation rank | Evaluation Criteria | Symbol | Priority for intervention |
|---|---|---|---|
| 1 | Hazardous, Inaccessible and Unsatisfactory |  | Highest |
| 2 | Inaccessible and Unsatisfactory |  | High |
| 3 | Unsatisfactory but acceptable |  | Moderate |
| 4 | Accessible and Acceptable |  | Low |
| 5 | Accepted as a Best Practice |  | None |