

Pilot Actions Evaluation Report

Sarajevo Airport

Implementation of pilot action at Sarajevo International Airport

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

DANOVA

October 2022

Dissemination level	<i>Confidential/Consortium only/Public</i>
Activity	<i>A.T3.2: Testing – Pilot Actions</i>
Deliverable	<i>D.T3.2.1 Appraisal report on testing</i>
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Due date of deliverable	<i>07.2022</i>
Actual date of deliverable	<i>October 2022</i>
Status (F: final, D: draft)	<i>Draft</i>

File name

DANOVA_D.T3.2.1_Appraisal_Report-Template

INTRODUCTION

People with visual impairments may feel disabled if they do not have adequate access to supports and services and face barriers such as discrimination or inaccessible buildings or transportation. It has been estimated that 96% of the transport system in the EU is still not fully accessible to blind and partially sighted people (European Blind Union) and that accessibility is extremely low in many countries in the Danube Region. Furthermore, significant differences in the level of accessibility between countries and also between cities/regions within a country have been identified. As a result, over 30 million blind and partially sighted people cannot travel independently.

For blind and partially sighted passengers, the lack of accessibility features such as tactile surface indicators (TWSI), tactile orientation maps, large print and Braille signage, audio signage, screen reader friendly websites and applications makes it extremely difficult and, in some cases, impossible to use conventional transportation systems (airplanes, buses, trains, public transportation). In these cases, they rely on the assistance of a sighted person (their personal assistant, member of a staff or a random passer-by), which ensures their ability to travel, but still imposes some limitations compared to the travel experiences of sighted people.

The DANOVA project aims to improve the accessibility of airports, seaports, train stations and bus terminals for blind and partially sighted people by developing a range of new services and skills to enable full access to all transport information, facilities, and services. Within DANOVA project several steps were undertaken in order to improve accessibility:

- International investigation and collection of best practices

- Local assessment of infrastructure accessibility and web page accessibility for each transportation partner within DANOVA project. Assessment was performed according to prescribed Assessment methodology which was produced by University of Maribor in co-operation with technical partners. Croatian Blind Union (CBU) and Austrian Federation of the Blind and Partially Sighted (BSVO),

- International Call for ideas in which total of 22 ideas for improvement of accessibility of infrastructure for blind and partly sighted people have been submitted. Three best ideas were selected and chosen by the Call for ideas Jury,

- Implementation of pilot actions,

- Training programme for employees of infrastructure providers and stakeholders

According to the Local assessment done by each transportation partner, implementation measures or fields of intervention for pilot actions were identified and prioritised in three categories: high, medium, low.

The first step of WP T3 was achieved – Action Plans of sites where the testing will be implemented were prepared by each Pilot Partner. The international investigation and its summary in the Capitalization Strategy (WPT1), Local assessment report (WP T1) as well as and inputs collected during the development of the concept of a totally accessible facility (WPT2) were used in the Pilot Plans.

Core phase of the WP T3 is the testing phase, where the Action Plan is put into practice, PPs perform testing & consecutive feedback. Implementation aims to show the feasibility, effectiveness & replicability of solutions, operative procedures, technological innovations. PPs already identified several fields of intervention; new topics could be added on the basis of results obtained from investigations and development of a totally accessible transport facility.

Deliverable D.T3.2.1 is the Appraisal Report on testing.

The testing pilot action is completed by an evaluation report to give feedback on action's performance and to show how the blind and partially-sighted passengers benefited from these initiatives. The evaluation report is crucial for the analysis of transferability and adaptability of the solutions. This document contains a Pilot action process evaluation(P1) and a Pilot action evaluation grid (P2). One report is to be done per each testing site.

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1. PROCESS EVALUATION

This chapter provides the evaluation of the pilot action planning and implementation process. Costs, problems and barriers encountered during the project life, and successes achieved with the pilot action of Sarajevo International Airport.

1.1 BRIEF DESCRIPTION

LOCATION

Sarajevo is the capital of Bosnia and Herzegovina and the Federation of BiH. Cantonal authorities must ensure full protection of the interests of Bosnia and Herzegovina and the Federation of BiH in the Sarajevo Canton. The territory of the Canton covers the areas of the municipalities of Centar Sarajevo, Hadžići, Ilidža, Ilijaš, Novi Grad Sarajevo, Novo Sarajevo, Stari Grad Sarajevo, Trnovo and Vogošća as defined under the Peace Accord.

The City of Sarajevo in all four of its municipalities has the population of 297,416. Sarajevo international airport (SIA) is located 6 km southwest of the Sarajevo railway station and some 12.0 km west of downtown Sarajevo.

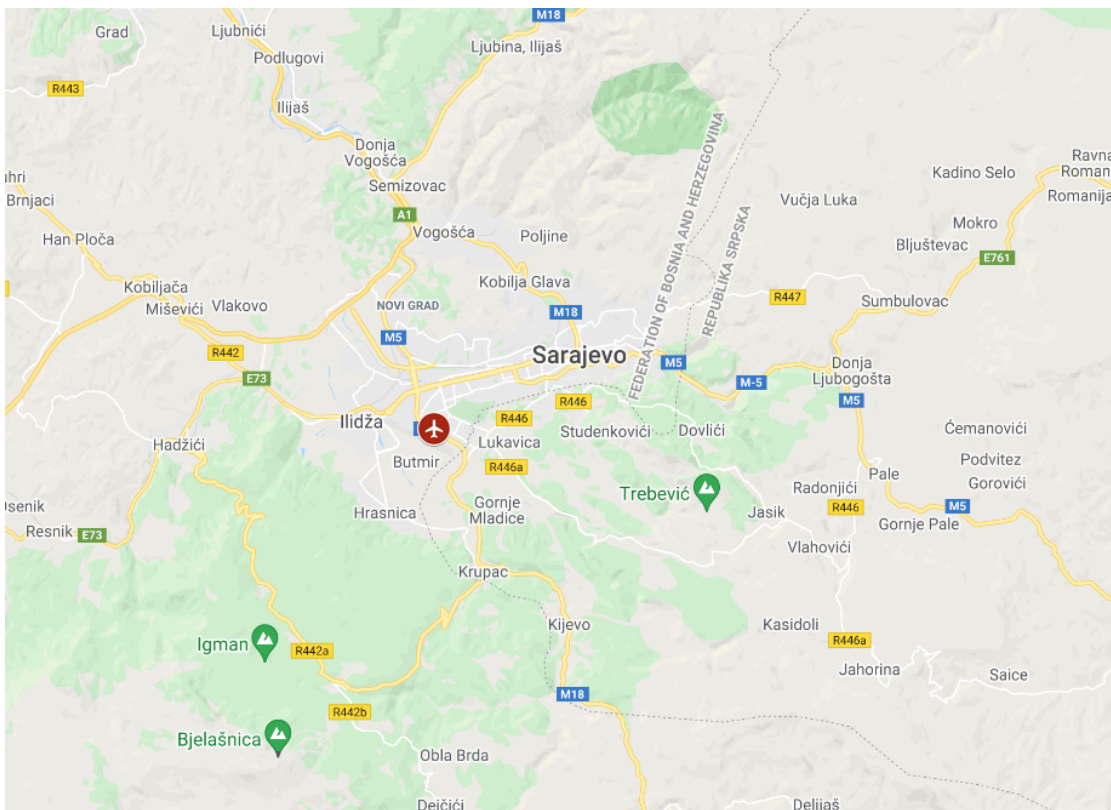


Figure 1: Location of Sarajevo airport

SARAJEVO INTERNATIONAL AIRPORT INFRASTRUCTURE

Sarajevo International Airport is the main air entrance to Bosnia and Herzegovina, receiving most of the country's international flights. In recent years, passenger traffic through Sarajevo Airport has increased significantly and continues to grow. In 2019, more than 1,100,000 passengers travelled through Sarajevo Airport. Existing total passenger turnover capacity is around 1 million passengers.

The number of passengers is increasing from year to year, so that the possibilities of providing services in a quality way, within the existing facility, have become limited. The extension of Terminal B was therefore necessary to meet the increase in capacity, in line with the increase in the number of passengers, and to improve safety conditions and increase the area of business and commercial facilities. Reconstruction works and extension of the existing building has been performed since October 2018. The planned annual capacity of Terminal B after the completion of works will be approximately 2,000,000 passengers.

Due to the execution of reconstruction works, the area of approximately 8,304 m² is currently in operation. After the completion of the project "Modernization and extension of Terminal B", the total area of the building will be 18,862 m².

Passenger data statistics for period 2016-2021 is shown below.

Number of Passengers													
Godina	01	02	03	04	05	06	07	08	09	10	11	12	Total
2016	41208	42567	53438	68085	85738	66429	109141	118344	91123	71360	47352	44181	838966
2017	43377	41122	57381	79796	84137	78170	140025	144166	100923	80767	57887	50218	957969
2018	54147	48986	65991	86995	79808	92997	159380	159506	98277	83660	62253	53417	1045417
2019	53485	53130	67893	89843	74178	119205	180929	178943	105370	95628	67358	57718	1143680
2020	58397	51969	28249	929	367	3629	13345	22014	21011	21416	14949	13367	249642
2021	13239	10836	18115	17106	31925	71985							163206

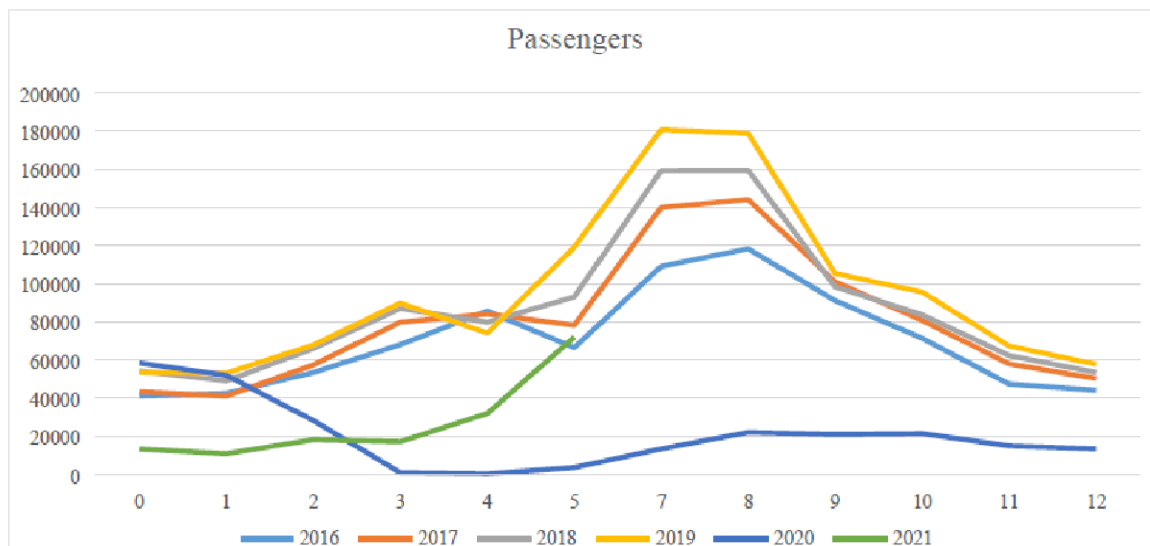


Figure 2: Passenger data statistics

PASSENGER TERMINAL

The passenger terminal building was constructed in 1984 for the Olympic Winter Games. Building was highly damaged during the war and rebuilt in 2001. It has a classical “one and a half level” configuration, with land side operations and arrivals on the ground floor and departures on the first floor.

The connection between the airport and the city centre is provided by a road bordering the airport complex on the northern side, with a single lane per direction (named “Transversal XII” and indicated in the European road network as route E762). Public transport services to/from the town include bus, taxis and rent-a-car.

Departing passengers (and also greeters and visitors) enter the terminal building on ground floor. In the main hall departing passenger can check-in and afterwards, through vertical connections, they reach the first floor where they have security and passport control before entering a waiting area. Passengers embark either through one of the two boarding bridges or using the “remote” departure areas placed at the ground floor.

The passenger arriving from boarding bridges use stairs to reach the ground floor and the passport control area, while “remote” arrivals have direct access to this area. After passport control the passengers enter the baggage claim area, equipped with two carousels, and finally (after clearing customs control, if required) they reach the land side hall. In the terminal offer of commercial activities is assured (restaurant, bar, newsstand, duty free shop, ticketing offices, money exchange, post office, car rental). Offices of airline companies are on the first floor.



Figure 3: Sarajevo airport terminal



Figure 4: Sarajevo airport check-in area



Figure 5: Sarajevo airport PBB

ACCESSIBILITY FOR BLIND AND PARTLY SIGHTED

Sarajevo Airport has not developed adequate infrastructure and equipment for the accessibility of blind and partly sighted. Within Terminal building there are no TWS's implemented, tactile orientation plans, orientation signs, color tape, contrast stripes, signs in Braille, tactile warnings and other associated equipment with TWSIs.

However, based on Assessment report results, above mentioned equipment should be implemented at Sarajevo International Airport

Sarajevo International Airport has established PRM service ("Passengers with reduced mobility") within its passenger service department with aim of assisting passengers through landside and airside

area. Sarajevo International Airport conducts regular training of PRM service in accordance to legislation in force.

The need to improve accessibility of Sarajevo International Airport facilities to blind and partially sighted passengers is well recognized. This is well aligned with plans to significantly improve the quality of service and staff education.

Therefore, within DANOVA project measures for improvement have been identified, Details about measures and recommendation from assessment performed is described in Local assessment report of Sarajevo International Airport

Picture 6: Sarajevo International Airport entrance project

Sarajevo International Airport accessibility plans

Sarajevo International Airport has adopted in Business plan 2022, - 2025. following projects.

Extension of Terminal building part 'B' with integral parts,

- reconstruction of runway, apron and taxiway,
- Airport rescue and firefighting station (ARFF),
- Upgrade of landside infrastructure,
- construction of management building.

Implementation of activities within project and infrastructure upgrade shall result in significantly improved accessibility of PRM passengers, especially passengers with reduced mobility.

Main benefit that Sarajevo International Airport will have from project DANOVA is not only related to implementation of pilot action but also to recommendations that are received in assessment of current accessibility process. Those recommendations will be included in some future Sarajevo International Airport investment plans

Picture 7: Sarajevo International Airport entrance project - canopy

1.2 DETAILED DESCRIPTION OF ACTIONS TAKEN

Assessment of SIA accessibility to blind and partly sighted passengers has been performed in May 2021 according to prescribed methodology. Recommendations and measures for improvement are prioritised in three main categories, high, medium and low priority. Within DANOVA the assessment is organized within modules making assessment process as well as outcomes easier to understand. There are two distinct parts of the assessment – the off-site and on-site assessment. The former is composed of eight modules related to access to information and rules of conduct, while the latter deals with built environment and is composed of eleven modules. Assessment process was divided in three main steps:

- a) Review of national environment (regulations),
- b) Off site assessment which included eight modules: review of existing site accessibility policies, disability training programme, customer service standards and pre-post travel access to information
- c) On site assessment which includes eleven modules: approach and departure to and from the site, entrance to the site, inside circulation, security screening and custom, sanitary facilities, waiting areas, departure and arrival pints, evacuation routes and exit from the site

Each of these modules is built using DANOVA building blocks: parking (car, taxi), public transport, wayfinding (signage and displays), horizontal and vertical circulation, counters, machines, sanitary facilities and evacuation routes.

Accessibility of each area has been assessed in scale from 1 (Hazardous, inaccessible, and unsatisfactory) to 5 (Accepted as a Best Practice). According to performed assessment, improvement areas and type of interventions were identified which were divided in three categories: High, Medium and Low priority type of interventions.

There were total of 6 High, 6 medium and 11 Low priority type of interventions identified for SIA out of which SIA has implemented 7 of them.

Priority of intervention	Total recommendations	Implemented within DANOVA
High	3	2
Medium	3	3
Low	1	1

Table 1. Comparison of number of recommendations implemented according to priority of intervention

1.2.1. Type and reason for pilot action intervention

According to the assessment performed, Sarajevo International Airport has identified following pilot action interventions to be implemented within DANOVA project:

- 1) Installation of outdoor tactile walking surfaces from 150 metres (highest priority measure

- Installation of indoor tactile walking surfaces from (highest priority measure 3),
- Tactile orientation plans (highest priority measure 2),
- Signage on the Braille letters (toilets -16 medium priority measure 2),
- Contrast stripes 450 metres (medium priority, priority 2)
- Tactile warnings within the terminal building (20 metres ;
- Web page accessibility check and update of web page according to accessibility check results (low priority measure number 5).

Interventions to be implemented within pilot action were chosen according to their priority (high and medium), according to estimated budget of SIA within project DANOVA and according to prioritization of measures done by SIA management. In process of determining which interventions are most critical for SIA to implement, representatives of Association of blind of Canton Sarajevo and Union of the Blind of Republic of Srpska

ere consulted as well as interested stakeholders. SIA has implemented all three high priority measures within project DANOVA.

1.2.2 Implementation process

These interventions were divided in the three separate public procurement processes as follows:

Public procurement name	Public procurement estimated amount	Start date of procurement	Date of contract	Date of service performed / equipment installed
<u>External expertise</u> Website accessibility for blind and partly sighted passengers check	3.000,19	MaRCH 2022	21.03.2022	August 2022
<u>Equipment</u> Installation of TWS, orientation plans, contrast stirpes, signage on Braille and tactile warnings	62.976,39	May 2018	15.08.2022	September/October 2022
TOTAL	66.018,58 EUR			

Table 2. Pilot action procurement and implementation timeline

Largest public procurement and more complex one for implementation was “Installation of TWS’s and orientation plans”. In preparation of technical documentation for that public procurement,

support was given by (Association of blind of Canton Sarajevo and Union of the Blind of Republic of Srpska

Installation of equipment was almost finalized in October 2022. and assessment of current situation and improvements in accessibility of SIA infrastructure for blind and partly sighted passengers has been performed in October 2022 by Croatian Association of the Blind . Due to construction work installation of orientation plans and installation of tactile walking surfaces in extension of Terminal B should be done at the end of November 2022.

1.2.3. State before and after the implementation

Evaluation of pilot action intervention has showed significant improvement in accessibility of SIA infrastructure as follows:

- 3 out of 2 high priority measures were implemented,
- 3 out of 3 medium priority measures were implemented,
- 1 out of 1 low priority measures are implemented

Most significant measure implemented relates to installation of TWS's which were installed in following areas:

DESCRIBE WHERE TWS'IS ARE IMPLEMENTED

Also, total of 3 tactile orientation plans were installed in all key areas 2 outdoor area and 1 in Terminal B

According to finalised works and equipment installed following quantities were implemented:

Type of equipment	Prior to implementation (piece or metres)	After the implementation (piece or metres)
TWS's outdoor - in front of the terminal	0	70
TWS's – indoor (basement, ground floor, international departure)	0	130
Total TWS's	0	200
Tactile warning fields - outdoor	0	15
Tactile warning fields - indoor	0	5
Tactile orientation plans	0	3
Braille signage on toilets	0	16

Table 3. Pilot action improvements









1.3 COSTS

Pilot action costs reported in D.T.3.3.1. amounted to 66.019,58 .118 EUR, please see attached table:

Category of funding	Expenditure Amount (EUR)
<u>External expertise</u> Website accessibility for blind and partly sighted passengers check	3042,19
<u>Equipment</u> Installation of TWS, orientation plans and signage on toilettes within SIA perimeter (landside area, terminal building)	62.976,39
TOTAL	66.018,58 EUR

Table 4: Pilot action actual costs

The total costs encountered during the pilot life cycle are equal to 66.018,58 EUR, which is below in line with budget plan(

The funding sources are:

IPA contribution 85% - 56.115,8 EUR

SIA contribution 15% - 9.902,78 EUR

Such costs are in line with the costs foreseen in the AF.

1.4 PROBLEMS FACED (UPDATE TEXT ACCORDING TO SIA EXPERIENCE)

During the implementation of pilot action SIA has faced several problems and challenges:

The public procurement process was riddled with challenges, partly due to the specialized equipment being acquired and partly due to the lack of market competition in the region willing to place bids. In the case of SIA a single vendor with specialized expertise and experience placed a bid severely impeding the possibility of acquiring the best supplier.

The hired contractor failed to adhere to the contract scope and delivery schedules. The use of defective, improper and low standard materials by the contractor were also an issue that had to be overcome. These issues placed a heavy burden on both the project timeline and the additional time invested by the SIA team members with the aim of mitigating their effects on the project.

The recent global events, war in Ukraine and continually increasing inflation rates, directly impacted the supply chain of needed materials that resulted in unexpected price hikes as well as the late delivery of TWSI and tactile orientation plans.

The upkeep of stainless steel TWSI (indoor and outdoor) that have been implemented also arose as an issue. Specialized chemicals and cleaning products need to be used that are not in any way harmful to these stainless steel products. Furthermore, to maintain the TWSI specialized equipment needs to be acquired that will not damage or separate them from the floor material they're attached to. The latter is especially important during the winter season's snow removal from the TWSI paths.

1.5 GOOD POINTS / SUCCESS OF THE IMPLEMENTATION PROCESS

Implementation of TWS's has largely improved accessibility for blind and partly sighted passengers in Sarajevo International Airport. This, in combination with training of SIA employees, has significantly risen level of service that SIA provides to blind and partly sighted passengers and is considered to be major starting point in implementation of other measures identified within DANOVA project.

In implementation phase participation of stakeholders was also important. On first two stakeholder events held in September 2021 and March 2022, pilot action intervention was discussed with stakeholders, and their ideas were taken into the consideration, especially in prioritising identified measures that will be implemented after the project DANOVA is finalised.

Furthermore, in discussion with stakeholders and blind union associations, tactile walking surfaces were identified as the crucial point of pre-travel information and its accessibility was considered of most importance for blind and partly sighted passengers. Therefore, SIA has performed update of the web page.

1.6. TRANSFERABILITY POTENTIAL AND ADAPTABILITY

During stakeholders' meetings and Transnational working Group meetings it was concluded that pilot action implemented in SIA can be used as a good practice for other airports in the region as well as for other applicable infrastructure access points.

Experience of the SIA and other DANOVA partners can be used in similar or other environments, following crucial points are to be considered in implementation of such practices according to SIA experience:

Performing assessment of the current status of accessibility for blind and partly sighted.

Prioritization of interventions to be implemented.

Expected costs and timeline for implementation of TWS's and tactile orientation plans.

Problems occurred during the installation and after the installation.

Benefits for blind and partly sighted passengers after the pilot action implementation.

1.7 OVERALL CONCLUSION ON THE EVALUATION OF THE PILOT ACTION PROCESS (UPDATE TEXT ACCORDING TO SIA EXPERIENCE)

SIA pilot action has made SIA infrastructure more accessible to blind and partly sighted passengers. Prior to pilot action intervention there were no TWS's placed in indoor and outdoor area. After the pilot action implementation there are total of 130 metres of TWS's in airport terminal building and in 70 metres front of the terminal building connecting all crucial access points: info desk, toilettes, arrivals, departures, public bus station, shuttle bus, info desk, PRM corners.

Also, as web page is considered to be starting point of each travel, SIA has performed web page accessibility check and has implemented recommendation and updated web page, for it to be fully accessible to blind and partly sighted.

Project and Policy instrument	Goal	Impact	Indicator
Danova – Danube Transnational Programme	Increase competences for business and social innovation - Developing innovative social services able to better meet social needs and to provide services in general interest	DANUBE region and other interested parties	Transnational concept for accessibility for blind and partly sighted that is to be developed based on Capitalisation strategy, collection of best practices, call for ideas' selection and stakeholder engagement
	Improvement in accessibility of infrastructure for blind and partly sighted passengers of SIA	All SIA users	106 metres of TWSIs that will be installed 6 orientation plans 20 toilettes marked with Braille letter
	Improvement in accessibility of web page for blind and partly sighted	All SIA users	Web page update and full accessibility for blind and partly sighted
	Improvement in visualisation /	All SIA users	Contrast stripes 130 m

	contrast for partly sighted within airport terminal (signage, coloured stripes...)		Warning TWSIs 18 m Tactile warning /posts 2m Red coloured stripes 543 m highly contrasting label 50 m
	Improvement in level of service to blind and partly sighted passengers	SIA employees and blind and partly sighted passengers	At least 15 employees of SIA will attend training session

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NOTE:

FILL IN ONLY THE TABLES THAT WERE INCLUDED IN THE PILOT ACTION AND DELETE THE REST!

1. NATIONAL ENVIRONMENT

1.1. National regulations

Did the pilot action include any improvements on this matter?	No If no, please leave empty this table.	briefly describe		
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Title/Name	Year adopted	Compulsory or recommended ¹	Related to EU/global standard (Yes/No)	If yes, specify which one

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		Evaluation	Comments
Did the pilot action include any improvements on this matter?	No If no please leave empty this table	briefly describe N/A	
Did the pilot action include introduction of policies on accessibility?	Yes/No	briefly describe	
Did the pilot action entail revision of accessible policies in order to include blind and partially sighted persons?	Yes/No	briefly describe	
How are the policies improved?	briefly describe		
How is the implementation monitored?	briefly describe		
Does staff policy specifically require the staff to assist <u>persons with visual impairments</u> ?	briefly describe		
Has the staff been trained to assist persons with visual impairments in evacuation?	briefly describe		

Customer service standards		Evaluation	Comments
Did the pilot action	No	briefly describe N/A	

include any improvements on this matter?	If no please leave empty this table			
Did the pilot action include introduction of customer service standards?	Yes/No	briefly describe		
Did the pilot action entail the revision of customer service standards in order to 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		Evaluation	Comments	
Did the pilot action include any improvements on this matter?	No If no please leave empty this table	briefly describe	N/A	Trainings were envisaged and performed as an additional activity, transnational trainings was held in Budapest and local training for operational staff in sarajevo
Is disability awareness training of staff members performed?	Yes/No	briefly describe		

Is every staff member trained?	Yes/No	briefly describe If no; who is trained and who is not?		
Which aspects are covered in training?	briefly describe, circle those that are included in the training <ul style="list-style-type: none"> • Legislation - employment and customer service • Challenging stereotypes and assumptions • Relating to people with disabilities - language and etiquette (how to adequately communicate, support and guide a person with disability) • Working with people with disabilities - practical skills and use of equipment • Inclusive working - removing barriers in practices, policies and procedures • Universal design - removing barriers in the physical environment; and • 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 was the training provided by – was it by representatives of blind/partially sighted community, experts?			

2.2. Pre- and post-travel access to information

Website		Evaluation	Comments
Did the pilot action include any	Yes	N/A	

improvements on this matter?	If no please leave empty this table			
Does the pilot site have its own website (stand-alone website)?	Yes			
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)	No		2 - Inaccessible and Unsatisfactory	<input checked="" type="checkbox"/> 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)?	No For instance detailed directions to support orientation in and around the building, access statement.		3 - Unsatisfactory but acceptable	Some generic location information is provided.
Are there any online services accessible (e.g., live chat online)?	No			
Are there any services offered at the pilot site for blind and partially sighted persons) that can be booked online (e.g., personal assistance?). Is the application for booking them fully accessible	No			
If forms need to be filled in, they can be filled electronically through an accessible software.	Yes		4 - Accessible and Acceptable	Contact form is accessible.

Smart-phone app		Evaluation	Comments
Did the pilot action include any improvements on this matter?	No If no please	N/A	

	leave empty this table			
Does the pilot site have its own smart-phone app?	Yes/No			
Is the app of the pilot site compliant with W3C levels A/AA or AAA?	Yes/No/n.a.			<input type="checkbox"/> 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 pilot 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, can they be filled electronically through an accessible software?	Yes/No/n.a.			

Telephone services		Evaluation	Comments
Did the pilot action include any improvements on this matter?	No If no please leave	N/A	

	empty this table			
Are there any new telephone services available?	Yes/No	<p>If yes, please specify e.g.:</p> <ul style="list-style-type: none"> - 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			Evaluation	Comments
Did the pilot action include any improvements on this matter?	<p>No</p> <p>If no please leave empty this table</p>	No	N/A	
Does the pilot site support/enable use of any new personalized assistive technologies (such as AIRA)?	Yes/No	If Yes – please provide brief description in the Comment field		

3. 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.

If the pilot action does not include any improvements on this module, please delete it.

3.1. Approach and departure to and from the site

PARKING - CAR		Evaluation	Comments
Did the pilot action include any improvements on this matter?	Yes		
Is a car-park available for visitors?	n.a. for this pilot action		
Is the car-park clearly signed?	n.a. for this pilot action		
Are there accessible parking bays reserved for persons with disabilities?	n.a. for this pilot action		
Are the bays compliant with national regulations in terms of: <ul style="list-style-type: none"> - size - location - signage 	n.a. for this pilot action		
Are the bays located at the main (or accessible) entrance?	n.a. for this pilot action		
Is there TWSIs guidance in the parking area? Routes guiding from parking area to entry points of buildings and emergency routes.	Yes	4 - Accessible and Acceptable	<p>TWSIs guide from the parking to the entrance of the building.</p> <p>NOTE: The quality of TWSI material and the respective installation are unsatisfactory.</p>

Is lighting adequate with no glare?	n.a. for this pilot action		
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PARKING – TAXI		Evaluation	Comments
Did the pilot action include any improvements on this matter?	Yes	N/A	
Are there new accessible taxi parking bays reserved for persons with disabilities?	n.a. for this pilot action		
Are the bays located at the main (accessible) entrance?	n.a. for this pilot action		
Are the bays compliant with national regulations in terms of: <ul style="list-style-type: none"> - size - location - signage 	n.a. for this pilot action		
Is there TWSIs guidance in from taxi parking? Specifically, routes guiding from parking area to entry points of buildings and emergency routes.	Yes	4 - Accessible and Acceptable	TWSIs guide from the parking to the entrance of the building. NOTE: The quality of TWSI material and the respective installation are unsatisfactory.
Is lighting adequate with no glare?	n.a. for this pilot action		

BUS STOPS		Evaluation	Comments
Is the pilot action related to this site?	NO	N/A	Due to construction works bus station has a temporary position.

Did the pilot action include equipping alighting (disembarking) areas for persons with disabilities?	Yes/No/n.a.		
Did the pilot action include levelling, covering and/or putting the space out of the traffic lane?	Yes/No/n.a.		
Did the pilot action include providing a step free route leading to entrance?	Yes/No/n.a.		
Did the pilot action ensure that the person with disability is not require to cross the traffic lane?	Yes/No/n.a.		
Did the pilot action include TWSIs guidance path including directional, hazard warning and positional tiles directing to the entrance?	Yes/No/n.a.		
Did the pilot action include ensuring that there is adequate lighting and no glare?	Yes/No/n.a.		
Did the pilot action include installing acoustic information systems at place?	Yes/No/n.a.		

3.2. Entrance to the site

DOORS		Evaluation	Comments
Did the pilot action include any improvements on this matter?	Yes	N/A	

Are automatic (preferably sliding) doors provided?	n.a. for the pilot action		
There are no thresholds present at the door (ISO standard: less than 15 mm high).	n.a. for the pilot action		
Do doorframes contrast with the wall?	Yes	4 - Accessible and Acceptable	
In case the doors are glass doors – do they have colour contrasting edging and door handles?	No	2 – Inaccessible and unsatisfactory	The Terminal building has glass doors which need to be labelled appropriately which would enable them to be visible to partially sighted passengers.
Are Braille and tactile signs (TWSIs) provided at a door?	Yes	4 - Accessible and Acceptable	TWSIs guide from the parking to the entrance of the building. NOTE: The quality of TWSI material and the respective installation are unsatisfactory.
Are Braille signs appropriately placed and of standardized size?	No	2 – Inaccessible and unsatisfactory	Due to construction works the implementation of Tactile orientation plans is in progress

3.3. Inside circulation

SIGNS		Evaluation	Comments
Did the pilot action include any improvements on this matter?	Yes	N/A	

Are the new visual directional signs placed in a way to constitute a logical orientation sequence from the starting point to different points of destination?	n.a. for the pilot action		
Are the new visual signs easily understandable (designed to be simple and easy to interpret, the message is unambiguous)	n.a. for the pilot action		
Are the new visual signs readable and legible for people with visual impairments?	Yes/No	3 – Unsatisfactory but acceptable	Signs are in accordance to document “International Signs to Provide Guidance to Persons at Airports and Marine Terminals” Suggested signs with more contrast.
Are the new visual signs well illuminated with no glare?	Yes It is up to the evaluation team to decide whether or not the tactile guidance is sufficient and adequate in the investigated context		

Is sufficient and adequate tactile guidance (e.g., TWSIs) provided along the relevant paths?	No	3 – Unsatisfactory but acceptable	Due to the ongoing reconstruction work at the Sarajevo International Airport, there are contrast-guiding lines for partially sighted currently installed and leading from the entrance of the building to information desk, check in point, toilettes and elevators. It is envisaged to install TWSIs in the new part of the building and currently it is impossible to evaluate them.
Are orientational signs accompanied with signs/information in relief (raised lettering)?	No	3 – Unsatisfactory but acceptable	Due to construction works the implementation of Tactile orientation plans is in progress
Is information in relief (raised lettering) appropriately placed and of standardized size?	No	3 – Unsatisfactory but acceptable	Due to construction works the implementation of Tactile orientation plans is in progress
Are orientational signs accompanied with signs/information in Braille?	No	3 – Unsatisfactory but acceptable	Due to construction works the implementation of Tactile orientation plans is in progress.
Are Braille signs appropriately placed and of standardized size?	No		Tactile orientation plan
Is a complementary audible information system provided?	n/a		

PATHS, CORRIDORS	Evaluation	Comments
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Did the pilot action include any improvements on this matter?	Yes	N/A	
Is the floor slip-resistant in both wet and dry conditions?	n.a. for this pilot action	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))?	n.a. for this pilot action		
Is there a colour contrast between the floor, walls, doors, and the ceiling?	Yes	4 - Accessible and Acceptable	
Is there adequate light and no glare?	Yes	4 - Accessible and Acceptable	
Is the path free of any barriers or obstacles?	Yes	4 - Accessible and Acceptable	
Are the paths maintained and kept free of unwanted barriers such as furniture, plants etc.?	Yes	4 - Accessible and Acceptable	

Is the path equipped with adequate tactile guidance (e.g., TWSIs) including directional, hazard warning and positional tiles provided for independent navigation?	Yes	3 – Unsatisfactory but acceptable	<p>Due to the ongoing reconstruction work at the Sarajevo International Airport, there are contrast-guiding lines for partially sighted currently installed and leading from the entrance of the building to information desk, check in point, toilettes and elevators.</p> <p>It is envisaged to install TWSIs in the new part of the building and currently it is impossible to evaluate them.</p>
Is the path equipped with acoustic guidance?	n.a. for this pilot action		

TOILETS		Evaluation	Comments
Did the pilot action include any improvements on this matter?	Yes	N/A	
Did the pilot action ensure that accessible toilets are available on all floors of the building?	n.a. for this pilot action		
Accessible toilets are clearly marked.	Yes	3 – Unsatisfactory but acceptable	There are contrast-guiding lines for partially sighted currently installed and leading to toilettes.
The accessible toilets have signs in Braille.	Yes	4 - Accessible and Acceptable	

Pilot action ensured that toilet door is outward opening, double hinged or sliding type.	n.a. for this pilot action		
The floor-surface of the toilet is non-slippery.	n.a. for this pilot action		
The toilet is well illuminated with no glare.	Yes		
There is a colour contrast between the floor, wall and sanitary fittings?	Yes	3 – Unsatisfactory but acceptable	It is suggested to have the inside of the toilet marked with a contrasting band.
Is there an alarm system within easy reach to alert persons outside, in case of emergency?	n.a. for this pilot action		
The door can be locked from inside but also released from outside in case of emergency	n.a. for this pilot action		
It is kept clean and well-maintained.	n.a. for this pilot action		
Is there sufficient visual guidance (signage, visibility of the doors etc.) available to detect and identify the toilets easily?	Yes	3 – Unsatisfactory but acceptable	The current labels on the toilet doors need to have a higher contrast.

3.4. Security screening and customs

3.5. Sanitary facilities

3.6. Shopping and catering facilities

3.7. Waiting areas

3.8. Departure point(s)

3.9. Arrival point(s)

SIGNS		Evaluation	Comments
Did the pilot action include any improvements on this matter?	Yes	N/A	
Are the new visual directional signs placed in a way to constitute a logical orientation sequence from the starting point to different points of destination?	Yes	4 - Accessible and Acceptable	There are contrast-guiding lines leading from the customs area to the exit doors and the adjacent toilets.
Are the new visual signs easily understandable (designed to be simple and easy to interpret, the message is unambiguous)	Yes	4 - Accessible and Acceptable	
Are the new visual signs readable and legible for people with visual impairments?	Yes	4 - Accessible and Acceptable	
Are the new visual signs well illuminated with no glare?	Yes	4 - Accessible and Acceptable	
Is sufficient and adequate tactile guidance (e.g., TWSIs) provided along the relevant paths?	No	3 – Unsatisfactory but acceptable	Only contrast-guiding lines.
Are orientational signs accompanied with signs/information in relief (raised lettering)?	No	3 – Unsatisfactory but acceptable	
Is information in relief (raised lettering) appropriately placed and of standardized size?	No	3 – Unsatisfactory but acceptable	
Are orientational signs accompanied with signs/information in Braille?	No	3 – Unsatisfactory but acceptable	
Are Braille signs appropriately placed and of standardized size?	No	3 – Unsatisfactory but acceptable	

Is a complementary audible information system provided?	N/A		
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3.10. Evacuation routes

3.11. Exit from the site

DOORS		Evaluation	Comments
Did the pilot action include any improvements on this matter?	Yes	N/A	
Are automatic (preferably sliding) doors provided?	n.a. for this pilot action		
There are no thresholds present at the door (ISO standard: less than 15 mm high).	n.a. for this pilot action		
Do doorframes contrast with the wall?	Yes	4 - Accessible and Acceptable	
In case the doors are glass doors – do they have colour contrasting edging and door handles?	No	3 – Unsatisfactory but acceptable	The Terminal building has glass doors which need to be labelled appropriately which would enable them to be visible to partially sighted passengers.
Are Braille and tactile signs (TWSIs) provided at a door?	No	3 – Unsatisfactory but acceptable	There are TWSIs marking the entrance to the door and contrast-guiding lines marking the exit of the building.

Are Braille signs appropriately placed and of standardized size?	No	3 – Unsatisfactory but acceptable	
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PATHS, CORRIDORS		Evaluation	Comments
Did the pilot action include any improvements on this matter?	Yes	N/A	
Is the floor slip-resistant in both wet and dry conditions?	n.a. for this pilot action	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))?	n.a. for this pilot action		
Is there a colour contrast between the floor, walls, doors, and the ceiling?	Yes	4 - Accessible and Acceptable	
Is there adequate light and no glare?	Yes	4 - Accessible and Acceptable	
Is the path free of any barriers or obstacles?	Yes	4 - Accessible and Acceptable	
Are the paths maintained and kept free of unwanted barriers such as furniture, plants etc.?	Yes	4 - Accessible and Acceptable	

<p>Is the path equipped with adequate tactile guidance (e.g., TWSIs) including directional, hazard warning and positional tiles provided for independent navigation?</p>	<p>Yes</p>	<p>4 - Accessible and Acceptable</p>	<p>The tactile surface from exit door of the terminal to the parking and taxi stop.</p> <p>NOTE: The quality of TWSI material and the respective installation are unsatisfactory.</p>
<p>Is the path equipped with acoustic guidance?</p>	<p>n.a.</p>		

4. BUILDING BLOCKS

PARKING - CAR		Evaluation	Comments
Did the pilot action include any improvements on this matter?	Yes/No	N/A	
Is a car-park available for visitors?	Yes/No/n.a.		
Is the car-park clearly signed?	Yes/No/n.a.		
Are there accessible parking bays reserved for persons with disabilities?	Yes/No/n.a.		
Are the bays compliant with national regulations in terms of: <ul style="list-style-type: none"> - size - location - signage 	Yes/No/n.a.		
Are the bays located at the main (or accessible) entrance?	Yes/No/n.a.		
Is there TWSIs guidance in the parking area? Routes guiding from parking area to entry points of buildings and emergency routes.	Yes/No/n.a.		
Is lighting adequate with no glare?	Yes/No/n.a.		

PARKING – TAXI		Evaluation	Comments
Did the pilot action include any improvements on this matter?	Yes/No	N/A	

Are there new accessible taxi parking bays reserved for persons with disabilities?	Yes/No/n.a.		
Are the bays located at the main (accessible) entrance?	Yes/No/n.a.		
Are the bays compliant with national regulations in terms of: <ul style="list-style-type: none"> - size - location - signage 	Yes/No/n.a.		
Is there TWSIs guidance in from taxi parking? Specifically, routes guiding from parking area to entry points of buildings and emergency routes.	Yes/No/n.a.		
Is lighting adequate with no glare?	Yes/No/n.a.		

BUS STOPS		Evaluation	Comments
Is the pilot action related to this site?	Yes/No	N/A	
Did the pilot action include equipping alighting (disembarking) areas for persons with disabilities?	Yes/No/n.a.		
Did the pilot action include levelling, covering and/or putting the space out of the traffic lane?	Yes/No/n.a.		
Did the pilot action include providing a step free route leading to entrance?	Yes/No/n.a.		

Did the pilot action ensure that the person with disability is not require to cross the traffic lane?	Yes/No/n.a.		
Did the pilot action include TWSIs guidance path including directional, hazard warning and positional tiles directing to the entrance?	Yes/No/n.a.		
Did the pilot action include ensuring that there is adequate lighting and no glare?	Yes/No/n.a.		
Did the pilot action include installing acoustic information systems at place?	Yes/No/n.a.		

TRAM STOPS		Evaluation	Comments
Is the pilot action related to this area?	Yes/No	N/A	
Did the pilot action include equipping alighting (disembarking) tram stops for persons with disabilities?	Yes/No/n.a.		
Did the pilot action include levelling, covering and/or putting the space out of the traffic lane?	Yes/No/n.a.		
Did the pilot action include providing a step free route leading to entrance?	Yes/No/n.a.		
Did the pilot action ensure that the person with disability is not require to cross the traffic lane?	Yes/No/n.a.		

Did the pilot action include installing TWSIs guidance path including directional, hazard warning and positional tiles directing till the entrance?	Yes/No/n.a.		
Did the pilot action include ensuring that there is adequate lighting and no glare?	Yes/No/n.a.		
Did the pilot action include installing acoustic information systems at place?	Yes/No/n.a.		

TRAIN STOPS		Evaluation	Comments
Did the pilot action refer to this area?	Yes/No	N/A	
Did the pilot action include equipping alighting (disembarking) train stops for persons with disabilities?	Yes/No/n.a.		
Did the pilot action include levelling, covering and/or putting the space out of the traffic lane?	Yes/No/n.a.		
Did the pilot action include providing a step free route leading to entrance?	Yes/No/n.a.		
Did the pilot action ensure that the person with disability is not require to cross the traffic lane?	Yes/No/n.a.		

Did the pilot action include installing TWSIs guidance path including directional, hazard warning and positional tiles directing till the entrance?	Yes/No/n.a.		
Did the pilot action include ensuring that there is adequate lighting and no glare?	Yes/No/n.a.		
Did the pilot action include installing acoustic information systems at place?	Yes/No/n.a.		

SIGNS		Evaluation	Comments
Did the pilot action include any improvements on this matter?	Yes/No	N/A	
Are the new 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 the new visual signs easily understandable (designed to be simple and easy to interpret, the message is unambiguous)	Yes/No (check size, colours, fonts, and contrast; If NO, please specify what is inadequate (is it colour, font, size, contrast))		
Are the new visual signs readable and legible for people with visual impairments?	Yes/No		

Are the new visual signs well illuminated with no glare?	Yes/No It is up to the evaluation team to decide whether or not the tactile guidance is sufficient and adequate in the investigated context		
Is sufficient and adequate tactile guidance (e.g., TWSIs) provided along the relevant paths?	Yes/No		
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		Evaluation	Comments
Did the pilot action include any improvements on this matter?	Yes/No	N/A	
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		Evaluation	Comments
Did the pilot action include any improvements on this matter?	Yes/No	N/A	
Is the floor slip-resistant in both wet and dry conditions?	Yes/No	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 evaluation 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		Evaluation	Comments
Did the pilot action include any improvements on this matter?	Yes/No	N/A	
Is the traveller 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 traveller?	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 traveller illuminated appropriately without a glare?	Yes/No		

DOORS		Evaluation	Comments
Did the pilot action include any improvements on this matter?	Yes/No	N/A	
Are automatic (preferably sliding) doors provided?	Yes/No (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 doorframes 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		Evaluation	Comments
Did the pilot action include any improvements on this matter?	Yes/No	N/A	
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		

RAMPS		Evaluation	Comments
Did the pilot action include any improvements on this matter?	Yes/No		
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	Evaluation	Comments
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Did the pilot action include any improvements on this matter?	Yes/No	N/A	
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.	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		Evaluation	Comments
Did the pilot action include any improvements on this matter?	Yes/No	N/A	
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 indicating 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		

COUNTERS		Evaluation	Comments
Did the pilot action include any improvements on this matter?	Yes/No	N/A	
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		Evaluation	Comments
Did the pilot action include any improvements on this matter?	Yes/No	N/A	
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		
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TOILETS		Evaluation	Comments
Did the pilot action include any improvements on this matter?	Yes/No	N/A	
Did the pilot action ensure that accessible toilets are available on all floors of the building?	Yes/No		
Accessible toilets are clearly marked.	Yes/No		
The accessible toilets have signs in Braille.	Yes/No		
Pilot action ensured that toilet door is 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		Evaluation	Comments
Did the pilot action include any improvements on this matter?	Yes/No	N/A	
Are new animal relief areas available?	Yes/No		
Are new animal relief areas dedicated to service animals available?	Yes/No		
Are new animal relief areas clearly marked?	Yes/No		
Do new animal relief areas have signs in Braille?	Yes/No		
Are new animal relief areas securely fenced in?	Yes/No		
Are the new gates easy to operate with secure catch?	Yes/No		
The floor-surface is non-slippery and easy to clean.	Yes/No		
The new 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		Evaluation	Comments
Did the action plan include any improvements on this matter?	Yes/No	N/A	
Does the new 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		

5. EVALUATION 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). Note that all three conditions must be met in order to assign the lowest rank 1.
- 2. Inaccessible and unsatisfactory**
If 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 an exemplary way of implementing standards. It is very important that the expert or representative of the visually impaired rate the element as exemplary. 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

6. IMPROVEMENT AFTER IMPLEMENTATION OF THE PILOT ACTION.

Please, based on the evaluation grid, describe

- Whether the problems you tackled with the Pilot Actions are dealt with?

They are dealt with partially. Namely, due to the reconstruction work and the construction of the terminal building "B", it was not possible to test part of the planned actions from the action plan (TWSIs in the indoor area) since the reconstruction works have been in progress. For the same reason, some counters were relocated and temporary ones were installed, to which it was neither expedient nor economical to install TWSIs.

TWSIs have been installed in the outdoor area, as well as contrasting pavement lines on the floor in the lobby and on the first floor leading to the information desk, check-in point, toilets, and waiting room and control points. In this way, the accessibility for the partially sighted people has been increased, so that as passengers in air traffic, they can participate and use the service in question much more equally.

Furthermore, with the construction of the new terminal building, it is planned to implement other recommendations and priorities defined in the pilot action plan (TWSIs and orientation plans).

- What is the accessibility improvement (one evaluation rank higher equals 20% improvement)?

The assessment of accessibility improvements, although being very difficult and demanding, taking into account the reconstruction works and the construction of a new part of the terminal building "B", is generally estimated at 25%.

- How that corresponded to the Pilot action plan – was it fulfilled as planned?

It was partially fulfilled as planned. Namely, due to the reconstruction works and the construction of terminal building "B", part of the actions planned through action plan could not be carried out or tested.

Other recommendations and priorities from the pilot action plan (TWSIs and orientation plans) will be implemented during and after the completion of the reconstruction works.

- What were the reasons behind the success / unsatisfactory result?

The biggest obstacles are the reconstruction and construction works, which made it impossible to implement all the planned actions in the planned timeframe.

- What are the lessons learned?

We believe that one of the most important lessons learned is the fact that the process of improving conditions for a certain group requires their direct engagement in terms of consulting them and getting to know and understand their needs and specificities. Moreover, another important lesson learned relates to correct prioritising when it comes to ensuring accessibility and personal mobility of blind persons, as well as the need to raise the awareness of both managerial and operational staff of the transportation facility. The latter

also relates to the importance of the training on the right approach and communication with **visually impaired persons, which the transportation facility plans to incorporate in its future actions.**

- Would you consider this Pilot action can be replicated in a similar transport node – yes/no, why?

The pilot action plan as a document and a good starting point can be replicated at similar transport nodes. Nevertheless, it is necessary to realistically plan the period for the implementation of the actions, taking into account both potential risks and problems.

The accessible signage for blind and partially sighted people is standardized, includes expert assessment and creation of optimal accessible solutions for blind and partially sighted people, and is universal in terms of meeting the needs of the blind and partially sighted population, which should be adapted to the capabilities, limitations and specificities of each transport node. However, examples of good practices can certainly multiply in the same way or with adjustments based on professional advice.

- What will you advise the management of other transport nodes which are going to implement similar Pilot action?

The advice is to include in the process the organisations representing blind and partially sighted persons, experts in the relevant fields and end users, because in that way the transportation facility will ensure its actions comply with the needs of targeted users, as well as with the legal requirements and standards. This way the facility will have the opportunity to implement the best practices and to avoid overburdening with additional costs related to further adjustments.