Interreg
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DANOVA

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Pilot Actions Evaluation Report

Port of Kotor

Implementation of TWS's in Port of Kotor

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

DANOVA

October 2022

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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.

Table of Contents for Part 1 of the Evaluation report – Process Evaluation

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 in Port of Kotor.

1.1 BRIEF DESCRIPTION OF PILOT ACTION SITE

Location

Bay of Kotor is located in Montenegro on the south eastern part of the Adriatic coast with The Port of Kotor placed on its southeastern tip in the immediate vicinity of Old Town of Kotor.

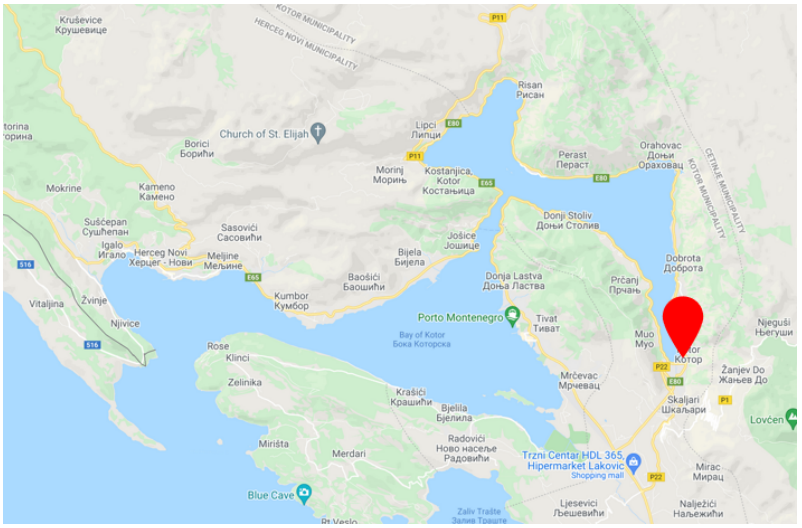


Figure 1: Location of the Port of Kotor

Kotor Municipality has a population of 22 601 (most recent census 2011.) with Kotor city being its administrative center. The river Škurda flows along the northern walls of the city. From the east, it is surrounded by the mointain of Lovćen, while from the southwest, the sea connects it with the Adriatic.

The city can be reached by car, bus, boat and airplane - via the airports in Tivat (8 km), Podgorica (90 km) and Čilipi (73 km) or by train - via Bar (60 km).

Port of Kotor is located next to the Adriatic Highway which connects it with places along the coast, as well as with cities in the interior. During the summer season there can be significant traffic which can slow down the departure and entry of passengers to the Terminal.

Port of Kotor has the status of a permanent border crossing and port for international maritime traffic. In 2019 it reached a passenger turnover of 613.747.

Port of Kotor infrastructure

Port of Kotor passenger terminal building consists of two floors. Terminal building ground floor has 260,05m2 and it is used for passenger movement.

The passenger flow on arrival and departure is organized through marked paths and doors with the processes including check-in and check-out of passengers, luggage and visitors, as well as border and customs control. Another part of the ground floor is organized for commercial use by tourist agencies and duty free shop. Sanitary facilities available for passenger usage are also located on the ground floor in a separate entrance. The second floor holds the offices of the port security service and operations**.**

Port of Kotor passenger Terminal was constructed and finished in 2014.

In front of the passenger terminal a large ship docking area is located which is used for passenger embarkation/disembarkation.

The length of operating banks, which owns the Port of Kotor in the harbor is 665m, of which 512m is located in the western part while the 153m is facing the river Skurda.

Accessibility for blind and partly sighted

The most relevant part of infrastructure for the accessibility of blind and partially sighted persons are passenger terminal area and ship docking area in front of the terminal. A public bus stop is located 300m from the entrance to the port area.

During 2015, the Port of Kotor adopted the Plan for the ground floor arrangement of the coast, which included the adaptation of pedestrian paths for people with limited mobility. An electric ramp was installed at the entrance to the Administration Building, as well as an elevator inside the building.

Port of Kotor did not have sufficient infrastructure and equipment in place for the accessibility of blind and partly sighted prior to Danova project.

Since the port does not handle passengers directly it does not have an established specialized service for passenger assistance through indoor and outdoor areas as these services are provided directly by travel agencies themselves.

Details about measures and recommendation for improvement of accessibility to blind and partially sighted is described in Local assessment report of Port of Kotor. As the relevant infrastructure for accessibility is partially outside of the Port of Kotor's jurisdiction a need is recognized for cooperation with the stakeholders.

1.2 DETAILED DESCRITPION OF ACTIONS TAKEN

Assessment of Port of Kotor infrastructure accessibility to blind and partly sighted passengers has been performed in June 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, taxy), 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 1 High, 4 Medium and 3 Low priority type of interventions identified for Port of Kotor out of which 5 of them were implemented.

Priority of intervention	Total recommendations	Implemented within DANOVA
High	1	-
Medium	4	3
Low	3	2

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, Port of Kotor has identified following pilot action interventions to be implemented within DANOVA project:

Installation of tactile lines connecting public bus station and the entrance to the port area (medium priority measure 1 and measure 2),

Installation of tactile lines inside the port outdoor area from port area entrance to the passenger terminal and sanitary facilities (medium priority measure 1 and measure 2),

Installation of contrasting tactile lines in inside the passenger terminal building from the entrance through security screening and passport control (medium priority measure 1 and measure 4),

Installation of indoor contrasting tactile lines leading to sanitary facilities and through the staircase to the second floor of the terminal building (medium priority measure 1 and measure 4)

Tactile orientation plans (low priority measure 1),

Signage on the toilets (low priority measure 2)

Interventions to be implemented within pilot action were chosen according to their priority, according to estimated budget within project DANOVA and according to prioritization of measures done by management. In process of determining which interventions are most critical to implement, representatives of CBU were consulted as well as interested stakeholders.

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
External expertise **Website accessibility for blind and partly sighted passengers check**	1.000,00 EUR	The end of October 2022	/	/
External expertise **Trainings services for staff members of Port of Kotor**	6.000,00 EUR	The end of October 2022	/	/
Equipment **Implementation of walking tactile walking surfaces, tactile orientation plans, orientation signs, signs in Braille, Tactile**	36.640.00 EUR	21/04/2022	08/06/2022	18/07/2022

warnings and other associated equipment with TWSis				
TOTAL	**43.640,00 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 CBU. Installation of equipment was finalized in July 2022 and assessment of current situation and improvements in accessibility of POK infrastructure for blind and partly sighted passengers has been performed in September 2022 by DBV.

1.2.3. State before and after the implementation

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

3 out of 4 medium priority measures were implemented,

2 out of 3 low priority measures were implemented.

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

In front of the port area connecting public bus station with arrival and departure access point

Inside the port grounds connecting entrance / exit point to the terminal, toilettes and passenger embarkation/disembarkation area.

Inside the terminal ground floor leading through security and passport check and in separate ground floor entrance guiding to toilettes and second floor of the terminal

Also, total of 2 tactile orientation plans were installed: one at the entrance to the ground floor and another at the entrance to the second floor of the terminal both displaying information about the layout of their respective floor areas.

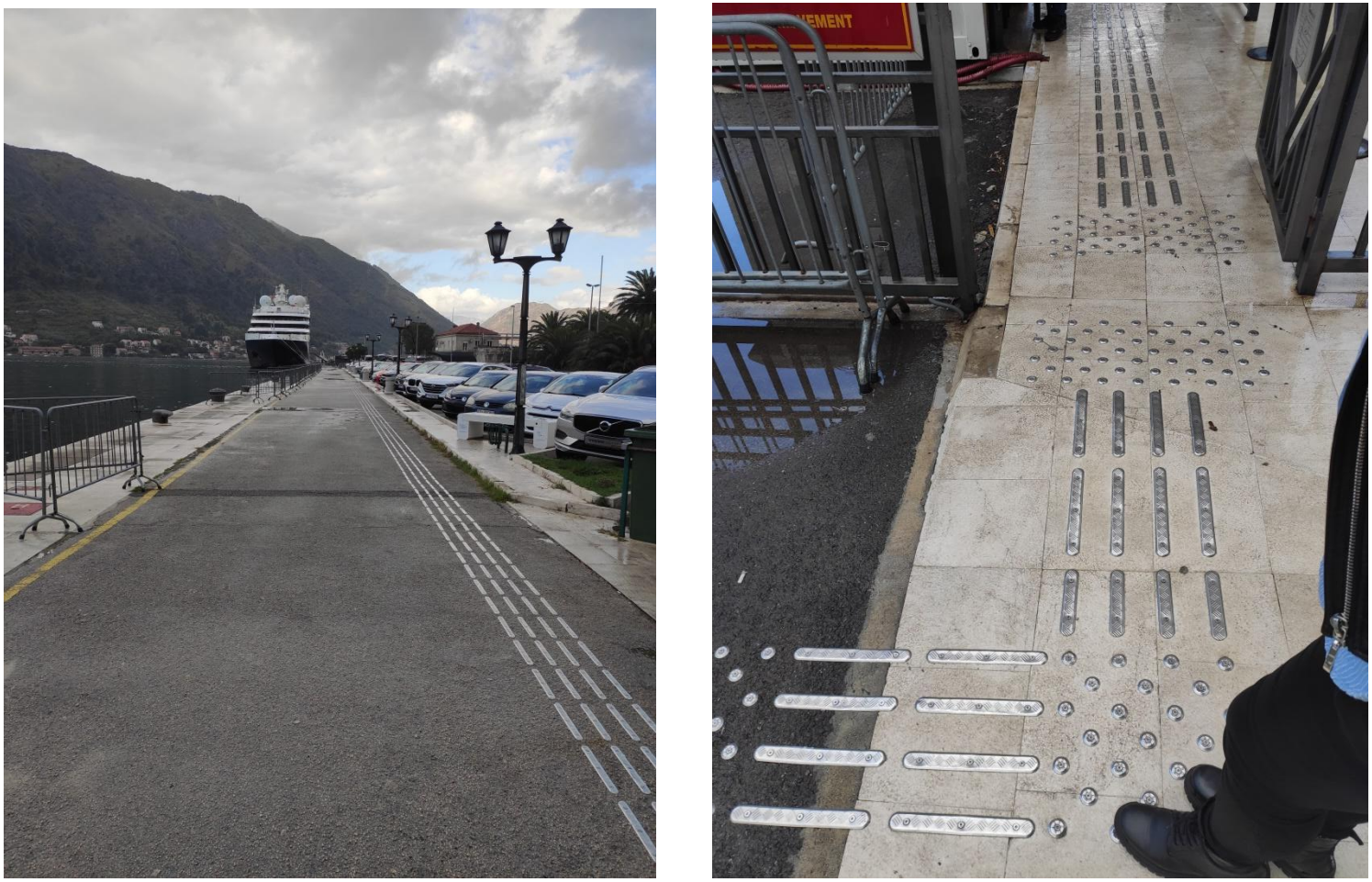
According to finalised works and equipment installed following quantities were implemented:

Type of equipment	**Prior to implementation (piece or metres)**	**After the implementation (piece or metres)**
TWS's outdoor - in front of the terminal	0 m	360 m
TWS's – indoor (ground floor, second floor)	0 m	50 m
Total TWS's	**0 m**	410 m
Tactile warning fields - outdoor	0	40 m

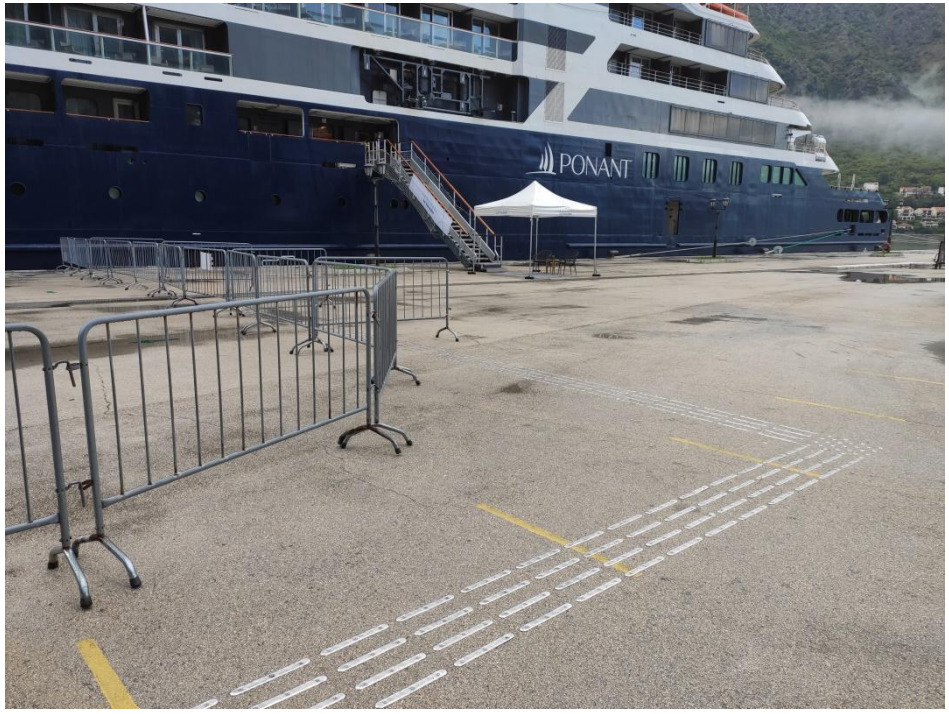
Tactile warning fields - indoor	0	30 m
Tactile orientation plans	0	2
Braille signage (indoor) on toilets, the police and customs front desk, the entrance and exit from the terminal building, and for the employees' offices	0	15

Table 3. Pilot action improvements

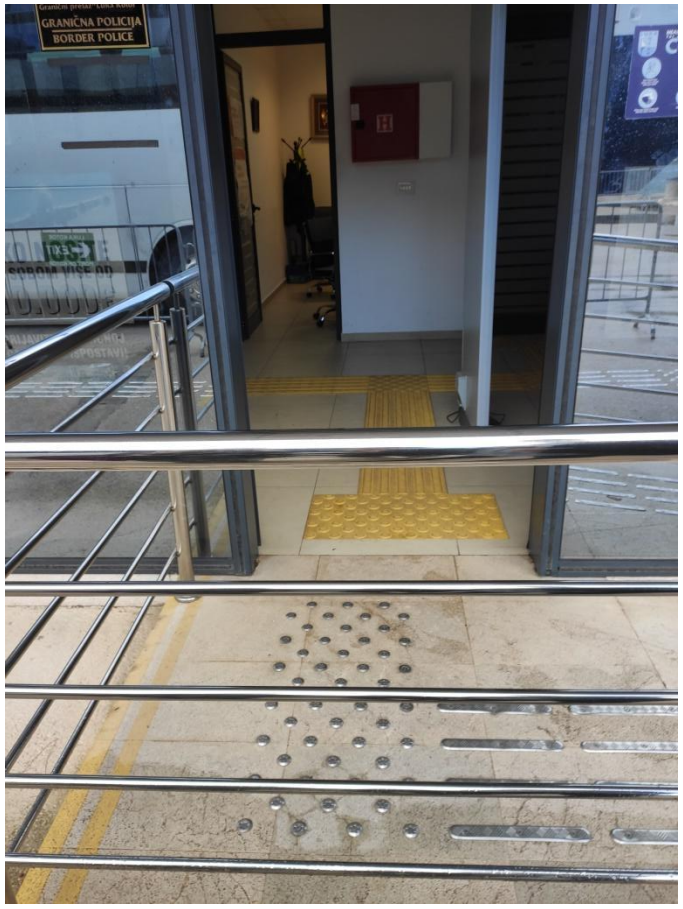
Please see photos after the implementation per areas.

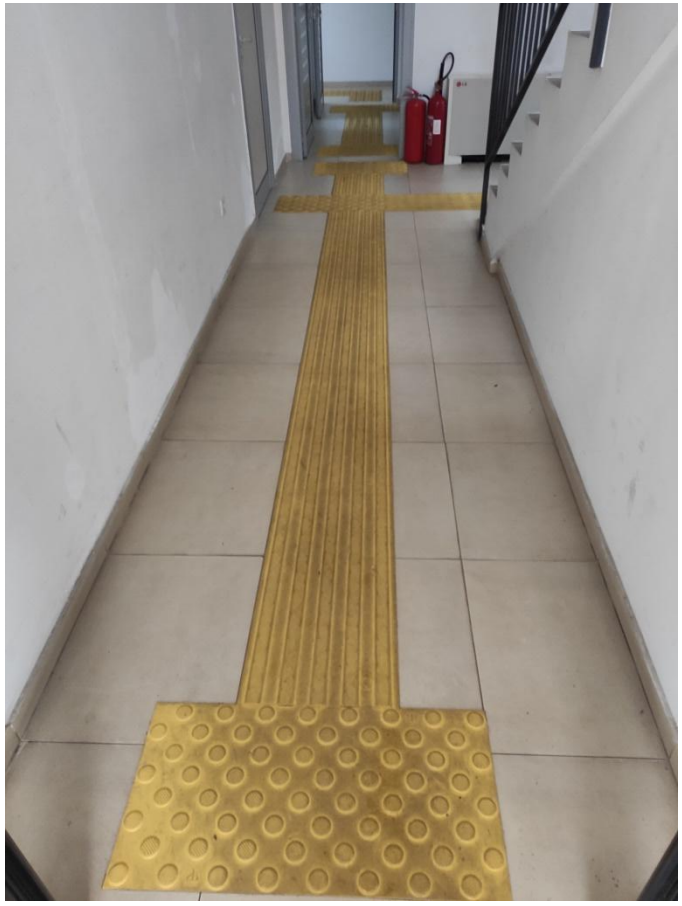


Picture 1. Approach from public bus stop and entrance to site

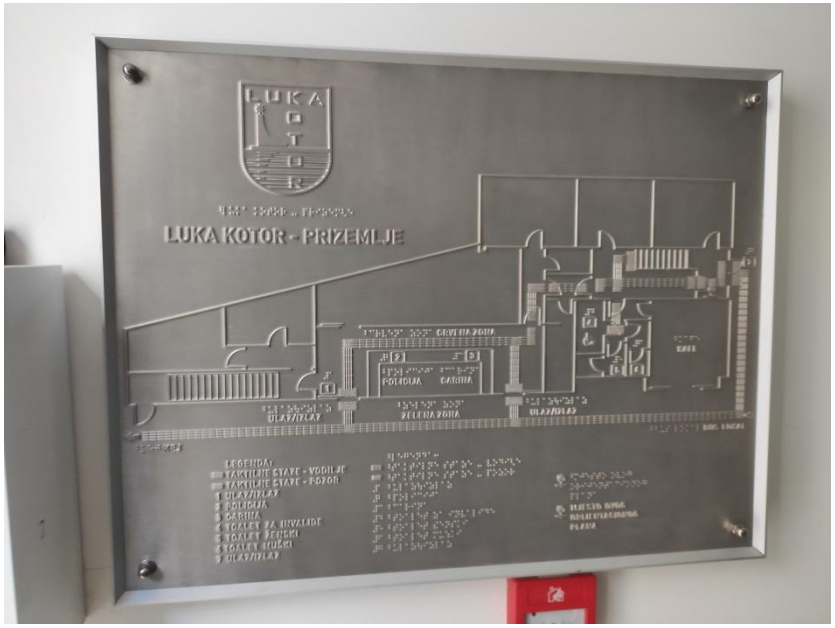


Picture 2. TWSI's in front of passenger terminal


GRANIČNA POLICIJA
BORDER POLICE



Picture 3. Entrance to terminal and indoor TWSI's to sanitary facilities



Picture 4. Indoor tactile orientation plan and Braille signage

1.3 COSTS

Pilot action costs reported in D.T.3.3.1. amounted to 43.910,00 EUR, please see attached table:

Category of funding	Expenditure Amount (EUR)
Equipment **Installation of TWS, orientation plans and signage on toilettes within perimeter**	36.640,00 EUR
External expertise **Trainings services for staff members of Port of Kotor**	6.000,00 EUR
External expertise Website update according to findings from accessibility check	1.000,00 EUR
TOTAL	**43.640,00 EUR**

Table 4: Pilot action actual costs

The total costs encountered during the pilot life cycle are equal to 43.640,00 EUR, which is below originally budgeted amount for implementation of pilot action of 43.910 EUR. Difference occurred as a result of public procurement process.

The funding sources are:

IPA contribution 85% - 37.094,00 EUR

POK contribution 15% - 6.546,00 EUR

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

1.4 PROBLEMS FACED

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

Definition of technical description of pilot action in public procurement process. POK had no adequate knowledge to determine which type of the TWS's should be placed indoor, which ones outdoor. Therefore, help of the experts from CBU was necessary in this respect.

Since TWS's implemented are made from stainless steel (indoor and outdoor) with anti-slip surface with small holes, POK experienced problems in cleaning such TWS's. POK will need to purchase specialised machine for cleaning TWS's and have to use chemicals and cleaning products that are not harmful for stainless steel (especially outdoor). Nevertheless, due to the type of the TWS's installed, they can easily get dirty and turned black.

1.5 GOOD POINTS / SUCCESS OF THE IMPLEMENTATION PROCESS

Implementation of TWS's has largely improved accessibility for blind and partly sighted passengers in Port of Kotor. This, in combination with training of POK employees, has significantly risen level of service that POK 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 CBU, web page was identified as the crucial point of pre-travel information and its accessibility was considered of most importance for blind and partly sighted passengers. Therefore, POK has decided to perform 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 POK can be used as a good practice for other ports and airports in the region as well as for other applicable infrastructure access points. Representatives of City of Kotor and local and national stakeholders have all expressed interests in sharing DANOVA project results and pilot action results.

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

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

Prioritization of interventions to be implemented.

Consultation on the corridor where TWS's are to be placed with involved stakeholders

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

Port of Kotor pilot action has made the port infrastructure more accessible to blind and partly sighted passengers. Prior to pilot action intervention there were no TWS's placed in the port. After the pilot action implementation there are total of 480 metres of TWS's inside the port terminal building and in front connecting all crucial access points: arrivals, departures, toilettes, security and passport check, public bus station.

Also, as web page is considered to be starting point of each travel, POK has decided to perform web page accessibility check and update web page, for it to be fully accessible to blind and partly sighted.

Expected impact of Port of Kotor pilot action and DANOVA project can be summarised as follows:

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 for blind and partly sighted passengers of Port of Kotor	All Port of Kotor users	480 metres of TWSIs that are installed 2 orientation plans 15 orientation signs in Braille for the interior space (3 for toilets, 2 for the police and customs front desk, 2 for the entrance and exit from the terminal building, 8 for the employees' offices)
	Improvement in level of service to blind and partly sighted passengers	POK employees and blind and partly sighted passengers	At least 20 employees of Port of Kotor will attend training session

Table 5. expected impact of Port of Kotor pilot action and DANOVA project

Table of Contents for Part 2 of the Evaluation report – Evaluation Grid

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		

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		
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 persons with visual impairments?	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 include any improvements on this matter?	Yes/No If no please leave	briefly describe	N/A	

	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	The pilot actions did not envisaged the training, but the training for managerial staff was implemented through the project, and future trainings are also announced by the POK, based on the training materials used within the project.

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 • 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 improvements on this matter?	Yes – updates are in progress but not implemented.	N/A	Test version not yet in production, thus can't be evaluated here.
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 – updates are in progress but not yet implemented.	N/A	☐ 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	3 - Unsatisfactory but acceptable	
Are there any online services accessible (e.g., live chat online)?	No	3 - Unsatisfactory but acceptable	
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	3 - Unsatisfactory but acceptable	
If forms need to be filled in, they can be filled electronically through an accessible software.	No	N/A	

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

BUS STOPS		Evaluation	Comments
Is the pilot action related to this site?	YES	4 - Accessible and Acceptable	TWSIs were installed connecting public bus stop with arrival and departure access point.
Did the pilot action include equipping alighting (disembarking) areas for persons with disabilities?	n.a.		
Did the pilot action include levelling, covering and/or putting the space out of the traffic lane?	n.a.		
Did the pilot action include providing a step free route leading to entrance?	n.a.		
Did the pilot action ensure that the person with disability is not require to cross the traffic lane?	n.a.		
Did the pilot action include TWSIs guidance path including directional, hazard warning and positional tiles directing to the entrance?	YES	4 - Accessible and Acceptable	TWSIs were installed connecting public bus stop with arrival and departure access point.
Did the pilot action include ensuring that there is adequate lighting and no glare?	NO		

Did the pilot action include installing acoustic information systems at place?	NO		

PATHS, CORRIDORS – Outdoor – Outside port premises		**Evaluation**	**Comments**
Did the pilot action include any improvements on this matter?	Yes		
Is the floor slip-resistant in both wet and dry conditions?	N/A		
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		
Is there a colour contrast between the floor, walls, doors, and the ceiling?	N/A		Outdoor area
Is there adequate light and no glare?	Yes		Assessment performed during daytime, there could be potential difficulties during low visibility times
Is the path free of any barriers or obstacles?	No	1 – hazardous, inaccessible and unsatisfactory	Public/taxi parking not regulated, vehicles are occasionally parked on TWSIs
Are the paths maintained and kept free of unwanted barriers such as furniture, plants etc.?	No	1 – hazardous, inaccessible and unsatisfactory	Public/taxi parking not regulated, vehicles are occasionally parked on TWSIs

Is the path equipped with adequate tactile guidance (e.g., TWSIs) including directional, hazard warning and positional tiles provided for independent navigation?	Yes	4 - Accessible and Acceptable	
Is the path equipped with acoustic guidance?	**N/A**		

3.2. Entrance to the site

DOORS – Entrance		Evaluation	Comments
Did the pilot action include any improvements on this matter?	YES		TWSIs
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 door frames contrast with the wall?	No	2 – inaccessible and unsatisfactory	Frames of the doors should be painted differently, in contrast to be more noticeable.
In case the doors are glass doors – do they have colour contrasting edging and door handles?	No	2 – inaccessible and unsatisfactory	The doors and the adjacent walls are made of glass. There are some markings on them, but they are not easily noticeable. During passengers present in port doors are always open.

Are Braille and tactile signs (TWSIs) provided at a door?	Yes	4 - Accessible and Acceptable	TWSIs
Are Braille signs appropriately placed and of standardized size?	N/A		Tactile orientation plan is installed at one of two entrances to the ground floor of terminal. It is would be helpful to also install a tactile orientation plan at the other entrance and at the entrance to port premises

PATHS, CORRIDORS – Outdoor – Inside port premises		**Evaluation**	**Comments**
Did the pilot action include any improvements on this matter?	Yes		
Is the floor slip-resistant in both wet and dry conditions?	N/A		
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		
Is there a colour contrast between the floor, walls, doors, and the ceiling?	N/A		Outdoor area
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	4 - Accessible and Acceptable	
Is the path equipped with acoustic guidance?	**N/A**		

3.3. Inside circulation

SIGNS - TACTILE ORIENTATION PLAN		**Evaluation**	**Comments**
Did the pilot action include any improvements on this matter?	Yes	3 - Unsatisfactory but acceptable	Tactile orientation plan at the ground floor and first floor entrance . The orientation plan at the entrance contains a legend in Braille, but the poorly printed representation of the Braille character makes it impossible to recognize the combination of raised Braille dots and is consequently unreadable for a visually impaired person. There is no clear marking of the starting point in which the person finds himself/herself on the orientation plan, which makes it very difficult for a visually impaired person to orient himself/herself and use the orientation plan efficiently. The orientation plan is not suitable for partially sighted persons (it is not sufficiently contrasting; only one shade of colour was used).

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		Tactile orientation plan is installed at one of two entrances to the ground floor of terminal. It is would be helpful to also install a tactile orientation plan at the other entrance and/or at the entrance to port premises
Are the new visual signs easily understandable (designed to be simple and easy to interpret, the message is unambiguous)	Yes	3 - Unsatisfactory but acceptable	The orientation plan at the entrance contains a legend in Braille, but the poorly printed representation of the Braille character makes it impossible to recognize the combination of raised Braille dots and is consequently unreadable for a visually impaired person. The orientation plan is not suitable for partially sighted persons (it is not sufficiently contrasting; only one shade of colour was used).
Are the new visual signs readable and legible for people with visual impairments?	Yes		Tactile orientation plan.
Are the new visual signs well illuminated with no glare?	N/A		Tactile orientation plan.
Is sufficient and adequate tactile guidance (e.g., TWSIs) provided along the relevant paths?	N/A		Tactile orientation plan.
Are orientational signs accompanied with signs/information in relief (raised lettering)?	N/A		Tactile orientation plan.

Is information in relief (raised lettering) appropriately placed and of standardized size?	N/A		Tactile orientation plan.
Are orientational signs accompanied with signs/information in Braille?	N/A		Tactile orientation plan.
Are Braille signs appropriately placed and of standardized size?	N/A		Tactile orientation plan.
Is a complementary audible information system provided?	N/A		

PATHS, CORRIDORS – Indoor		Evaluation	Comments
Did the pilot action include any improvements on this matter?	YES		TWSIs – indoor (ground floor, first floor)
Is the floor slip-resistant in both wet and dry conditions?	n.a for this action plan		
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 action plan		
Is there a colour contrast between the floor, walls, doors, and the ceiling?	No	3 - Unsatisfactory but acceptable	TWSIs made an improvement by providing good contrast with surrounding floor surface
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	4 - Accessible and Acceptable	TWSIs – indoor (ground floor, first floor)
Is the path equipped with acoustic guidance?	n.a.		

3.4. Security screening and customs

3.5. Sanitary facilities

TOILETS		Evaluation	Comments
Did the pilot action include any improvements on this matter?	YES		
Accessible toiles are available on all floors of the building?	n.a. for action plan		
Accessible toilets are clearly marked?	Yes	4 - Accessible and Acceptable	TWSIs guide to toilets, they are marked on Tactile orientation plan at the entrance
The accessible toiles have signs in Braille?	Yes	4 - Accessible and Acceptable	Directly on the doors indicating toilet for man, women, people with disabilities
Toilet door must be outward opening, double hinged or sliding type.	n.a. for action plan		
The floor-surface of the toilet is non-slippery?	n.a. for action plan		

The toilet is well illuminated with no glare?	Yes	4 - Accessible and Acceptable	
There is a colour contrast between the floor, wall and sanitary fittings?	No	3 - Unsatisfactory but acceptable	
Is there an alarm system within easy reach to alert persons outside, in case of emergency?	n.a. for action plan		
The door can be locked from inside but also released from outside in case of emergency	n.a. for action plan		
It is kept clean and well-maintained.	n.a. for action plan		
Is there sufficient visual guidance (signage, visibility of the doors etc.) available to detect and identify the toilets easily?	Yes	4 - Accessible and Acceptable	

3.6. Shopping and catering facilities

3.7. Waiting areas

3.8. Departure point(s)

See section 3.2. Entrance to the site

3.9. Arrival point(s)

See section 3.2. Entrance to the site

3.10. Evacuation routes

3.11. Exit from the site

See section 3.1. Approach to/from the site

4. 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

5. 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,

  The problems tackled with the Pilot action are fully dealt with, and necessary improvements were made in accessibility for blind and partly sighted.

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

  The assessment of accessibility improvement, although it is very difficult and demanding, given the guidelines for individual approach to each individual in need, is generally estimated at 95%. Almost all possible surfaces are equipped with TWSI's, remaining part that was not equipped is outside of Port of Kotor premises.

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

  Yes, it was fulfilled as planned.

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

  Involvement of experts from CBU, their recommendation and highly motivated Port of Kotor management in pilot action implementation.

- What are the lessons learned

  Necessary inclusion of blind and partly sighted unions in pilot action consultation process.

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

  Yes, we believe that this pilot action can be replicated in a similar transportation facility, because accessible signage for blind and partially sighted people is standardized, includes expert assessment and creation of optimal accessibility 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 possibilities, limitations and specificities of each transportation facility. However, examples of good practice can certainly be multiplied in the same way or with modifications based on professional advice.

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

  To include in the process blind and partly sighted unions or associations.