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**GUIDELINES TO STANDARDISERS OF  
COLLECTIVE TRANSPORT SYSTEMS - NEEDS  
OF OLDER PEOPLE AND PERSONS WITH  
DISABILITIES - PART 1: BASIC GUIDELINES**

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**AGREEMENT**

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English version

**Guidelines to standardisers of Collective Transport Systems -  
Needs of older people and persons with disabilities - Part 1:  
Basic Guidelines**

This CEN/CENELEC Workshop Agreement has been drafted and approved by a Workshop of representatives of interested parties, the constitution of which is indicated in the foreword of this Workshop Agreement.

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**CWA 45546-1:2004 (E)**

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## **Foreword**

The production of this CWA (CEN/CENELEC Workshop Agreement) “Guidelines to standardisers of Collective Transport Systems – Needs of older people and persons with disabilities – Part 1: Basic guidelines” was agreed by the CEN/CENELEC Workshop on Accessibility in Collective Transport Systems as part of its work plan in its meeting on 2003-07-07.

The final review/endorsement round for this CWA Part 1 was started on 2004-01-28 and was closed on 2004-02-27. The comments received were all included in the final text of the CWA which was submitted to CEN for publication on 2004-04-21.

The present CWA Part 1 has been developed through the collaboration of transport designers and providers, manufacturers, users and people experienced in dealing with older and disabled people using collective transport systems.

The present CWA have received the support of representatives of these sectors. A list of experts who have supported the document's contents may be obtained from the CEN Management Centre or the CENELEC Central Secretariat.

## **CWA 45546-1:2004 (E)**

### **Introduction**

People with functional limitations, whether the result of disability or old age, are confronted with a broad range of important difficulties and obstacles that impact their independence, full social mainstreaming and equal opportunities. This loss of opportunities is expressed, among others, in the impediments such persons face to access collective transport.

One of the most important goals pursued in our society and therefore by its representatives is universal access to collective transport, including older persons and people with disabilities.

After over half a century of overt concern for improving collective transport, as illustrated by the fifty years of history of the European Conference of Ministers of Transport, there has been significant progress made in some countries. However, there is still a need for further development and improvement of passenger transport - from design to implementation – along the lines of standards that ensure accessibility for everyone.

Disabilities may be permanent or temporary and may be the result of any number of causes. The most common are the limitations deriving from disabilities and old age; but they may also be occasioned by specific circumstances and situations, such as people who are overweight or extremely tall or short, children, pregnant women, people travelling with prams/strollers, carrying bulky packages, etc.

In this regard, attention should be drawn to the fact that while minor limitations should not, initially, cause difficulties in the use of conventional collective transport systems, the combination of a number of minor limitations (as is often the case in the ageing process) may in fact lead to accessibility problems.

While not all older people need special systems to access public passenger transport, the number of older citizens is rising and will continue to increase in the medium term, dramatically raising the number of users demanding solutions to make transport accessible to them and to everyone.

CEN/CENELEC Guide 6 reminded us that ‘it is an important goal for the whole of society that all people have access to products, services, workplaces and environments. The issue of accessibility to and usability of products and services has become more critical with the increasing percentage of older persons in the world’s population. While not all older persons have disabilities, the prevalence of disability or limitations is highest among this demographic group’.

It is also important to understand the effects, both statistically and economic, of the growing number of people in the population who are older. Reference is made to this in the Scope section of this document.

It is important, then, in drafting technical standards geared to improving the quality of collective transport, to cater for people whose reduced mobility either temporarily or permanently prevents them from making use of such systems.

It is important to underline that the public transport chain and passenger transport systems also include accessible information for passengers with disabilities, and access to related infrastructure, i.e. stations, bus stops, etc.

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