

Pilot Actions Evaluation Report
Dubrovnik port Authority
Implementation of Labels and Website software in
Dubrovnik port authority

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

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Produced by:	<i>Ines Hlevnjak, CBU</i> <i>Hrvoje Spremić, Dubrovnik Airport</i>
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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 program 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 prioritized 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 in Dubrovnik Port.

1.1 BRIEF DESCRIPTION OF PILOT ACTION SITE

Short description

Passenger terminal in Dubrovnik port – Gruž is situated on the ground floor of the main building. It is equipped and organized for port, police and custom department and has been used for touristic and ferry passengers. Terminal building consists of one ground floor. Ground floor is occupied by police department and custom department, and it's been used for check-in and check-out of passengers, luggage and visitors. Also, the other part of the same floor is organized for information (e.g. port information and touristic information desk) and commercial use (e.g. agencies).



Figure 1: Inside passenger terminal building



Figure 2: Inside passenger terminal building



Figure 3: Entrance to passenger terminal building and indoor display

Location

Passenger Terminal is located in Gruž area and is accessible via main road D8. Terminal is located 2.5 km from Dubrovnik Old Town. During the summer season there can be significant traffic which can slow down the entry of the vehicles in/out of the port.

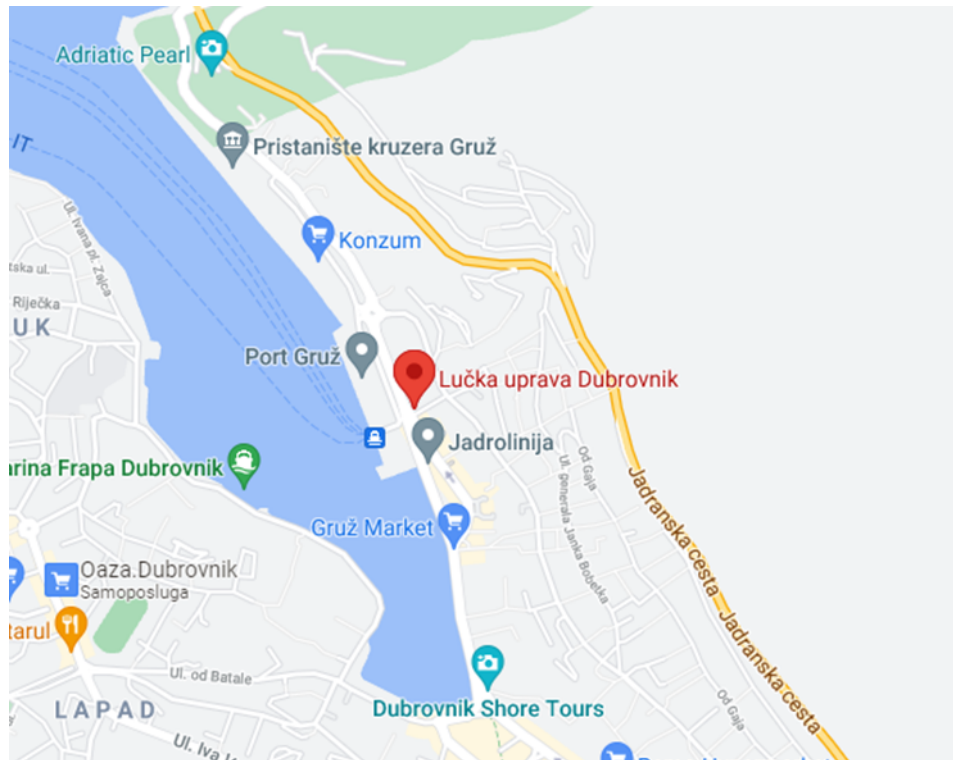


Figure 4: Dubrovnik port location

Approach by sea: Sea buoys, fairways and channels: The port is approached from the SW through Velika Vrata, the S entrance to Koločepski Kanal and then by passing either North of Otok Daka, lat=42°40' N / long=018°04' E, which lies between peninsula Lapad and mainland coast north.

Lat = 42° 38' N; Long = 018° 07' E

Admiralty Chart: BA 683

Admiralty Pilot: NP 47

Time Zone: GMT + 1 h

UNCTAD Locode: HR DBV

Principal Facilities: Passenger Terminal, Ro/Ro,
(ferries), (none: Dry Dock, Other Liquid Bulk)

Type of terminal: seaport (passenger terminal)

Size of terminal (in terms of passenger traffic per year): 70.000 pax

Table 1: Number of passengers in Port Dubrovnik terminal from 2016 to 2020.

Year	2016	2017	2018	2019	2020
Pax	70.468	63.617	66.937	69.049	4.533

1.2 DETAILED DESCRIPTION OF ACTIONS TAKEN

Dubrovnik port Authority has finalized software implementation for web page accessibility development for blind and partially sighted persons. According to implementation plan specified in public procurement documents, accessibility development was finalized in May 2022. Installation of labels and Braille signage in Dubrovnik port Authority passenger terminal was done also in May 2022.

Main objectives	Value brought by this action into the region	Stakeholders involved and role in the implementation and collaboration between them (explanation of their involvement in service/feature)
Installation of Braille labels and large in color labels in Dubrovnik port Authority passenger terminal.	Dubrovnik port Authority accessibility for blind and partly sighted passengers will be significantly improved since all major points in passenger terminal will be covered with Braille labels and large in color labels.	During the accessibility assessment of Dubrovnik port Authority process Croatian Blind Union has been involved as an external expert in order to identify all significant measures that needs to be undertaken. Also, on 1 st stakeholder workshop organized in July 2021, stakeholder best practices and opinions are collected and taken into consideration in future DPA development plans.
Web page accessibility	Starting point of each passenger journey is port authority's web page where necessary data and information are provided to passengers. During assessment process it was identified that DPA web page is not adequately developed to be accessible for blind and partly sighted. Therefore, DPA will perform web page accessibility development.	

Installation of labels was done according to implementation plan and outside of regular traffic hours during low season, so there was no significant impact for day-to-day operations of Dubrovnik port Authority.

1.2.1. Type and reason for pilot action intervention

According to the assessment performed, Dubrovnik port Authority has identified following pilot action interventions to be implemented within DANOVA project:

Installation of Braille labels and large in color labels in Dubrovnik port Authority passenger terminal. (medium priority measure number 1).

Web page accessibility check and update of web page according to accessibility check results (medium priority measure number 2).

Interventions to be implemented within pilot action were chosen according to their priority (high and medium), according to estimated budget of DPA within project DANOVA and according to prioritization of measures done by DPA management. In process of determining which interventions are most critical for DPA 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
<i>External expertise</i> Website accessibility for blind and partly sighted passengers check	25.000,00	December 2021	December 2021	May 2022
<i>External expertise</i> Installation of Braille labels and large in color labels in Dubrovnik port Authority passenger terminal.	500,00	March 2022	March 2022	May 2022
TOTAL	25.500 EUR			

Table 2. Pilot action procurement and implementation timeline

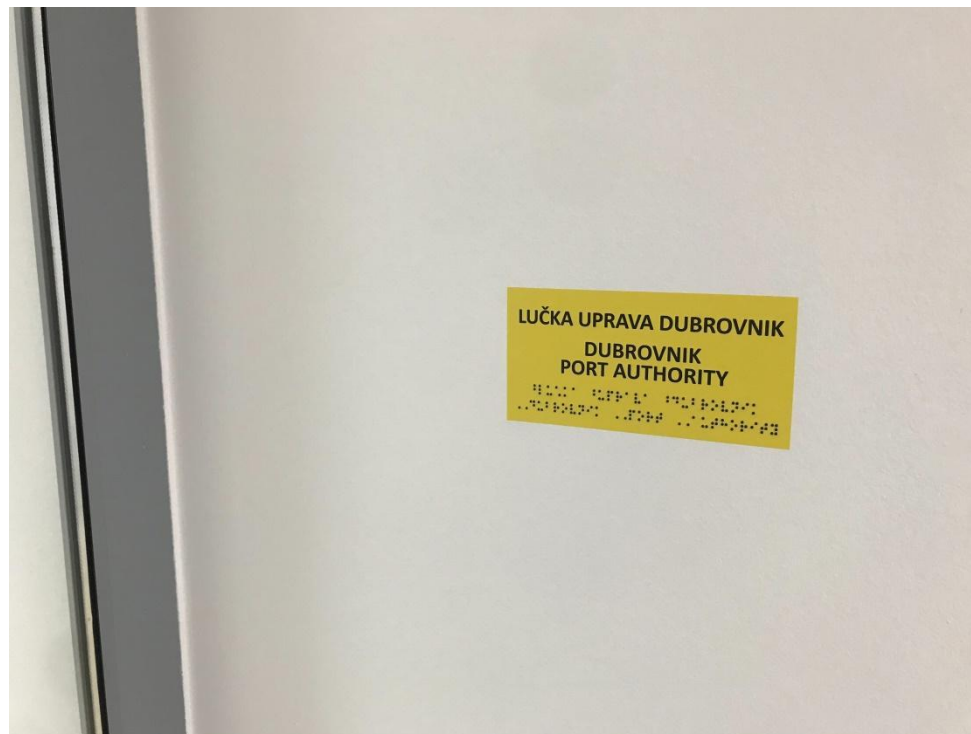
Largest public procurement and more complex one for implementation was “Website accessibility for blind and partly sighted passengers check”. In preparation of technical documentation for that public procurement, support was given by CBU. Installation of software was finalized in May 2022 and assessment of current situation and improvements in accessibility of DPA for blind and partly sighted passengers has been performed in November 2022 by CBU.

1.2.3. State before and after the implementation

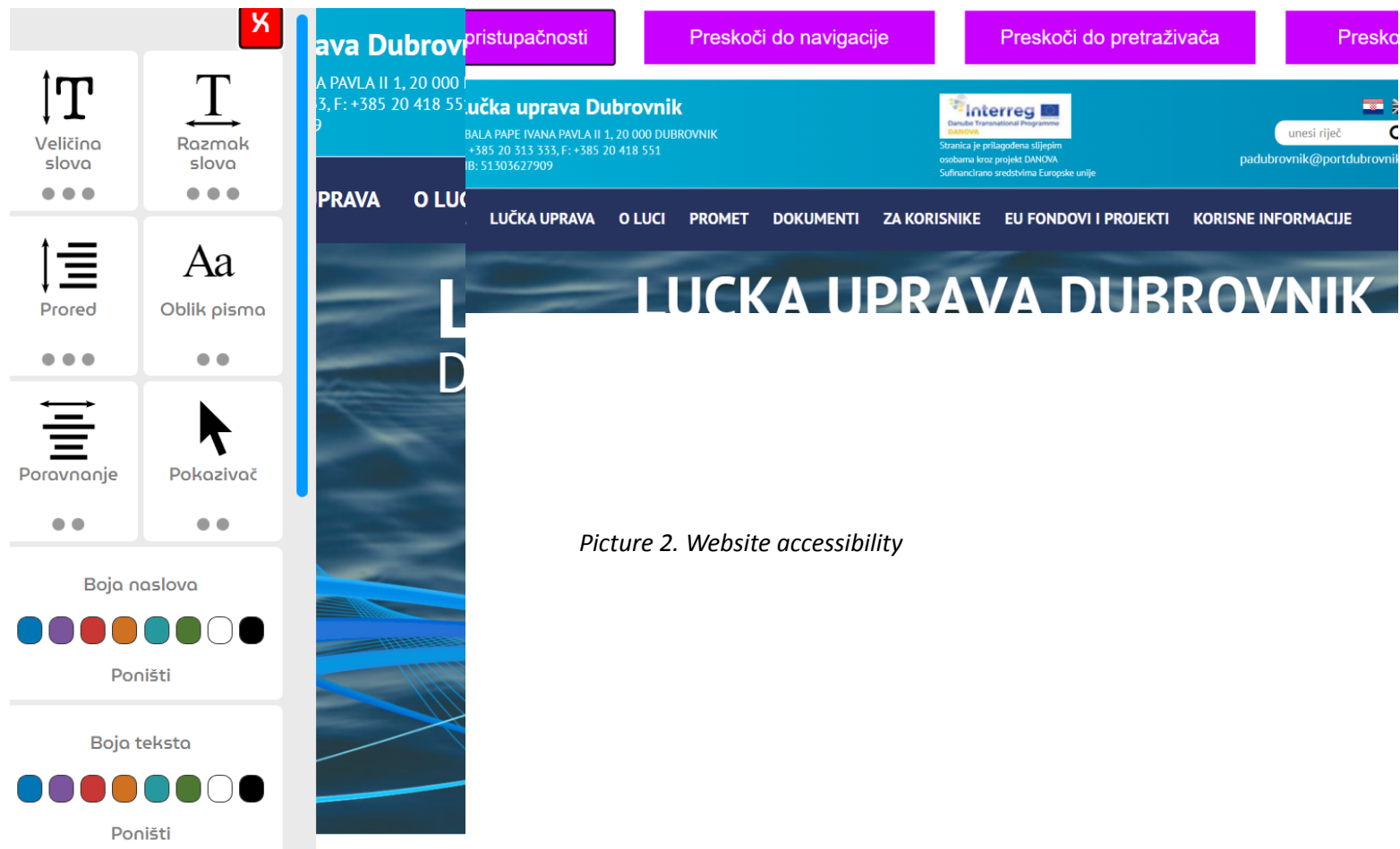
Evaluation of pilot action intervention has showed significant improvement in accessibility of DPA infrastructure as follows:

2 out of 2 medium priority measures were implemented.

Most significant measure implemented relates to installation of software on DPA web page and labels in terminal building.



Picture 1. DPA terminal building- labels



Picture 2. Website accessibility

1.3 COSTS

Pilot action costs reported in D.T.3.3.1. amounted to 47.118 EUR, please see attached table:

Category of funding	Expenditure Amount (EUR)
<u>External expertise</u> Website accessibility for blind and partly sighted passengers check	25.084,61
<u>External expertise</u> Installation of Braille labels and large in color labels in Dubrovnik port Authority passenger terminal.	592,73
TOTAL	25.677,34 EUR

Table 4: Pilot action actual costs

The total costs encountered during the pilot life cycle are equal to 25.677,34 EUR, which is below originally budgeted amount for implementation of pilot action of 87.900 EUR. Difference occurred due to the fact that during estimation of initial budget DBV had no previous knowledge of measures to be undertaken in order to improve accessibility for blind and partly sighted and had planned some different measures to be adopted, which were considered as not important during assessment process. Also, difference is a result of public procurement process.

The funding sources are:

ERDF contribution 85% - 21.825,74 EUR

DPA contribution 15% - 3.851,60 EUR

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

1.4 PROBLEMS FACED

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

Definition of technical description of pilot action in public procurement process. DPA had no adequate knowledge to determine design needed for Braille labels. Therefore, help of the experts from CBU was necessary in this respect.

Definition of technical description of pilot action in public procurement process. DPA had no adequate knowledge to determine software for Website accessibility for blind and partly sighted passengers. Therefore, help of the experts from CBU was necessary in this respect.

1.5 GOOD POINTS / SUCCESS OF THE IMPLEMENTATION PROCESS

Implementation of labels largely improved accessibility for blind and partly sighted passengers in Dubrovnik port Authority passenger terminal. This, in combination with training of DPA employees, has significantly risen level of service that DPA 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 July 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, DPA has performed software installation on web page.

1.6. TRANSFERABILITY POTENTIAL AND ADAPTABILITY

During stakeholders' meetings and Transnational working Group meetings it was concluded that pilot action implemented in DPA can be used as a good practice for other ports in the region. Representatives of City of Dubrovnik and local public bus provider Libertas have all expressed interests in sharing DANOVA project results and pilot action results.

Experience of the DPA 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 DPA 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 labels and web software.
- 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

DPA pilot action has made DPA website more accessible to blind and partly sighted passengers. Prior to pilot action intervention there was no possibility for blind and partially sighted passengers to browse DPA website.

Also, as web page is considered to be starting point of each travel, DPA 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.

Expected impact of DPA 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 DPA	All DPA users	Labels marked with Braille letter Website accessibility
	Improvement in level of service to blind and partly sighted passengers	DPA employees and blind and partly sighted passengers	At least 2 employees of Dubrovnik port Authority attend training session

Table 5. expected impact of DPA pilot action and DANOVA project

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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		
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	Yes/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	The pilot actions did not envisaged the training, but the training for both managerial and operational staff was implemented through the project, and future trainings are also announced by the DPA, 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 <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
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Did the pilot action include any improvements on this matter?	Yes – compliant with accessibility www.portdubrovnik.hr	4-accessible and Acceptable	
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)	Yes – compliant with accessibility www.portdubrovnik.hr	4-accessible and Acceptable	<input checked="" type="checkbox"/> Compliance checked by the expert
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	3 - Unsatisfactory but acceptable	

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?	n.a.		
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?	n.a.		
Did the pilot action include ensuring that there is adequate lighting and no glare?	n.a.		

Did the pilot action include installing acoustic information systems at place?	NO		
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SIGNS - TACTILE ORIENTATION PLAN		Evaluation	Comments
Did the pilot action include any improvements on this matter?	n.a.	n.a.	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.	n.a.	n.a.
Are the new visual signs easily understandable (designed to be simple and easy to interpret, the message is unambiguous)	n.a.	n.a.	n.a.
Are the new visual signs readable and legible for people with visual impairments?	n.a.	n.a.	n.a.
Are the new visual signs well illuminated with no glare?	n.a.	n.a.	n.a.
Is sufficient and adequate tactile guidance (e.g., TWSIs) provided along the relevant paths?	n.a.	n.a.	n.a.
Are orientational signs accompanied with signs/information in relief (raised lettering)?	n.a.	n.a.	n.a.
Is information in relief (raised lettering) appropriately placed and of standardized size?	n.a.	n.a.	n.a.

Are orientational signs accompanied with signs/information in Braille?	n.a.	n.a.	n.a.
Are Braille signs appropriately placed and of standardized size?	n.a.	n.a.	n.a.
Is a complementary audible information system provided?	n.a.	n.a.	n.a.

3.2. Entrance to the site - departures

DOORS – Departures – Entrance		Evaluation	Comments
Did the pilot action include any improvements on this matter?	YES	4-accessible and Acceptable	Labels
Are automatic (preferably sliding) doors provided?	n.a.		
There are no thresholds present at the door (ISO standard: less than 15 mm high).	n.a.		
Do doorframes 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	1 – hazardous, 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.
Are Braille and tactile signs (TWSIs) provided at a door?	NO	3 - Unsatisfactory but acceptable	

Are Braille signs appropriately placed and of standardized size?	Yes	4 - Accessible and Acceptable	Labels
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SIGNS - TACTILE ORIENTATION PLAN		Evaluation	Comments
Did the pilot action include any improvements on this matter?	YES	3 - Unsatisfactory but acceptable	Labels plan compensate this.
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.		
Are the new visual signs easily understandable (designed to be simple and easy to interpret, the message is unambiguous)	n.a (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?	n.a.		
Are the new visual signs well illuminated with no glare?	n.a 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?	n.a		Labels compensate this.
Are orientational signs accompanied with signs/information in relief (raised lettering)?	n.a		Labels compensate this.

Is information in relief (raised lettering) appropriately placed and of standardized size?	n.a		Labels compensate this.
Are orientational signs accompanied with signs/information in Braille?	n.a		Labels compensate this.
Are Braille signs appropriately placed and of standardized size?	n.a		Labels compensate this.
Is a complementary audible information system provided?	n.a		Labels compensate this.

3.3. Inside circulation – departures

SIGNS - TACTILE ORIENTATION PLAN		Evaluation	Comments
Did the pilot action include any improvements on this matter?	YES	3 - Unsatisfactory but acceptable	Labels compensate this.
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.		
Are the new visual signs easily understandable (designed to be simple and easy to interpret, the message is unambiguous)	n.a (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?	n.a.		
Are the new visual signs well illuminated with no glare?	n.a 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?	n.a		Labels compensate this.
Are orientational signs accompanied with signs/information in relief (raised lettering)?	n.a		Labels compensate this.
Is information in relief (raised lettering) appropriately placed and of standardized size?	n.a		Labels compensate this.

Are orientational signs accompanied with signs/information in Braille?	n.a		Labels compensate this.
Are Braille signs appropriately placed and of standardized size?	n.a		Labels compensate this.
Is a complementary audible information system provided?	n.a		Labels compensate this.

PATHS, CORRIDORS – Departures – Entrance		Evaluation	Comments
Did the pilot action include any improvements on this matter?	YES	3 – Unsatisfactory but acceptable	Labels compensate this. Note: not positioned correctly to indicate the path to the information desk.
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?	Yes	2 – inaccessible and unsatisfactory	There is not enough contrast
Is there adequate light and no glare?	No	3 – Unsatisfactory but acceptable	Queue barriers could pose a problem to visually impaired passengers, as well as machines.
Is the path free of any barriers or obstacles?	No	3 – Unsatisfactory but acceptable	Queue barriers could pose a problem to visually impaired passengers, as well as machines.

Are the paths maintained and kept free of unwanted barriers such as furniture, plants etc.?	n.a for this action plan		
Is the path equipped with adequate tactile guidance (e.g., TWSIs) including directional, hazard warning and positional tiles provided for independent navigation?	NO	3 – Unsatisfactory but acceptable	
Is the path equipped with acoustic guidance?	n.a.		

COUNTERS- Departures –Landside – Information desk		Evaluation	Comments
Did the pilot action include any improvements on this matter?	YES		
Does the counter contrast in colour with the adjacent background?	yes	4 - Accessible and Acceptable	
Is the counter-top adequately illuminated?	yes	4 - Accessible and Acceptable	
Is the counter to surface non-reflective?	yes	4 - Accessible and Acceptable	
Is there sufficient visual guidance (signage, visibility of the doors etc.) available to detect and identify the counter easily?	No	4 - Accessible and Acceptable	Labels compensate this.
In case of glass empaneled counter is there a microphone that is used by the staff?	NO	3 – Unsatisfactory but acceptable	
Is there live assistance available at the counter to guide persons to their destination?	yes	4 - Accessible and Acceptable	
TWSIs lead directly to the counters – or – there is one counter designated to all people with disabilities and it is equipped with accessibility features?	NO	3 – Unsatisfactory but acceptable	

Is waiting area near info desk adequately marked and easily accessible	Yes.	4 - Accessible and Acceptable	Labels compensate this.
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Sanitary facilities – check in area - SIGNS		Evaluation	Comments
Did the pilot action include any improvements on this matter?	YES		
Are 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	Labels compensate this.
Are visual signs easily understandable (designed to be simple and easy to interpret, the message is unambiguous)	Yes	4 - Accessible and Acceptable	Labels compensate this.
Are visual signs readable and legible for people with visual impairments?	Yes	3 – Unsatisfactory but acceptable	Labels compensate this.
Are visual signs well illuminated with no glare?	No	3 – Unsatisfactory but acceptable	Some are not
Is sufficient and adequate tactile guidance (e.g. TWSIs) provided along the relevant paths?	NO	3 – Unsatisfactory but acceptable	
Are orientational signs accompanied with signs/information in relief (raised lettering)?	Yes	4 - Accessible and Acceptable	Labels compensate this.
Is information in relief (raised lettering) appropriately placed and of standardized size?	Yes	4 - Accessible and Acceptable	Labels compensate this.
Are orientational signs accompanied with signs/information in Braille?	Yes	4 - Accessible and Acceptable	Labels compensate this.
Are Braille signs appropriately placed and of standardized size?	Yes	4 - Accessible and Acceptable	Labels compensate this.
Is a complementary audible information system provided?	n.a.		

TOILETS- Departures –Landside – Check-in area		Evaluation	Comments
Did the pilot action include any improvements on this matter?	YES		
Accessible toilets are available on all floors of the building?	n.a. for action plan		
Accessible toilets are clearly marked?	YES	4 - Accessible and Acceptable	Labels compensate this.
The accessible toilets 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?	Yes	4 - Accessible and 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?	No	3 – Unsatisfactory but acceptable	Some signs marking the toilets are not properly positioned. They are not located on the door, but several centimeters away.

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) - Domestic&international – Inside terminal- Landside

DOORS –Arrivals - Exit		Evaluation	Comments
Did the pilot action include any improvements on this matter?	YES		
Are automatic (preferably sliding) doors provided?	n.a. for this action plan		
There are no thresholds present at the door (ISO standard: less than 15 mm high).	n.a. for this action plan		
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 color contrasting edging and door handles?	No	1 – hazardous, 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.
Are Braille and tactile signs (TWSIs) provided at a door?	Yes	4 - Accessible and Acceptable	Labels compensate this.
Are Braille signs appropriately placed and of standardized size?	Yes	4 - Accessible and Acceptable	Labels compensate this.
Is a complementary audible information system provided?	Non existent		

PATHS, CORRIDORS – Arrivals - Landside		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. 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 color contrast between the floor, walls, doors and the ceiling?	yes	2 – inaccessible and unsatisfactory	No, there is not enough contrast
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?	NO	2 – inaccessible and unsatisfactory	
Is the path equipped with acoustic guidance?	No	N/A	No need

SIGNS – Arrivals - Landside		Assessment	Comments
Did the pilot action include any improvements on this matter?	YES		
Are 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	
Are visual signs easily understandable (designed to be simple and easy to interpret, the message is unambiguous)	Yes	4 - Accessible and Acceptable	

Are visual signs readable and legible for people with visual impairments?	Yes/No (check size, colours, fonts, and contrast; If NO, please specify what is inadequate (is it colour, font, size, contrast))	3 – Unsatisfactory but acceptable	It depends on their visual impairment and the environment conditions (illumination)
Are visual signs well illuminated with no glare?	No	3 – Unsatisfactory but acceptable	Some of the signs were insufficiently illuminated
Is sufficient and adequate tactile guidance (e.g. TWSIs) provided along the relevant paths?	Yes	4 - Accessible and Acceptable	Labels compensate this.
Are orientational signs accompanied with signs/information in relief (raised lettering)?	Yes	4 - Accessible and Acceptable	Labels compensate this.
Is information in relief (raised lettering) appropriately placed and of standardized size?	Yes	4 - Accessible and Acceptable	Labels compensate this.
Are orientational signs accompanied with signs/information in Braille?	Yes	4 - Accessible and Acceptable	Labels compensate this.
Are Braille signs appropriately placed and of standardized size?	Yes	4 - Accessible and Acceptable	Labels compensate this.
Is a complementary audible information system provided?	No	2 – inaccessible and unsatisfactory	Labels compensate this.

TOILETS - Arrivals – Landside		Evaluation	Comments
Did the pilot action include any improvements on this matter?	YES		
Accessible toilets are available on all floors of the building?	n.a. for this action plan		
Accessible toilets are clearly marked?	No	3 – Unsatisfactory but acceptable	Labels compensate this.
The accessible toilets have signs in Braille?	Yes	4 - Accessible and Acceptable	

Toilet door must be outward opening, double hinged or sliding type.	n.a. for this action plan		
The floor-surface of the toilet is non-slippery?	n.a. for this action plan		
The toilet is well illuminated with no glare?	Yes	4 - Accessible and Acceptable	
There is a color contrast between the floor, wall and sanitary fittings?	Yes	4 - Accessible and Acceptable	
Is there an alarm system within easy reach to alert persons outside, in case of emergency?	n.a. for this action plan		
The door can be locked from inside but also released from outside in case of emergency	n.a. for this action plan		
It is kept clean and well-maintained.	n.a. for this action plan		
Is there sufficient visual guidance (signage, visibility of the doors etc.) available to detect and identify the toilets easily?	No	3 – Unsatisfactory but acceptable	Some signs marking the toilets are not properly positioned.

3.10. Evacuation routes






3.11. Exit from the site

PATHS – Arrivals - Curbside		Evaluation	Comments
Is the floor slip-resistant in both wet and dry conditions?	n.a. for this pilot action		
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 color contrast between the floor, walls, doors and the ceiling?	yes	2 – inaccessible and unsatisfactory	There is not enough contrast
Is there adequate light and no glare?	No	2 – inaccessible and unsatisfactory	No, there is significant glare because of the floor texture
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.?	No	3 – Unsatisfactory but acceptable	Queue barriers could pose a problem to visually impaired passengers, as well as machines
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	Labels compensate this.
Is the path equipped with acoustic guidance?	No		No need

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 detected by the accessibility assessment and which are part of the pilot action were solved in such a way as to ensure accessibility for blind and partially sighted people to the extent necessary so that they as maritime passengers could participate and use the service in question much more equally. Namely, the problems detected by the accessibility assessment were defined according to priorities, which greatly contributed to a better quality and more objective assessment in the selection of actions that, in accordance with the provided funds, will be possible to be realized while ensuring the independence, equality and inclusion of blind and partially sighted people to the greatest extent possible.

- 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 75%.

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

We believe that the goals have been achieved because the implemented actions have ensured the necessary accessible signage, the understanding of the officials who have undergone educational training, and the public's awareness of the topic in question has been raised. In addition, we believe that certain detected priorities of a lower rank, which will be especially useful for partially sighted people, can be realized very easily in the future.

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

We believe that the reasons for the success are very high engagement and the desire to implement the planned pilot actions, which included a series of joint meetings, consultations, additional informing, counselling, and all in the good faith to make adjustments or ensuring accessibility at the highest possible level. As an example, we highlight the work of the Croatian Blind Union for the purpose of determining the type and quality of the pilot action in order to offer a conceptual solution as professional and precise as possible, in accordance with the principles of economy and functionality; information provision, consultation and expert teamwork assessment of the development of optimal conceptual solutions for the Website software implementation and Braille Labels implementation in DPA passenger terminal

- 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 prioritizing 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?

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. Also Website software implemented in our Website can be implemented in other Public Websites. 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?

The advice is to include in the process the organizations 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.