

**Pilot Actions Evaluation Report**  
**Airports of Montenegro**  
**Implementation of TWS's at Podgorica Airport**

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

Dissemination level	<b><i>Confidential/Consortium only/Public</i></b>
Activity	<b><i>A.T3.2: Testing – Pilot Actions</i></b>
Deliverable	<b><i>D.T3.2.1 Appraisal report on testing</i></b>
Coordinating partner	<b><i>Bulgarian Association for Transfer of Technology and Innovation</i></b>
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Due date of deliverable	<b><i>07/2022</i></b>
Actual date of deliverable	<b><i>24/10/2022</i></b>
Status (F: final, D: draft)	<b><i>Final</i></b>
File name	<b><i>DANOVA_D.T3.2.1_Appraisal_Report-Template</i></b>



## INTRODUCTION

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

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

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

- International investigation and collection of best practices

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

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

- Implementation of pilot actions,

- Training programme for employees of infrastructure providers and stakeholders

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

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

Core phase of the WP T3 is the testing phase, where the Action Plan is put into practice, PPs perform testing & consecutive feedback. Implementation aims to show the feasibility, effectiveness & replicability of solutions, operative procedures, technological innovations. PPs already identified

several fields of intervention; new topics could be added on the basis of results obtained from investigations and development of a totally accessible transport facility.

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

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

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## 1. PROCESS EVALUATION

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

### 1.1 BRIEF DESCRIPTION OF PILOT ACTION SITE

#### Location

Podgorica Airport is an international airport serving the capital of Montenegro and the surrounding area. The airport is situated 11 km south of central Podgorica, in the Zeta Plain, one of the few flat areas of Montenegro suitable for a large airport. Podgorica Airport is accessible via the E65/E80 route, which connects Podgorica with the coast and north-western area of Montenegro. Airport transfers include private transfer, rent-a-car and taxi services. There is neither direct airport shuttle bus nor public bus transport available. The railway station is located at some 10 minutes' walk from the airport.

Against the background of the underdeveloped road and railroad infrastructure, air transport comes as the first choice of travelling public when visiting Montenegro.

#### Podgorica Airport infrastructure

Passenger terminal at Podgorica Airport is a single storey building with the footprint of approx. 5.500 sq meters. The terminal layout is the open apron design, with the aircraft parking on apron immediately adjacent to the terminal and passengers walking across the apron to board the aircraft by mobile steps. There are no passenger boarding bridges. The building is a modern aluminium and glass structure, featuring contemporary architectural solutions.

Key facts:

- 8 check-in counters
- 1 departure area - 8 gates
- 1 arrival area - 1 gate
- 2 security lines
- Passport control - departures: 2 booths (2 border police officers each), arrivals 3 booths (2 border police officers each)
- Baggage claim: 2 conveyor belts
- Commercial facilities: DFS, 2 retail shops, 2 F&B facilities, business lounge
- Toilet area, including accessible toilet rooms in both landside and airside area

#### **Accessibility for blind and partly sighted**

Presently, Podgorica Airport cannot be deemed accessible for blind and partially sighted passengers in terms of available infrastructure and facilities. The foregoing refers both to terminal forecourt access and terminal interior. The ground operations staff members, being in direct contact with the passengers and customers, are regularly trained in PRM handling procedures. The PRM assistance is provided at the dedicated Meeting Point located adjacent to the information desk.

Having recognised and acknowledged the pressing issue of inaccessible infrastructure and striving to assure equal access to air travel for the visually impaired passengers, Airports of Montenegro and Podgorica Airport in particular have high expectations of the DANOVA project outputs. On site assessment of the airport accessibility and the pertinent assessment report are the starting point for improvement of infrastructure and services to make them accessible for blind and partially sighted passengers. Pilot action plan of Podgorica Airport to the largest extent reflected recommendations and guidelines provided in the assessment report. In addition to the implementation of the pilot actions plan, DANOVA project provides for an informative and interactive training of airport operations and management staff in proper treatment of the visually impaired passengers.

## 1.2 DETAILED DESCRIPTION OF ACTIONS TAKEN

Assessment of Podgorica Airport infrastructure accessibility to blind and partly sighted was performed in July 2021 pursuant to the predefined methodology. Recommendations and measures for improvement are prioritised in three main categories - high, medium and low priority. The assessment included two key components – off-site and on-site assessment. The off-site assessment comprises eight modules related to access to information and rules of conduct and the on-site assessment addresses the built environment and is composed of eleven modules. Assessment process was organised 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

The structure of the foregoing modules is built up of the DANOVA building blocks: parking (car, taxi), public transport, wayfinding (signage and displays), horizontal and vertical circulation, counters, machines, sanitary facilities and evacuation routes.

Accessibility of each area has been assessed based on the risk matrix which applies the scale from 1 (Hazardous, inaccessible, and unsatisfactory) to 5 (Accepted as a Best Practice). Based on the risk identification and assessment, the corrective and mitigation measures are prescribed to mitigate risk to acceptable level.

There were total of 14 interventions identified for Podgorica Airport (5 High, 4 medium and 5 low priority), out of which Podgorica Airport has implemented 8 of them.

Priority of intervention	Total recommendations	Implemented within DANOVA
High	5	5



Medium	4	1
Low	5	2

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

### 1.2.1. Type and reason for pilot action intervention

Based on the assessment findings, Podgorica Airport has identified the following pilot action interventions to be implemented within DANOVA project:

- Installation of indoor and outdoor tactile guide paths for the blind and partially sighted passengers
- Installation of a tactile orientation plan with Braille legend
- Number stickers (large size), Braille door labels, contrasting tape for toilet walls
- Video wall
- Local microphones
- Website accessibility for partially sighted persons

Interventions to be implemented within pilot action were chosen according to their priority (high and medium), according to estimated budget of Podgorica Airport within project DANOVA. In process of determining which interventions are most critical for Podgorica Airport to implement, representatives of the CBU and Blind Union of Montenegro 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
<u>Equipment</u> Installation of tactile guide paths and orientation plan with Braille legend	16.000.00 €	JAN 2022	FEB 2022	APR 2022
<u>Equipment</u> Number stickers (large size), Braille door labels, contrasting tape for toilet walls	1.000 €	AUG 2022	AUG 2022	AUG 2022

<u>Equipment</u>				
Local Microphones	8.000.00 €	JAN 2022	FEB 2022	APR 2022
<u>Equipment</u>				
Video wall	25.000.00 €	DEC 2021	MAR 2022	JUL 2022
<u>External expertise</u>				
Website accessibility for partially sighted persons	1000.00 €	JUL 2022	JUL 2022	AUG 2022
<b>TOTAL</b>	<b>EUR 51.230.00</b>			

Table 2. Pilot action procurement and implementation timeline

### 1.2.3. State before and after the implementation

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

- 5 out of 5 high priority measures were implemented,
- 1 out of 4 medium priority measures were implemented,
- 2 out of 5 low priority measures were implemented.

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

Departures: In front of the airport terminal building – from car park, over terminal forecourt, continuing into the terminal building and leading to the information desk, accessible toilet and pre-boarding control.

Arrivals: From the entrance to the building to the passport control and lost/found counter and all the way towards the exit from the building.

In addition to this, a tactile orientation plan with Braille legend is placed at the terminal building entrance.

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	45m
TWS's – indoor	0 m	168m
Tactile warning fields - outdoor	0	23m

Tactile warning fields - indoor	0	34m
Tactile orientation plans	0	1 pc
Braille signage on accessible toilets, check-in counters, lost and found, info desk, passport control (TGD + TIV)	0	58 pcs
Number labels of proper size (marking gates in departure hall)	8 of improper size	8 pcs
Contrasting tape (TGD + TIV)	0	6 pcs
Video wall	0	1 pc
Website accessibility for partially sighted passengers	0	1 software/application

Table 3. Pilot action improvements

Please see photos after the implementation per areas.



Figure 1. Tactile guide paths

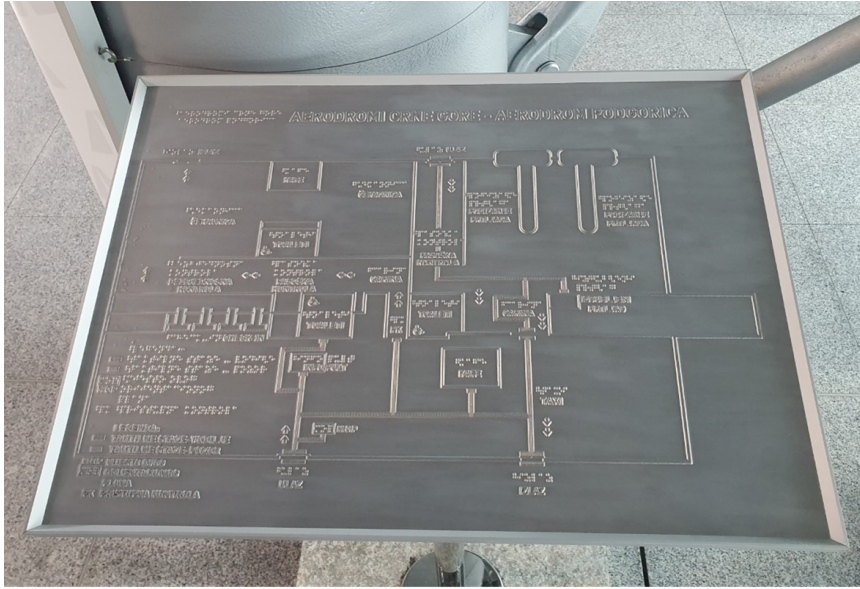


Figure 2. Tactile orientation plan with Braille legend



Figure 3. Local microphones



Figure 4. Video wall at central hall of the passenger terminal



Figure 5. Contrasting tape at accessible toilets



Figure 6. Braille labels on the accessible toilet doors



Figure 7. Large size number labels

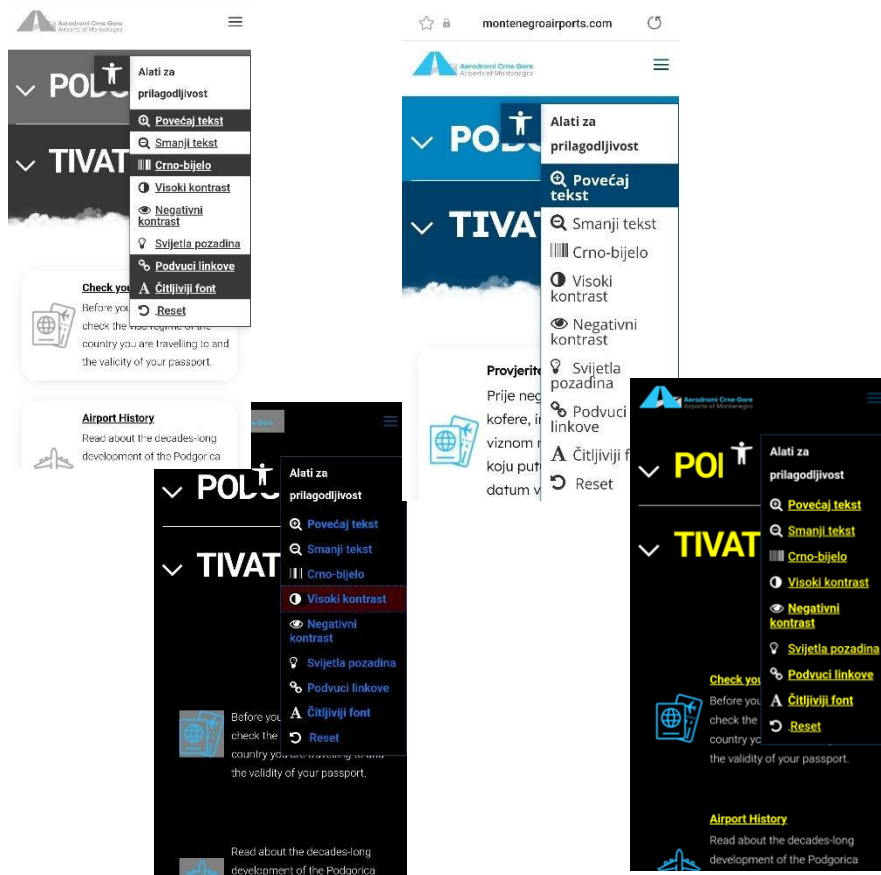


Figure 8. Website accessibility app

### 1.3 COSTS



Category of funding	Expenditure amount
<u>Equipment</u> Installation of tactile guide paths and orientation plan with Braille legend	15.859.70 €
<u>Equipment</u> Number stickers (large size), Braille door labels, contrasting tape for toilet walls	1.000 €
<u>Equipment</u> Local microphones	7.931.00 €
<u>Equipment</u> Video wall	24.754.31 €
<u>External expertise</u> Website accessibility for partially sighted persons	820.00 €
<b>TOTAL</b>	<b>EUR 50.365,01</b>

*Table 4: Pilot action actual costs*

The total costs encountered during the pilot life cycle are equal to 50.365,01 EUR, which is slightly below originally budgeted amount for implementation of pilot action of 51.230,00 EUR. Difference occurred due to the fact that during estimation of initial budget Podgorica Airport 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:

IPA contribution – 42.810,25

Podgorica Airport contribution – 7.554,75

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

#### **1.4 PROBLEMS FACED**

During the implementation of pilot action Podgorica Airport has faced several challenges:

Delay in delivery of a video wall of approximately one month. The long lead time for delivery of this type of equipment came as a consequence of non-availability in local or neighbouring markets and global shipping delays caused by the COVID-19 crisis.

Procurement procedure for TWS's needed to be relaunched as one of the two tenders received was substantially non-compliant and the other exceeded the allocated budget. The key issue with procurement of TWS is reflected in the absence of available suppliers or low interest in responding to the invitation to bidders.

## **1.5 GOOD POINTS / SUCCESS OF THE IMPLEMENTATION PROCESS**

Implementation of TWS's has substantially improved accessibility of infrastructure and facilities for blind and partly sighted passengers in Podgorica Airport. Building upon this, the training of airport staff received under the DANOVA project has resulted in better understanding and raised awareness of the subject matter concerned, improved skills in terms of adequate assistance and treatment of the visually impaired passengers.

During the project implementation the stakeholder events were organised with an aim to attract, inform and involve active participation of key stakeholders. These occasions appeared to be an excellent platform for obtaining relevant information, recommendations and guidelines from the target group, public administration, police, customs and other aviation industry shareholders and peers. Establishing and maintaining new relations with the field professionals and parties concerned on a long-term is another added value of the DANOVA project.

## **1.6. TRANSFERABILITY POTENTIAL AND ADAPTABILITY**

Implementation of pilot actions plan at Podgorica Airport is perceived as a good example of taking public infrastructure up to the accessible level from a scratch. Timely implementation of all the planned activities within the budget limits, coupled with the efforts of the project team to highlight and promote the importance of making transport infrastructure more accessible and inclusive for visually impaired passengers was recognised and acknowledged by the local transport industry stakeholders:

Some of the lessons learned and acquired knowledge that may be useful and fit future projects of a similar nature:

- 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, especially service providers within the airport terminal building,
- 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

The outputs of the pilot action plan have substantially improved the accessibility of Podgorica Airport infrastructure and facilities for blind and partially sighted passengers. Prior to pilot action intervention there were no TWS's available at the location. Now, with the pilot action plan implemented, there are 213m of indoor and outdoor TWS's and 57m of tactile warning fields installed at Podgorica Airport. A large size number labels, video wall and website accessibility application are expected to provide better accessibility of service to partially sighted passengers. Local microphones installed at all counters have resulted in easier and more comfortable communication between the front desk staff and passengers

Expected impact of TGD 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 TGD	All Podgorica Airport users	213 metres of TWSIs installed 57 meters of tactile warning fields 1 orientation plan Braille labels and contrasting tape - accessible toilets
	Improvement in level of service to blind	TGD + TIV employees and blind and partly sighted passengers	At least 20 airport employees of will

	and partly sighted passengers		attend training session
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*Table 5. expected impact of TGD 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?	<b>NO</b>  If no, please leave empty this table.	briefly describe		
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Title/Name	Year adopted	Compulsory or recommended <sup>1</sup>	Related to EU/global standard (Yes/No)	If yes, specify which one

<sup>1</sup> 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*”.



## 1. OFF-SITE ASSESSMENT

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

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

Customer service standards			Evaluation	Comments
Did the pilot action include any improvements on this matter?	<b>No</b>  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?	<p><b>No</b></p> <p>If no please leave empty this table</p>	briefly describe	N/A	<p><b>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 ACG, based on the training materials used within the project.</b></p>

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"> <li>• Legislation - employment and customer service</li> <li>• Challenging stereotypes and assumptions</li> <li>• Relating to people with disabilities - language and etiquette (how to adequately communicate, support and guide a person with disability)</li> <li>• Working with people with disabilities - practical skills and use of equipment</li> <li>• Inclusive working - removing barriers in practices, policies and procedures</li> <li>• Universal design - removing barriers in the physical environment; and</li> <li>• Inclusive information - removing barriers in communication and information provision</li> </ul>			
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?			

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

Website		Evaluation	Comments
Did the pilot action include any improvements on this matter?	<b>Yes</b>  If no please leave empty this table	N/A	
Does the pilot site have its own website (stand-alone website)?	<b>Yes</b>		
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 <a href="https://www.experte.com/accessibility">https://www.experte.com/accessibility</a> to check accessibility of main webpage)	<b>No</b>	<b>2 - Inaccessible and Unsatisfactory</b>  Some key features aren't working.	<input checked="" type="checkbox"/> <b>Compliance checked by the expert (if YES, tick the box, leave empty if checked with online tool)</b>
Does the website provide information on the building (including accessible paths and facilities, etc.) in suitable format (text)?	<b>No</b>  For instance detailed directions to support orientation in and around the building, access statement.	<b>3 - Unsatisfactory but acceptable</b>	<b>Information on where to seek help is provided.</b>
Are there any online services accessible (e.g., live chat online)?	<b>No</b>		
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	<b>No</b>		
If forms need to be filled in, they can be filled electronically through an accessible software.	<b>Yes</b>	<b>4 - Accessible and Acceptable</b>	<b>Only the contact form is present.</b>

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

	leave empty this table			
Does the pilot site have its own smart-phone app?	Yes/No			
Is the app of the pilot site compliant with W3C levels A/AA or AAA?	Yes/No/n.a.			<input type="checkbox"/> Compliance checked by the expert (if YES, tick the box, leave empty if checked with online tool)
Does the app provide information on the building (including accessible paths and facilities, etc.) in suitable format (text)?	Yes/No/n.a.  For instance detailed directions to support orientation in and around the building, access statement.			
Are there any online services accessible (e.g., live chat online)?	Yes/No/n.a.			
Are there any services offered at the pilot site for blind and partially sighted persons) that can be booked via app (e.g., personal assistance?). Is the application for booking them fully accessible?	Yes/No/n.a.			
If forms need to be filled in, can they be filled electronically through an accessible software?	Yes/No/n.a.			

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

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

Personalized assistive technologies			Evaluation	Comments
Did the pilot action include any improvements on this matter?	<b>No</b>  If no please leave empty this table	No	N/A	
Does the pilot site support/enable use of any new personalized assistive technologies (such as AIRA)?	Yes/No	If Yes – please provide brief description in the Comment field		

## 2. ON-SITE ASSESSMENT

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

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

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

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

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

## 2.2. Entrance to the site - departures

<b>DOORS – Departures - Entrance</b>		<b>Evaluation</b>	<b>Comments</b>
Did the pilot action include any improvements on this matter?	<b>Yes</b>		<b>TWSIs</b>
Are automatic (preferably sliding) doors provided?	<b>N/A</b>		

There are no thresholds present at the door (ISO standard: less than 15 mm high).	<b>N/A</b>		
Do doorframes contrast with the wall?	<b>Yes</b>	<b>3 – Unsatisfactory but acceptable</b>	<b>Frames of the doors should be painted differently, in contrast to be more noticeable.</b>
In case the doors are glass doors – do they have colour contrasting edging and door handles?	<b>Yes</b>	<b>3 – Unsatisfactory but acceptable</b>	<b>The building has glass doors which need to be labelled appropriately which would enable them to be visible to partially sighted passengers.</b>
Are Braille and tactile signs (TWSIs) provided at a door?	<b>Yes</b>	<b>4 - Accessible and Acceptable</b>	<b>TWSIs guide from the parking to the entrance of the building.</b>  <b>NOTE: The quality of TWSI material and the respective installation are unsatisfactory.</b>



<p>Are Braille signs appropriately placed and of standardized size?</p>	<p><b>No</b></p>	<p><b>3 – Unsatisfactory but acceptable</b></p>	<p><b>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.</b></p>
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<p><b>SIGNS - TACTILE ORIENTATION PLAN</b></p>	<p><b>Evaluation</b></p>	<p><b>Comments</b></p>
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<p>Did the pilot action include any improvements on this matter?</p>	<p><b>Yes</b></p>	<p><b>3 - Unsatisfactory but acceptable</b></p>	<p><b>Tactile orientation plan at the 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).</b></p>
<p>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?</p>	<p><b>N/A</b></p>		

Are the new visual signs easily understandable (designed to be simple and easy to interpret, the message is unambiguous)	Yes	<b>3 - Unsatisfactory but acceptable</b>	<b>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).</b>
Are the new visual signs readable and legible for people with visual impairments?	Yes		<b>Tactile orientation plan.</b>
Are the new visual signs well illuminated with no glare?	N/A		<b>Tactile orientation plan.</b>
Is sufficient and adequate tactile guidance (e.g., TWSIs) provided along the relevant paths?	N/A		<b>Tactile orientation plan.</b>
Are orientational signs accompanied with signs/information in relief (raised lettering)?	N/A		<b>Tactile orientation plan.</b>
Is information in relief (raised lettering) appropriately placed and of standardized size?	N/A		<b>Tactile orientation plan.</b>
Are orientational signs accompanied with signs/information in Braille?	N/A		<b>Tactile orientation plan.</b>

Are Braille signs appropriately placed and of standardized size?	N/A		<b>Tactile orientation plan.</b>
Is a complementary audible information system provided?	N/A		

### 2.3. Inside circulation - departures

SIGNS		Evaluation	Comments
Did the pilot action include any improvements on this matter?	Yes	3 - Unsatisfactory but acceptable	Tactile orientation plan at the entrance - showing the location of the TWSIs, doors, info desk, check in etc.
Are the new visual directional signs placed in a way to constitute a logical orientation sequence from the starting point to different points of destination?	Yes	4 - Accessible and Acceptable	
Are the new visual signs easily understandable (designed to be simple and easy to interpret, the message is unambiguous)	Yes	3 – Unsatisfactory but acceptable	It depends on visual impairment and the environment conditions (illumination).
Are the new visual signs readable and legible for people with visual impairments?	Yes	4 - Accessible and Acceptable	
Are the new visual signs well illuminated with no glare?	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)?	<b>N/A</b>		<b>Tactile orientation plan.</b>
Is information in relief (raised lettering) appropriately placed and of standardized size?	<b>N/A</b>		<b>Tactile orientation plan.</b>
Are orientational signs accompanied with signs/information in Braille?	<b>N/A</b>		<b>Tactile orientation plan.</b>
Are Braille signs appropriately placed and of standardized size?	<b>N/A</b>		<b>Tactile orientation plan.</b>
Is a complementary audible information system provided?	<b>N/A</b>		

<b>DISPLAYS</b>		<b>Evaluation</b>	<b>Comments</b>
Did the pilot action include any improvements on this matter?	<b>Yes</b>	<b>4 - Accessible and Acceptable</b>	
Is information on displays easily understandable (designed to be simple and easy to interpret, the message is unambiguous)	<b>Yes</b>	<b>4 - Accessible and Acceptable</b>	
Are displays readable and legible for partially sighted people?	<b>Yes</b>	<b>4 - Accessible and Acceptable</b>	
Are displays well illuminated with no glare?	<b>Yes</b>	<b>3 - Unsatisfactory but acceptable</b>	<b>There is a bit of glare, but acceptable.</b>
Is tactile guidance (TWSIs) available alongside displays?	<b>Yes</b>	<b>4 - Accessible and Acceptable</b>	

Is there sufficient visual guidance (signage, visibility of display etc.) available to detect display easily?	<b>Yes</b>	<b>4 - Accessible and Acceptable</b>	
Is it possible to get very close to the display to read the information?	<b>No</b>	<b>3 - Unsatisfactory but acceptable</b>	<b>Displays are placed above check-in counters, not near the floor.</b>
<b>PATHS, CORRIDORS - departures</b>		<b>Evaluation</b>	<b>Comments</b>
Did the pilot action include any improvements on this matter?	<b>Yes</b>		
Is the floor slip-resistant in both wet and dry conditions?	<b>N/A</b>		
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))?	<b>N/A</b>		
Is there a colour contrast between the floor, walls, doors, and the ceiling?	<b>Yes</b>	<b>3 - Unsatisfactory but acceptable</b>	<b>There are TWSIs.</b>
Is there adequate light and no glare?	<b>N/A</b>		
Is the path free of any barriers or obstacles?	<b>Yes</b>	<b>4 - Accessible and Acceptable</b>	
Are the paths maintained and kept free of unwanted barriers such as furniture, plants etc.?	<b>Yes</b>	<b>4 - Accessible and Acceptable</b>	
Is the path equipped with adequate tactile guidance (e.g., TWSIs) including directional, hazard warning and positional tiles provided for independent navigation?	<b>Yes</b>	<b>4 - Accessible and Acceptable</b>	

Is the path equipped with acoustic guidance?	N/A		
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COUNTERS		Evaluation	Comments
Did the pilot action include any improvements on this matter?	Yes	4 - Accessible and Acceptable	There is a signage on the counter in Braille, but a poorly printed representation of the Braille character makes it impossible to recognize the combination of raised Braille dots and over time becomes unreadable for a visually impaired person.
Does the counter contrast in colour with the adjacent background?	N/A		
Is the counter-top adequately illuminated?	N/A		
Is the counter to surface non-reflective?	N/A		
Is there sufficient visual guidance (signage, visibility of the doors etc.) available to detect and identify the counter easily?	Yes	4 - Accessible and Acceptable	
In case of glass empanelled counter, is there a microphone that is used by the staff?	Yes	4 - Accessible and Acceptable	

Is there live assistance available at the counter to guide persons to their destination?	N/A		
TWSIs lead directly to the counters – or – there is one counter designated to all people with disabilities and it is equipped with accessibility features?	Yes	4 - Accessible and Acceptable	

TOILETS		Evaluation	Comments
Did the pilot action include any improvements on this matter?	Yes		
Did the pilot action ensure that accessible toilets are available on all floors of the building?	Yes	4 - Accessible and Acceptable	
Accessible toilets are clearly marked.	Yes	4 - Accessible and Acceptable	
The accessible toilets have signs in Braille.	Yes	4 - Accessible and Acceptable	There are inscriptions in Braille, but a poorly printed representation of the Braille character makes it difficult to recognize the combination of raised Braille dots and eventually becomes unreadable for a visually impaired person.
Pilot action ensured that toilet door is outward opening, double hinged or sliding type.	N/A		



The floor-surface of the toilet is non-slippery.	<b>N/A</b>		
The toilet is well illuminated with no glare.	<b>N/A</b>		
There is a colour contrast between the floor, wall and sanitary fittings?	<b>Yes</b>	<b>4 - Accessible and Acceptable</b>	<b>Contrast strip along the entire length of the wall.</b>
Is there an alarm system within easy reach to alert persons outside, in case of emergency?	<b>N/A</b>		
The door can be locked from inside but also released from outside in case of emergency	<b>N/A</b>		
It is kept clean and well-maintained.	<b>N/A</b>		
Is there sufficient visual guidance (signage, visibility of the doors etc.) available to detect and identify the toilets easily?	<b>Yes</b>	<b>4 - Accessible and Acceptable</b>	

#### 2.4. Security screening and customs

#### 2.5. Sanitary facilities

<b>TOILETS - SIGNS</b>		<b>Evaluation</b>	<b>Comments</b>
Did the pilot action include any improvements on this matter?	<b>Yes</b>	N/A	
Did the pilot action ensure that accessible toilets are available on all floors of the building?	<b>Yes</b>	<b>4 - Accessible and Acceptable</b>	
Accessible toilets are clearly marked.	<b>Yes</b>	<b>4 - Accessible and Acceptable</b>	

The accessible toilets have signs in Braille.	<b>Yes</b>	<b>4 - Accessible and Acceptable</b>	<b>There are inscriptions in Braille, but a poorly printed representation of the Braille character makes it difficult to recognize the combination of raised Braille dots and eventually becomes unreadable for a visually impaired person.</b>
Pilot action ensured that toilet door is outward opening, double hinged or sliding type.	<b>N/A</b>		
The floor-surface of the toilet is non-slippery.	<b>N/A</b>		
The toilet is well illuminated with no glare.	<b>N/A</b>		
There is a colour contrast between the floor, wall and sanitary fittings?	<b>Yes</b>	<b>4 - Accessible and Acceptable</b>	<b>Contrast strip along the entire length of the wall.</b>
Is there an alarm system within easy reach to alert persons outside, in case of emergency?	<b>N/A</b>		
The door can be locked from inside but also released from outside in case of emergency	<b>N/A</b>		
It is kept clean and well-maintained.	<b>N/A</b>		
Is there sufficient visual guidance (signage, visibility of the doors etc.) available to detect and identify the toilets easily?	<b>Yes</b>	<b>4 - Accessible and Acceptable</b>	

## 2.6. Shopping and catering facilities

## 2.7. Waiting areas

## 2.8. Departure point(s)

## 2.9. Arrival point(s)

SIGNS		Evaluation	Comments
Did the pilot action include any improvements on this matter?	Yes		It is recommended to install an tactile orientation plan in the arrivals section of the airport, at the entrance to the building
Are the new visual directional signs placed in a way to constitute a logical orientation sequence from the starting point to different points of destination?	Yes	4 - Accessible and Acceptable	
Are the new visual signs easily understandable (designed to be simple and easy to interpret, the message is unambiguous)	Yes	3 – Unsatisfactory but acceptable	It is recommended to install an tactile orientation plan.
Are the new visual signs readable and legible for people with visual impairments?	Yes	3 – Unsatisfactory but acceptable	It is recommended to install an tactile orientation plan.
Are the new visual signs well illuminated with no glare?	N/A		It is recommended to install an tactile orientation plan.
Is sufficient and adequate tactile guidance (e.g., TWSIs) provided along the relevant paths?	N/A		It is recommended to install an tactile orientation plan.
Are orientational signs accompanied with signs/information in relief (raised lettering)?	N/A		It is recommended to install an tactile orientation plan.
Is information in relief (raised lettering) appropriately placed and of standardized size?	N/A		It is recommended to install an tactile orientation plan.

Are orientational signs accompanied with signs/information in Braille?	N/A		<b>It is recommended to install an tactile orientation plan.</b>
Are Braille signs appropriately placed and of standardized size?	N/A		<b>It is recommended to install an tactile orientation plan.</b>
Is a complementary audible information system provided?	N/A		<b>It is recommended to install an tactile orientation plan.</b>

PATHS, CORRIDORS - Arrivals		Evaluation	Comments
Did the pilot action include any improvements on this matter?	Yes	N/A	
Is the floor slip-resistant in both wet and dry conditions?	N/A		
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?	Yes	<b>3 - Unsatisfactory but acceptable</b>	<b>There are TWSIs.</b>
Is there adequate light and no glare?	N/A		
Is the path free of any barriers or obstacles?	Yes	<b>4 - Accessible and Acceptable</b>	
Are the paths maintained and kept free of unwanted barriers such as furniture, plants etc.?	Yes	<b>4 - Accessible and Acceptable</b>	

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

<b>DOORS</b>		<b>Evaluation</b>	<b>Comments</b>
Did the pilot action include any improvements on this matter?	<b>Yes</b>	N/A	<b>TWSIs</b>
Are automatic (preferably sliding) doors provided?	<b>N/A</b>		
There are no thresholds present at the door (ISO standard: less than 15 mm high).	<b>N/A</b>		
Do doorframes contrast with the wall?	<b>Yes</b>	<b>3 – Unsatisfactory but acceptable</b>	<b>Frames of the doors should be painted differently, in contrast to be more noticeable.</b>
In case the doors are glass doors – do they have colour contrasting edging and door handles?	<b>Yes</b>	<b>3 – Unsatisfactory but acceptable</b>	<b>The building has glass doors which need to be labelled appropriately which would enable them to be visible to partially sighted passengers but there are TWSIs guide.</b>
Are Braille and tactile signs (TWSIs) provided at a door?	<b>Yes</b>	<b>4 - Accessible and Acceptable</b>	<b>TWSIs guide from the airside to the entrance of the building.</b>
Are Braille signs appropriately placed and of standardized size?	<b>No</b>	<b>3 – Unsatisfactory but acceptable</b>	<b>It is recommended to install an tactile orientation plan.</b>

## 2.10. Evacuation routes

### 2.11. Exit from the site

DOORS		Evaluation	Comments
Did the pilot action include any improvements on this matter?	Yes		TWSIs
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?	Yes	3 – Unsatisfactory but acceptable	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?	Yes	3 – Unsatisfactory but acceptable	The building has glass doors which need to be labelled appropriately which would enable them to be visible to partially sighted passengers.
Are Braille and tactile signs (TWSIs) provided at a door?	Yes	4 - Accessible and Acceptable	There are TWSIs guide.
Are Braille signs appropriately placed and of standardized size?	N/A		

### 3. BUILDING BLOCKS

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

PARKING – TAXI		Evaluation	Comments
Did the pilot action include any improvements on this matter?	Yes/No	N/A	
Are there new accessible taxi parking bays reserved for persons with disabilities?	Yes/No/n.a.		

Are the bays located at the main (accessible) entrance?	Yes/No/n.a.		
Are the bays compliant with national regulations in terms of:  - size - location - signage	Yes/No/n.a.		
Is there TWSIs guidance in from taxi parking? Specifically, routes guiding from parking area to entry points of buildings and emergency routes.	Yes/No/n.a.		
Is lighting adequate with no glare?	Yes/No/n.a.		

<b>BUS STOPS</b>		<b>Evaluation</b>	<b>Comments</b>
Is the pilot action related to this site?	Yes/No	N/A	
Did the pilot action include equipping alighting (disembarking) areas for persons with disabilities?	Yes/No/n.a.		
Did the pilot action include levelling, covering and/or putting the space out of the traffic lane?	Yes/No/n.a.		
Did the pilot action include providing a step free route leading to entrance?	Yes/No/n.a.		
Did the pilot action ensure that the person with disability is not require to cross the traffic lane?	Yes/No/n.a.		
Did the pilot action include TWSIs guidance path including directional, hazard warning and positional tiles directing to the entrance?	Yes/No/n.a.		



Did the pilot action include ensuring that there is adequate lighting and no glare?	Yes/No/n.a.		
Did the pilot action include installing acoustic information systems at place?	Yes/No/n.a.		

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

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

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

Are the new visual directional signs placed in a way to constitute a logical orientation sequence from the starting point to different points of destination?	Yes/No		
Are the new visual signs easily understandable (designed to be simple and easy to interpret, the message is unambiguous)	Yes/No (check size, colours, fonts, and contrast; If NO, please specify what is inadequate (is it colour, font, size, contrast))		
Are the new visual signs readable and legible for people with visual impairments?	Yes/No		
Are the new visual signs well illuminated with no glare?	Yes/No It is up to the evaluation team to decide whether or not the tactile guidance is sufficient and adequate in the investigated context		
Is sufficient and adequate tactile guidance (e.g., TWSIs) provided along the relevant paths?	Yes/No		
Are orientational signs accompanied with signs/information in relief (raised lettering)?	Yes/No		
Is information in relief (raised lettering) appropriately placed and of standardized size?	Yes/No		
Are orientational signs accompanied with signs/information in Braille?	Yes/No		
Are Braille signs appropriately placed and of standardized size?	Yes/No		

Is a complementary audible information system provided?	Yes/No		
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<b>DISPLAYS</b>		<b>Evaluation</b>	<b>Comments</b>
Did the pilot action include any improvements on this matter?	Yes/No	N/A	
Is information on displays easily understandable (designed to be simple and easy to interpret, the message is unambiguous)	Yes/No		
Are displays readable and legible for partially sighted people?	Yes/No (check size, colours, fonts, and contrast; If NO, please specify what is inadequate (is it colour, font, size, contrast))		
Are displays well illuminated with no glare?	Yes/No		
Is tactile guidance (TWSIs) available alongside displays?	Yes/No		
Is there sufficient visual guidance (signage, visibility of display etc.) available to detect display easily?	Yes/No		
Is it possible to get very close to the display to read the information?	Yes/No		

<b>PATHS, CORRIDORS</b>		<b>Evaluation</b>	<b>Comments</b>
Did the pilot action include any improvements on this matter?	Yes/No	N/A	
Is the floor slip-resistant in both wet and dry conditions?	Yes/No	No	

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

TRAVELLATORS / PASSENGER CONVEYERS		Evaluation	Comments
Did the pilot action include any improvements on this matter?	Yes/No	N/A	
Is the traveller equipped with adequate warning for users with visual impairments (detectable visual and tactile contrasting warning surface extending in front of the travelator)?	Yes/No		

For large premises only: Are tactile warning strips (TWSIs) provided at the beginning and end?	Yes/No		
Is the speed adequately slow?	Yes/No		
Are colour contrasted moving handrails provided on both sides of the traveller?	Yes/No		
Are there tactile and Braille markings provided?	Yes/No		
If travelers start automatically, the visual and acoustic signals indication start and direction of travel are in place.	Yes/No		
Is the stop button easily reachable and clearly indicated (in case of emergency)?	Yes/No		
Is the traveller illuminated appropriately without a glare?	Yes/No		

DOORS		Evaluation	Comments
Did the pilot action include any improvements on this matter?	Yes/No	N/A	
Are automatic (preferably sliding) doors provided?	Yes/No  (If NO, state the type - manual doors (swing both ways), manual doors (open in/out), revolving automatic doors, revolving manual doors)		
There are no thresholds present at the door (ISO standard: less than 15 mm high).	Yes/No		

Do doorframes contrast with the wall?	Yes/No		
In case the doors are glass doors – do they have colour contrasting edging and door handles?	Yes/No		
Are Braille and tactile signs (TWSIs) provided at a door?	Yes/No		
Are Braille signs appropriately placed and of standardized size?	Yes/No		

<b>STAIRS</b>		<b>Evaluation</b>	<b>Comments</b>
Did the pilot action include any improvements on this matter?	Yes/No	N/A	
Are the stairs' height and width according to regulations?	Yes/No		
Are steps uniform in width and height?	Yes/No		
Are the stairs continuous without any abrupt breaks and gaps?	Yes/No		
Is there a visual contrast (e.g., colour contrasting strip) at the edge of the steps?	Yes/No		
Is there adequate illumination on the stairs with no glare?	Yes/No		
Is the floor surface of the steps non-slippery and non-glary?	Yes/No		
Do the stairs have handrails on both sides that are continuous on the landing?	Yes/No		

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

LIFTS		Evaluation	Comments
Did the pilot action include any improvements on this matter?	Yes/No	N/A	
There is signage directing to the accessible lift?	Yes/No		



There is floor number and floor directory signage clearly visible?	Yes/No		
There is step free access from the entrance to the lift?	Yes/No		
The control panel has buttons and not a touch panel?	Yes/No		
The lift controls (including alarms / speakers / phones) have a good contrast, and are self-illuminating?	Yes/No		
The lift controls (including alarms / speakers / phones) have raised numbers and are in Braille.	Yes/No		
There is a visual and an audio floor announcement system in the lift?	Yes/No		
The lift call buttons and floor numbers outside the lift on each floor are in Braille and raised Lettering.	Yes/No		
The floor finish is non-slippery.	Yes/No		
The walls are non-reflective.	Yes/No		
There is adequate lighting and no glare.	Yes/No		
The emergency information given inside the lift is mounted at eye level.	Yes/No		
The emergency information given inside the lift is in accessible format (font size, colour, contrast).	Yes/No		
The emergency information given inside the lift is in Braille.	Yes/No		

There are TWSIs leading directly to the entrance of the lifts?	Yes/No		
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ESCALATORS		Evaluation	Comments
Did the pilot action include any improvements on this matter?	Yes/No	N/A	
Is the escalator equipped with adequate warning for users with visual impairments (detectable visual and tactile contrasting warning surface extending in front of the escalator)?	Yes/No		
For large premises only: Are tactile warning strips provided at the beginning and end?	Yes/No		
Is the speed adequately slow?	Yes/No		
Are colour contrasted moving handrails provided on both sides of the escalator?	Yes/No		
Is there an audio indicator indicating moving up/down with the escalator?	Yes/No		
If escalators start automatically, the visual and acoustic signals indicating start and direction of travel are in place.	Yes/No		
Is the stop button easily reachable and clearly indicated (in case of emergency)?  Is the escalator illuminated appropriately without a glare?	Yes/No		

Are escalators properly marked with TWSIs and or Braille?	Yes/No		
Is there sufficient visual guidance available to find the escalator easily?	Yes/No		

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

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

TOILETS		Evaluation	Comments
Did the pilot action include any improvements on this matter?	Yes/No	N/A	
Did the pilot action ensure that accessible toilets are available on all floors of the building?	Yes/No		
Accessible toilets are clearly marked.	Yes/No		
The accessible toilets have signs in Braille.	Yes/No		
Pilot action ensured that toilet door is outward opening, double hinged or sliding type.	Yes/No		

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

<b>SERVICE ANIMAL RELIEF</b>		<b>Evaluation</b>	<b>Comments</b>
Did the pilot action include any improvements on this matter?	Yes/No	N/A	
Are new animal relief areas available?	Yes/No		
Are new animal relief areas dedicated to service animals available?	Yes/No		
Are new animal relief areas clearly marked?	Yes/No		
Do new animal relief areas have signs in Braille?	Yes/No		
Are new animal relief areas securely fenced in?	Yes/No		

Are the new gates easy to operate with secure catch?	Yes/No		
The floor-surface is non-slippery and easy to clean.	Yes/No		
The new relief area is appropriately illuminated with no glare.	Yes/No		
It is kept clean and well-maintained.	Yes/No		
Is there sufficient visual guidance (signage, visibility of the doors, etc.) available to detect and identify the relief areas easily?	Yes/No		
For large premises only: are drinking facilities for dogs provided?	Yes/No		






EVACUATION ROUTE		Evaluation	Comments
Did the action plan include any improvements on this matter?	Yes/No	N/A	
Does the new emergency evacuation provision consider people with disabilities?	Yes/No		
Are evacuation plans and building maps available in tactile braille formats?	Yes/No		
Are evacuation plans prominently displayed on all floors?	Yes/No		
Are the plans of right size and easy to read (font, contrast, illumination)?	Yes/No		
Do the plans contrast well against the background wall?	Yes/No		

Do the plans have “you are here” point identified on it?	Yes/No		
Are accessible evacuation routes and the refuge points shown on the plan?	Yes/No		
Is there a step free or ramped accessible evacuation route identified?	Yes/No		
Is accessible evacuation route equipped with TWSIs?	Yes/No		
Is the alerting system both visual and audible?	Yes/No		
Are the routes clear and unobstructed?	Yes/No		
Are tactile markings provided on handrails and walls on the evacuation route on stairway and corridors to guide persons with vision impairments to the final exit door?	Yes/No		

## 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 priority actions contained in the Pilot Action Plan were largely successfully implemented and the detected problems were solved or reduced.

Installed TWSIs in the outdoor area i.e. from the taxi stand to the entrance/exit of the terminal building and TWSIs in the building itself in the area "Departures" that lead to the info desk, check in point, toilets, and which connect "Departures" area and "Arrivals" area on the ground floor , as well as TWSIs in "Arrivals", tactile orientation plans, braille inscriptions, a large display and microphones that enable clearer and uninterrupted communication with all passengers ensure accessibility for blind and partially sighted persons to the extent necessary so that they as passengers in air traffic could be included much more equally.

The accessibility issues detected throughout the accessibility assessment were defined according to priorities, which greatly contributed to a more qualitative and 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 60 %.

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

The achieved results are largely in line with the Pilot Action Plan.

All the planned actions were carried out, and the actions undertaken ensured the necessary accessible signage, the understanding of the officials who undertook educational training and public awareness was raised.

Nevertheless, it is deemed necessary to take into consideration the standards (e.g. TWSIs in the outdoor area, orientation plans, braille signage) and their implementation. It is extremely important to consult with experts in the field of accessibility for people with visual impairments before the actual implementation.

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

The project team' engagement and willingness to cooperate and respect the recommendations of experts in the field of accessibility contributed to the successful implementation of the Pilot Action Plan.

As an obstacle, we point out the lack of providers and suppliers of accessible materials and solutions for people with visual impairment in Montenegro, which is why the quality of materials and installation of external TWSIs lack in the compliance with the standards.

- What are the lessons learned?

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

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

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?

The advice is to include in the process the organisations representing blind and partially sighted persons, experts in the relevant fields and end users, because in that way the transportation facility will ensure its actions comply with the needs of targeted users, as well as with the legal requirements and standards. This way the

facility will have the opportunity to implement the best practices and to avoid overbur