

Feasibility study on the harmonization of services for passengers with special needs in Port system of Adriatic-Ionian area

WP3	3. Analysis, Feasibility studies and capacity building	ACTION	
RESPONSIBLE PARTNER	LB, FB1, FB2, FB4		
AUTHORS	WG		
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Feasibility Study Reference

The activity performed within the IPA Adriatic CBC Programme 2007-2013' EA SEA-WAY strategic Project working package relatively to the outlining sustainable passenger transport models for the Adriatic-Ionian basin and capacity building, by activating new governance tools and sharing sustainable cooperation strategies on passenger transport, in the light of the forthcoming Adriatic-Ionian macro-region, foresaw inter alia the reaching of a series of cross-border agreements on specific thematic results of common interest from the partners involved into the Project. Such approach led to the identification of the particular need of improvement for accessibility and the mobility of passengers across the Adriatic-Ionian (AI) area and its hinterland, through the development of new cross-border, sustainable and integrated maritime transport-oriented transport system providing optimal solutions to the demand of services to people with different needs and reduced mobility (disabled persons, elderly, minors, pregnant women, etc.) in port terminal structures of the whole AI area. Thus ensuring equal rights to transport and social inclusion for persons with disabilities and restricted mobility.

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In order to facilitate the integration of Adriatic-Ionian ports with the hinterland and improve services offered to passengers, this action intended to provide all necessary instructions and solutions in order to provide such services, in terms of delivering available information and standardized assistance to passengers and improving the sharing data exchange through the adopting of ITC solutions related to people with different needs and reduced mobility between the ports of the Adriatic-Ionian area.

In such mode, the Partners expressed the will to share experiences and promote joint initiatives for training of staff on disability awareness and disability equality to help to get a better understanding of disability and how to meet different needs. At the same time, the Partners aimed to develop methods and tools to “certify” and make accessible places recognizable and more visible by creating a system of attribution of “labels”, shared with associations of disabled people.

With the adoption of this well-purpose cooperative tool, the intention was also to adopt common solutions facilitating the introduction of internationally recognized policies and codes of conduct concerning easing of the transport of disabled persons and persons with reduced mobility, also favouring the standardization toward the EU legal framework. Furthermore, the proposed maritime service has an important cross-border character since it is focused on improving connections, services and sustainable mobility in the completely

Adriatic-Ionian area. Moreover, it falls within the framework of the EU Strategy for the Adriatic-Ionian Macro-Region for Transport, clearly stated in the specific objectives of the 2nd Pillar *Connecting the Region* intended to improve connectivity within the region and with the rest of Europe in terms of transport networks strengthening maritime safety and security, integrating ports with hinterlands and transport networks and so developing a competitive regional intermodal port system.

Some Project Partners proposed to deal with such demand from the territory by outlining a cross-border framework of a set of interventions to reduce physical barriers that do not allow disabled people and people with different needs to easily move in the ports, representing the basis for a common approach and a shared proposal to effective solutions. This led in Dubrovnik (Croatia) on May 11, 2016, during the EA SEA-WAY Project Final Conference, to the signature posed by eight Partners to the *Cross-Border Agreement of Mutual Cooperation on Passenger Special Needs Services*.

The signatory subjects were:

- Region Friuli Venezia Giulia - Central Directorate for infrastructure and territory (IT),
- Dubrovnik Neretva Region (HR),
- Levante Port Authority (IT),
- Ancona Port Authority (IT),
- Port of Bar Holding Company (ME),
- TEULEDA (AL),
- Ministry of Transport and Infrastructure – Republic of Albania (AL),
- Port of Split Authority (HR).

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The grouping formed by 4 port authorities, 1 ministry, 2 regional administrations and 1 regional development agency belonging to the Adriatic-Ionian area's countries, clearly expresses the relevance of the dealt with issue, paving the way for possible implementation of the involved grouping.

Structure of the study

The feasibility study, taking into due consideration the need for alignment of its goals with the EUSAIR Strategy referring to the need to improve the accessibility, represents an introductory assessment to the following training models that represent the cornerstone of the activity and provide for arising knowledge and awareness in approaching demand originated from passengers with special needs. It is structured as following:

- a descriptive introductory picture of main features and state of the typology of existing barriers to services in question in the concerned Adriatic-Ionian area. The analysis of the context is supported with the assessment of the results provided by a survey addressed to all national and regional port authorities of the basin;
- the identification of needed interventions to define possible solutions;
- the description of the EU legal framework granting fair and respectful treatment of passengers, included those having impairments;
- the outline of the training structure to be supplied.

For the latter topic, the aim of the training is to raise the awareness of maritime passenger transport staff and operators in gaining knowledge and understanding the needs of passengers with disability and reduced mobility and providing them the necessary knowledge to respond to their needs appropriately during the trip cycle, complying with the requirements of the Regulation (EU) No. 1177/2010.

Disability training allows participants to acquaintance with disability within the wider context of equality and social inclusion, reflecting the actual personal and social condition of the disabled and acquiring knowledge about the methods of approach and the disabled relationship with the surrounding environment. It encourages learners to identify the changes in personal and organisational behaviour required to ensure equal access to services for passengers having impairments, focusing on the broad range of changes that may be required to ensure that people with disabilities have equal access to the services provided by the organisation. Such changes may include changes to facilities, policies and procedures.

The training has been conceived on a daily's basis comprising two working sessions. The dissemination of the course is further supported by a streaming connection that will allow to other participants unable to physically participate to take part to the sessions via web. In addition, the full registration of the training is uploaded on the CAPTAIN Project website, where also are available to download the support material inherent to the training.