

PROJEKT DANNOVA NEXT

DRP0200298

DISPERZIRANA RADIONICA ZA PROCJENU POTREBA I POSTOJEĆIH RJEŠENJA ZA OSOBE SA INVALIDITETOM

(WORKSHOP ON Activity 1.1. ASSESSMENT OF NEEDS AND EXISTING SOLUTIONS OF TARGET USERS)

LUČKA UPRAVA PULA, RIVA 2, PULA

Radionica se zbog nemogućnosti dolaska svih sudionika istodobno, nepoklapanja vremenskih, zdravstvenih i ostalih mogućnosti stakeholdera održala na više lokacija s različitim sudionicima, uglavnom bilateralni sastanci, a s pojedinim sudionicima (Hrvarski Savez Slijepih) smo se sastali dva puta.

Sa svim sudionicima prošli smo sve zadane teme za razgovor, razmjenu znanja i mišljenja te mogućnosti za napredak.

TEME ZA DISKUSIJU

- Zakonodavni okvir vezan uz usluge prijevoza za osobe s invaliditetom

Udruga tjelesnih invalida Istre - Zakonodavni okvir je postojeć za aerodrome, no za luke nije. G.Jurevini nije zadovoljan zakonskih okvirom. Postoje razne nelogičnosti u klasifikaciji invalida, stupnja invaliditeta i sl. Kaže da bi se trebalo ugledati na Beč i preuzeti pojedine prakse koje je moguće uklopiti kod nas, te stvoriti uvjete za napredak u izjednačavanju mogućnosti.

Savez slijepih Hrvatske - Zakon bi se trebao nadograditi, trebali bi se kreirati pravilnici koji bi bili provodljivi u svakodnevnim životu. Trebalo bi uvesti sankcije za nepoštovanje zakonskih odredaba.

Udruga gluhih i nagluhih Istarske županije – Postojanje zakona o osobnoj asistenciji je pozitivno, ali propisuje minimalni broj sati tjedne asistencije. Gluhim osobama je potreban veći broj sati tjedne asistencije. Postoji i pravilnik o ortopedskim pomagalicama čija bi primjena omogućila bolje/modernije slušne aparate. Zakon o hrvatskom znakovnom jeziku i ostalim sustavima komunikacije gluhih i gluhoslijepih osoba u Republici hrvatskoj postoji od 2015.godine, propisuje dobre stvari koje se u praksi ne provode. Svaka bi ustanova trebala imati tumača koji tumači znakovni jezik. Na taj način pojedina osoba ne

DANOVA NEXT

bi trošila vlastite sate asistenta za odlazak npr. kod dokora/ u bolnicu/ bilo koju javnu ustanovu; prema zakonu u javnim ustanovama bi trebala postojati osoba koja bi mogla znakovno rastumačiti i pomoći). Nelogičnost u zakonodavstvu je i ta da Zakon o pristupačnosti mrežnih stranica i programskih rješenja propisuje da su ustanove obvezne imati web stranice na znakovnom jeziku, ali isti zakon ne postoji prilagođen na znakovni jezik.

Istarsko Veleučilište – Zakonodavni okvir je bolji u pismu nego u primjeni, suglasni su s izjavama da je zakonski okvir ograničen. Nepostojanje pravilnika za provedbu zakonskih odredbi za svaki pojedini vid tjelesnog invaliditeta, nepostojanje pravilnika za svaki pojedini oblik prometa. Nedovoljna primjena postojećih odredbi.

- Kvaliteta javnog prijevoza koji koristite

Svi sudionici su jednoglasno zaključili da jako malo koriste javni prijevoz, nemaju navike. Nekada prijevoz nije bio dostupan, situacija se popravlja ali naučili su se snalaziti samostalno. Većina ih treba pratnju. Kažu da za pojedine članove vlastitih organizacija kojima nije potrebna pratnja, još uvijek postoje mogućnosti za napredak u svakom segmentu prometa za svaki oblik tjelesnih invaliditeta odnosno promet im se može više i bolje približiti.

Za autobusni prijevoz bilo bi dobro postaviti zvučnu tablu – zvučnu liniju vodilju za slijepu osobu, te bi u autobusu trebalo zvučno najavljanje sljedeće stanice s akcentom na vrijeme koje je potrebno da se stigne na određenu stanicu - kako bi se osoba pravodobno pripremila za izlazak. Potrebne su i linije vodilje.

Trebalo bi autobuse opremiti ili kupiti nove s električnim podizačima, kamerama i mjestom/mjestima pogodnim za prislanjanje kolica.

Kolega iz Pulaprometa kaže da su u gradskom poduzeću imali autobus s električnim podizačem za invalidska kolica, no ceste odnosno stajališta nisu visinski i funkcionalno prilagođena takvom tipu autobusa te je korištenje bilo jako teško i komplicirano. Sustav se često kvario. Rješenje su našli u staromodnom načinu koji im bolje odgovara i ubrzava ukrvaj i iskrcaj putnika, rampu mehanički spušta i diže vozač, te on pomaže u smještaju invalidskih kolica na za to predviđeno mjesto. (priložiti ćemo sliku rampe). Vrlo rijetko imaju putnike s invalidskim kolicima.

Busevi imaju pisanu oznaku sljedeće stanice, ne postoje zvučne oznake.

Manje se koristi morski prijevoz pa se za luku predlaže kupnju dizalice koja bi mogla putnika u invalidskim kolicima prebaciti na brod (princeze), ili ekspanzirajuću rampu (platformu za spajanje) koja spaja obalu s brodom, bez stepenice. Rampa bi trebala biti dovoljno široka za prolazak invalidskih kolica. Na brodu bi bilo dobro postaviti taktilne i



zvukovne trake i linije vodilje, plan kretanja te na sanitarnim čvorovima na terminalima i u putničkim brodovima Brailleove oznake.

Udruga gluhih i nagluhih kaže da je autobusni prijevoz u redu, da u autobusu postoji pisana obavijest o sljedećoj stanici. Ono što je teže dostupno su promjene u voznom redu, promjena linije zbog radova, nove autobusne linije. Nema obavijesti na znakovnom jeziku. Prilikom dužih putovanja kada autobus stane na pauzu od 10 ili 15 minuta, gluhu osobu je potrebno dodatno obavijestiti jer ne može čuti prilikom objave na mikrofoni. Može se postaviti i video zid is s znakovnim jezikom.

U pomorskom prijevozu bi isto tako trebalo putnika obavijestiti kada je njegova stanica, te ukoliko dođe do određenog zastaja on ne može pratiti razglas. Potrebno ga je posebno obavijestiti o promjenama (kašnjenje zbog gužve, kvara, radova i sl.)

Web stranice prijevoznika potrebno je nadograditi znakovnim jezikom.

- Najčešće poteškoće s kojima se susrećete na putovanju

Nemogućnost samostalnog putovanja i kretanja. Nejednakost educiranosti osoblja i opremljenosti stanica prilikom putovanja, osobito ukoliko se mijenja prijevozno sredstvo i / ili država. Gotovo je nemoguće putovati sam, dakako ovisno o stupnju poteškoće svakog pojedinca. – Odgovor je gotovo unisono svih sudionika radionice.

- Znanje osoblja o tome kako komunicirati s osobama s invaliditetom

Osoblje koje radi u javnim ustanovama, na terminalima i stanicama uglavnom nije educirano kako komunicirati i objasniti osobama s različitim vrstama poteškoća kako se kretati te kuda i kako nastaviti svoje putovanje, ne znaju znakovni jezik. Osoblje je ljubazno i voljno pomoći na sve moguće načine, no nije educirano te ne zna pravilno postupati.

Nepostojanje pomagala i neznanje osoblja nije njihov nedostatak, oni imaju volju. Kada bi se propisi prilagodili, kada bi se nabavila osnovna oprema i izvršila edukacija osoblja bilo bi to dobar početak osamostaljenja putnika s invaliditetom.

Potrebno je poboljšati obrazovni sustav kako osoba s pojedinim poteškoćama, tako i educirati osobe koje su zaposlene na aerodromima, stanicama, ustanovama, ali i mjestima gdje se prodaju putne karte.



DANOVA NEXT

Postoji i strojno titlovanje koje se može koristiti na TV-u (imaju moderniji televizori) – opcija za titlovanje / znakovni jezik. (U RH ne postoji, ali na Talijanjskoj televiziji postoji).

- Ocijena kvalitete i dostupnosti informacija koje se pružaju osobama s invaliditetom kao putnicima (digitalna dostupnost, informacije o redu vožnje, kašnjenja, promjene u pružanju usluga, cijene itd.)

Dostupnost informacija za slijepe osobe je loše uređeno, slab je postotak prilagođenih web stranica i aplikacija dostupnih na Brailleevom pismu. Ima aplikacija koje imaju oznaku i početak pretraživanja no nakon osnovnih podataka nemoguće je samostalno nastaviti pretragu/kupnju karata i sl. Takva aplikacija nije potpuno prilagođena već samo njen početni ili opći dio.

Postojanje platforme Slavica – pomoći će u olakšavanju komunikacije gluhih i nagluhih osoba. No potrebno je pojedince obavijestiti o postojanju ove platforme i naučiti ih koristiti.

- Prijedlozi za poboljšanje pristupačnosti prijevoza za osobe s invaliditetom

Osobe sa tjelesnim invaliditetom apeliraju na povećanje broja rampi na ulicama / stajalištima / čekaonicama / terminalima, te uklanjanje prepreka s nogostupa i čekaonica. Ugradnju lifta na mjestima gdje ne postoje rampe ili gdje ih nije moguće ugraditi. Kupnja modernijih autobusa, koji olakšavaju ulazak i izlazak osobama s invaliditetom.

Opremanje morskih terminala / autobusa (display tipka za govor) i autobusnih stajališta taktilnim trakama, postavljanje govornih linija vodilja, opremanje orijentacijski mapama, zvukovnim oznakama digitalnim pisanim oznakama; prilagodba web stranica na Brailleovo pismo.

Za potrebe gluhih osoba može se ugraditi display na kojem bi pisale informacije o stanici na koju se stiže, vremenu potrebnom da se dođe do te stanice, gdje je moguće postaviti video zid s avатарom koji objašnjava na znakovnom jeziku.

Edukacija djelatnika i edukacija osoba s određenim poteškoćama potrebna je kako bi se olakšalo putovanje, ali i obavljanje svakodnevnih aktivnosti. (poruka Udruge gluhih i nagluhih osoba istarske županije).

PROJECT DANOVA NEXT

DRP0200298

DISPERSED WORKSHOP FOR NEEDS ASSESSMENT AND
EXISTING SOLUTIONS FOR PERSONS WITH DISABILITIES
(WORKSHOP ON Activity 1.1. ASSESSMENT OF NEEDS AND EXISTING SOLUTIONS
OF TARGET USERS)

PULA PORT AUTHORITY, RIVA 2, PULA

Due to the impossibility of the arrival of all participants at the same time, the mismatch of time, health and other possibilities of the stakeholders, the workshop was held in several locations with different participants, mostly bilateral meetings, and we met with some participants (Croatian Association of the Blind) twice.

With all the participants, we went through all the given topics for discussion, exchange of knowledge and opinions; and opportunities for progress.

TOPICS FOR DISCUSSION

- Legislative framework related to transportation services for people with disabilities

Association of Physically Disabled Istria - The legislative framework exists for airports, but not for ports. Mr. Jurevini is not satisfied with the legal framework. There are various illogicalities in the classification of the disabled, the degree of disability, etc. He says that we should emulate Vienna and adopt certain practices that can be incorporated here, and create conditions for progress in equalizing opportunities.

Association of the Blind in Croatia - The law should be upgraded, regulations should be created that would be enforceable in everyday life. Sanctions should be introduced for non-compliance with legal provisions.

Istrian Polytechnic - The legislative framework is better in writing than in practice. They agree with the statements that the legal framework is limited. Absence of regulations for the implementation of legal provisions for each individual form of physical disability, absence of regulations for each individual form of transport. Insufficient application of existing provisions.

Association of the Deaf and Hard of Hearing of the Istrian County - The existence of the law on personal assistance is positive, but it prescribes the minimum number of hours of weekly assistance. Deaf people need more hours of weekly assistance. There is also a regulation on orthopedic aids, the application of which would enable better/more modern hearing aids. The Act on Croatian Sign Language and other systems of communication of deaf and deaf-blind people in the Republic of Croatia has existed since 2015. It prescribes good things that are not implemented in practice. Every institution should have an interpreter who interprets sign language. In this way, a single person would not spend his own hours as an assistant to go, for example, to the doctor's office/ to the hospital/ any public institution; according to the law, there should be a person in public institutions who could interpret signs and help). The illogic in the legislation is that the Law on Accessibility of Websites and Software Solutions stipulates that institutions are obliged to have websites in sign language, but the same law does not exist adapted to sign language.

-The quality of the public transport you use

All participants unanimously concluded that they use public transport very little, they don't have the habit. In the past, transportation was not available, the situation is improving, but they have learned to manage independently. Most of them need a companion. They say that for individual members of their own organizations who do not need an escort, there are still opportunities for progress in every segment of traffic for every form of physical disability, that is, traffic can be closer and better to them.

For bus transport, it would be good to install a sound board - a sound guideline for blind people, and in the bus, the next stop should be announced with an accent on the time it takes to get to a certain stop - so that the person can prepare for departure in time. Guide lines are also needed.

Buses should be equipped or new ones should be purchased with electric lifts, cameras and place(s) suitable for pushchairs.

A colleague from Pulapromet says that in the city company they had a bus with an electric lift for wheelchairs, but the roads and stops are not height- and functionally adapted to this type of bus, and its use was very difficult and complicated. The system often crashed. They found a solution in an old-fashioned way that suits them better and speeds up the boarding and disembarking of passengers, the ramp is mechanically lowered and raised by the driver, and he helps place the wheelchair in the designated place. (we will attach a picture of the ramp). They very rarely have passengers with wheelchairs.

Buses have a written sign of the next stop, there are no sound signs.

DANOVA NEXT

Sea transport is less used, so it is proposed for the port to purchase a crane that could transfer a passenger in a wheelchair to the ship (princesses), or an expanding ramp (connecting platform) that connects the shore with the ship, without steps. The ramp should be wide enough for wheelchairs to pass. On the ship, it would be good to install tactile and sound strips and guide lines, a movement plan, and Braille markings at the sanitary facilities in the terminals and in passenger ships.

The Association of the Deaf and Hard of Hearing says that bus transportation is fine, that there is a written notice on the bus about the next stop. What is more difficult to access are changes in the timetable, changing lines due to work, new bus lines. There are no sign language notifications. During longer journeys when the bus stops for a 10- or 15-minute break, the deaf person needs to be additionally informed because he cannot hear when the announcement is made on the microphone. A video with sign language can also be installed.

In maritime transport, the passenger should also be informed when his stop is, and if there is a certain delay, he cannot follow the public address system. It is necessary to inform him specifically about changes (delay due to crowding, breakdown, works, etc.) Carrier websites need to be upgraded with sign language.

- The most common difficulties you encounter on your trip

Impossibility of independent travel and movement. Inequality of staff education and station equipment during travel, especially if the means of transport and/or country is changed. It is almost impossible to travel alone, of course depending on the level of difficulty of each individual - The answer is almost unanimous from all workshop participants

- Knowledge of staff on how to communicate with people with disabilities

Staff working in public institutions, terminals and stations are generally not trained in how to communicate and explain to people with different types of backgrounds how to get around and where and how to continue their journey. The staff is friendly and willing to help in all possible ways, but they are not educated and do not know how to act properly.

The lack of apparatuses and lack of the education of the staff is not their weakness, they have the will. If the regulations were adapted, if the basic equipment were acquired and staff were trained, it would be a good start for the independence of passengers with disabilities.

DANOVA NEXT

It is necessary to improve the education system for people with certain difficulties, as well as to educate people who are employed at airports, stations, institutions, as well as places where travel tickets are sold.

There is also machine subtitling that can be used on the TV (more modern TVs have it) – option for subtitling / sign language. (It does not exist in the Republic of Croatia, but it does exist on Italian television).

- Evaluation of the quality and availability of information provided to people with disabilities as passengers (digital accessibility, information on timetables, delays, changes in service provision, prices, etc.)

The availability of information for blind people is poorly regulated, there is a low percentage of adapted websites and applications available in Braille. There are applications that have a label and begin with a search, but after the basic data it is impossible to independently continue the search/purchase of tickets, etc. Such an application is not fully customized, but only its initial or general part.

The existence of the Slavica platform will help facilitate the communication of deaf and hard of hearing people. But it is necessary to inform individuals about the existence of this platform and teach them how to use it.

- Suggestions for improving the accessibility of transport for people with disabilities

People with physical disabilities appeal for an increase in the number of ramps on the streets / bus stops / waiting rooms / terminals, and the removal of obstacles from sidewalks and waiting rooms. Installation of elevators in places where there are no ramps or where it is not possible to install them. Purchase of more modern buses, which facilitate entry and exit for people with disabilities.

Equipping marine terminals / buses (display button for speaking) and bus stops with tactile strips, setting up voice guidelines, equipping with orientation maps, audio signs and digital written signs; adapting web pages to Braille.

For the needs of deaf people, a display can be installed on which information about the station to be reached, the time needed to get to that station, where it is possible to set up a video wall with an avatar explaining in sign language.

The education of employees and the education of persons with certain difficulties is necessary in order to facilitate travel, but also the performance of everyday activities. (message from the Association of the Deaf and Hard of Hearing of the Istrian County).

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DANOVA NEXT

