CASE STUDY: SPAIN

Mobility management for disabled people

The purpose of the project was to enable disabled people to travel to day care centres and to develop specialised transport services and assistance for those with mobility or learning difficulties.

Background

Within the framework of the European MOST project Navarra looked into mobility management services for disabled people who visited day care centres in the area. They usually require dedicated mobility services.

The main problem facing the regional government was the lack of specialised transport services and assistance for people with mobility or learning difficulties attending day care centres. The regional government offers specially adapted and assisted transport services to around 250 people. Increasing demand has, however, exceeded supply. Using questionnaires the project investigated the services required to match supply and demand more efficiently.

Objectives

The aim is to offer real mobility solutions to the targeted groups of people, namely disabled people who are unable to carry out daily activities without the support of others. The health centres that offer care to the users are situated in several locations, within and outside the city and therefore the origin/destination matrix is quite complex. The project has four objectives:

- Creation of an “Inventory” of the existing assistance services and programmes available.
- Analysis of the current supply of modes of transport and supportive mobility management measures.
Comparative assessment between supply and demand to understand where the gaps are and determine the potential mobility management measures required to improve the situation.

Identification of conclusions and plans for implementing mobility management measures (including accompanying measures such as regulation of transport) and required adjustments to the legal framework.

Implementation
The following mobility management services were successfully developed and implemented:

- Renovation of local buses and taxis: support to the Commission of Public Transport in order to renovate urban buses and make them accessible for wheelchair users.
- Information and advice: provision of information and advice on mobility management to key policy makers who are planning to open a new day care centre.
- Social health plan: it is for all day care centres to prepare a mobility plan.
- Establishing partnerships: creation of an interdepartmental committee; regulation of door to door shared transport; document of agreement and collaboration between the Government of Navarra’s Social Welfare Institute and its Transport Department; regular meetings with the co-ordinators of services for people with disabilities.

Conclusions
The main barrier the MOST team faced was political, as the project’s budget was put on hold during the regional elections. However, one of the reasons for its success is the creation of the Interdepartmental Committee. Involvement in MOST has also helped the project team to raise awareness about mobility management. The team was successful in its attempt to influence local policy makers by ensuring that all relevant departments were involved in the local decision making process.

Author
Angel Girones

Contact
Angel Girones