

# A Transport System Accessible for All (IndiMo Project)



## Background

- Despite advances in urban mobility, transport systems often overlook the needs of users who face physical, sensory, or cognitive barriers. The IndiMo project was developed to address this gap by promoting a transport system that is truly accessible for all, ensuring equal access to mobility and social inclusion.
- The project operates across multiple EU countries, bringing together public authorities, transport providers, disability organisations, and research institutions. Its main goal is to identify and dismantle barriers that hinder the full participation of persons with disabilities in everyday transport activities. These barriers range from poorly designed infrastructure - such as inaccessible stations, vehicles, and stops - to operational challenges, including lack of staff training and inadequate communication systems.
- IndiMo employs a user-centred approach, involving persons with disabilities and mobility impairments directly in the research and development process. Through focus groups, surveys, and pilot testing, the project gathers firsthand insights into real-world obstacles and potential solutions. This participatory method not only validates the findings but also empowers users by amplifying their voices in policymaking and service design.
- Another important aspect of IndiMo is its emphasis on innovation and knowledge exchange. The project promotes best practices and technological solutions that enhance accessibility, such as low-floor buses, tactile guidance systems, and digital information tailored for different needs. It also provides training programmes for transport staff to

- improve awareness and service quality.
- The IndiMo initiative aligns with broader European strategies for sustainable and inclusive urban mobility, such as the EU Green Deal and the European Accessibility Act. By making public transport more accessible, the project supports the independence and social participation of persons with reduced mobility, contributing to healthier, more equitable cities. Its outcomes are expected to influence transport policies and practices beyond the project lifespan, ensuring a long-term positive impact. Overall, IndiMo addresses the critical intersection of mobility, accessibility, and social inclusion.

## Key Activities

- Conducting detailed research to identify physical, sensory, and operational barriers in transport systems across partner countries.
- Engaging people with reduced mobility through focus groups and surveys to collect firsthand experiences and feedback.
- Developing a set of practical recommendations and guidelines, including the IndiMo Toolbox, to improve infrastructure, vehicles, and services for better accessibility.
- Organising training sessions and workshops for transport operators and policymakers to raise awareness and build capacity.
- Sharing results widely through reports, conferences, and online platforms to encourage adoption of inclusive transport practices.

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## Impact

- Direct participation of over 50 people with various mobility challenges across multiple countries, ensuring diverse perspectives.
- Increased awareness and commitment from transport authorities to integrate accessibility measures in planning and operations.
- Creation and dissemination of the **IndiMo Toolbox**, a resource that provides digital mobility solutions tailored to the needs of people with reduced mobility, further amplifying the project's reach and sustainability.
- Positive feedback from users highlighting improved confidence and independence when using public transport.
- Contribution to policy dialogues at EU and national levels, supporting long-term inclusive mobility strategies.

**Challenge:** Resistance or lack of awareness among transport staff regarding accessibility needs.

**Solution:** Developing tailored training programmes and sharing success stories to encourage buy-in and change.



## Challenges & Solutions

**Challenge:** Coordinating diverse stakeholders with varying priorities and resources.

**Solution:** Organising regular collaborative workshops and maintaining clear communication channels to align goals. Appoint one official moderator to coordinate international issues.

**Challenge:** Financial constraints limiting the scope of large infrastructure upgrades.

**Solution:** Prioritising scalable, cost-effective solutions and implementing improvements in phases, leveraging resources like the IndiMo Toolbox to guide practical steps.

## Tips for Similar Projects

- User involvement/user-centred approach: listen closely to the needs of people with disabilities.
- Customise solutions to fit local contexts but keep core accessibility principles universal.
- Invest in training for all frontline staff to ensure consistent, inclusive service delivery and change in attitude.
- Document and openly share lessons learned to inspire replication and scaling.

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## Identified Limitations/Weaknesses

- Some accessibility improvements require significant investment and time, limiting immediate impact.
- Variations in transport systems and regulations across regions can complicate uniform implementation.
- Certain legacy infrastructure poses technical challenges for full accessibility adaptations. Portugal, for example, has a train fleet of over 20 years of age, making it impossible to have the most accessible infrastructure.

## Resources

- View resources and videos related to the project on this [Web Page](#).
- [INDIMO Inclusive Digital Mobility Toolbox](#).

## Partners

