

POLIS

CITIES AND REGIONS FOR TRANSPORT INNOVATION

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CONFERENCE

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#POLIS2022

Striving for equality - Improving public transport services in Budapest

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BKK works in many areas of intervention to achieve equal opportunities in Budapest's public transport

I.

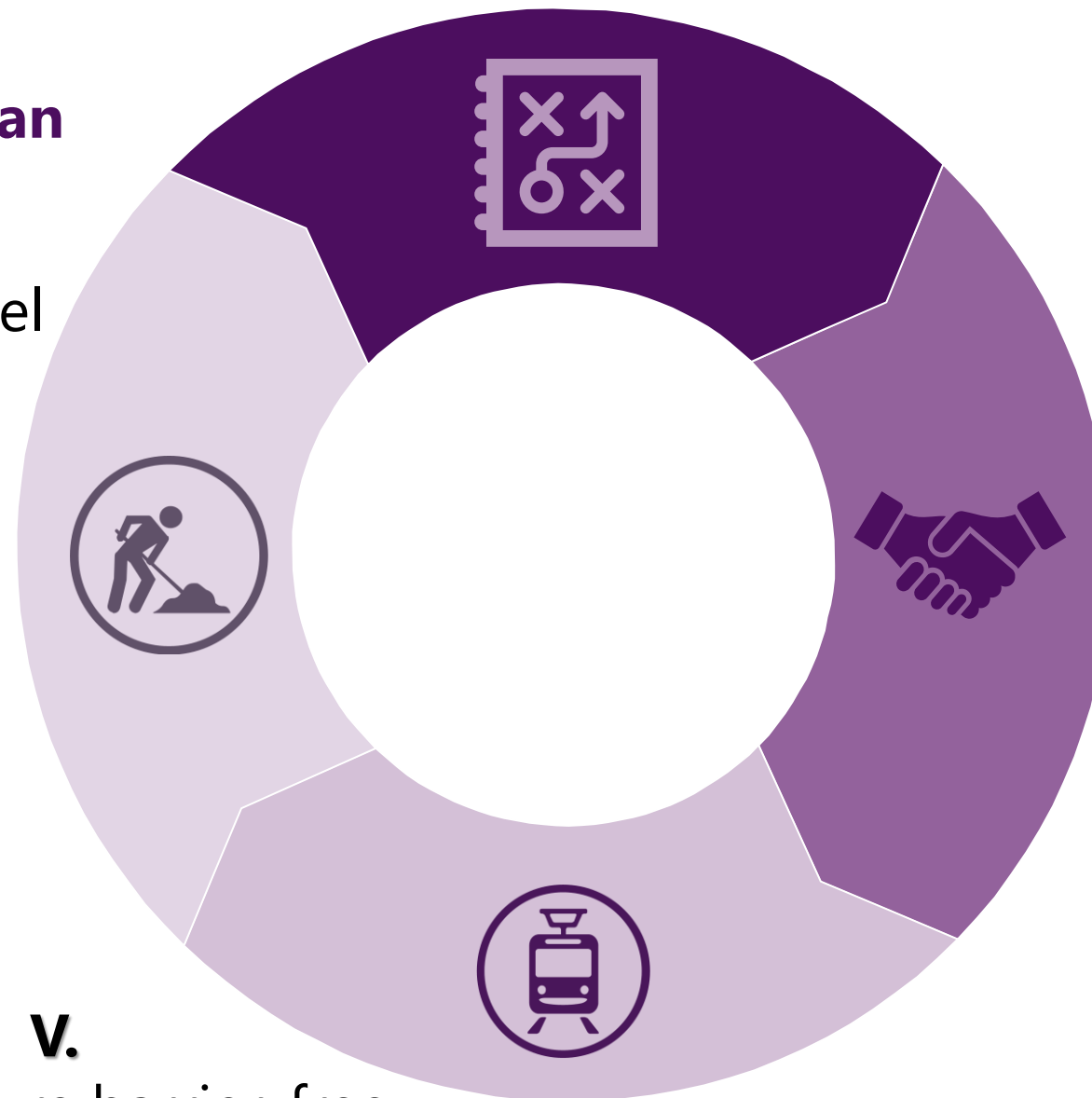
Among the **strategic goals of access to transport** is the promotion of its **barrier-free use**

VII.

We also ensure **barrier-free pedestrian traffic** during the renovation of road intersections and traffic junctions. (For example, with recessed curbs, level crossings, tactile guide lanes)

VI.

As a result of the renovation of the M3 metro line, **all stations will be accessible without barriers.**



V.

In order to ensure barrier-free public transport, modern, **low-floor vehicles are being procured**

IV.

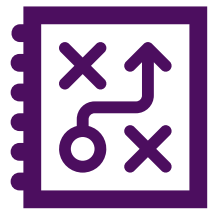
We are constantly improving the accessibility of our **electronic information systems** for our visually impaired customers

II.

Research + development projects (e.g. DANOVA) financed by the EU contribute to the innovative development of equal opportunities

III.

In matters of accessibility, we make our decisions in **cooperation** with national and local NGO-s, stakeholder organizations



Among the strategic goals of access to transport is the promotion of its barrier-free use

1. Budapest Mobility Plan 2030
2. BKK's barrier-free strategic direction is described in the "*Universal Design and Barrier-Free Planning Guide*" completed in the summer of 2019. Design Guide for
 - BKK Customer Centers,
 - Tram and bus stops
 - Arranging and renovating pedestrian crossings & underpasses
3. The teaching material "*Guide to the development of equal access to public transport in Budapest by training staff*" was completed in 2019 and updated in 2022.
4. Equal Opportunities Plan 2021-2024.
5. Equal Opportunities Working Group and the officers →

Equal opportunities officer & Accessibility officer

Equal opportunities within BKK:

- The Company, both as an employer and as a business partner, demonstrates an attitude in accordance **with the principles of equal opportunities**;
- follows practices that meet the requirements of **equal treatment** towards its employees, customers and partners.
- The professional supervision of their observance and enforcement is the responsibility of the Compliance department and **the equal opportunities officer** appointed for this purpose.

Accessibility to BKK services:

- In connection with the provision of **public services performed by the Company** as its main activity
- during the implementation of all its transport strategic tasks, it places particular emphasis on the application of **the principles of universal design, rational adaptation and equal access to the fullest extent possible**.
- The professional supervision of the observance and enforcement of these aspects is the responsibility of the Mobility Development Directorate and **the accessibility officer** appointed for this purpose.

The R+D projects contribute to the innovative development of equal opportunities

- Improved relationships & connections
- Attractive vehicles
- Better services
- Effective institutional system

The grid contains the following logos:

- Customer experience enhancement:** CITIES 4PEOPLE, SUNRISE, MORE, LEAD, NODES, flow, inclusion (circled in red), Interreg CENTRAL EUROPE EfficienCE.
- Sustainable infrastructure:** USER-CH, Interreg Danube Transnational Programme DANOVA (circled in red), MaaS4EU, Interreg CENTRAL EUROPE SMACKER, stars.
- Operational excellence:** Interreg CENTRAL EUROPE Dynaxibility4CE, Sprout, 2020 CIVITAS FASTTRACK, SMART-MR, Up SUMPs, Catch-MR, TIDE, CHALLENGE.

Customer experience enhancement

Sustainable infrastructure

Operational excellence



The focus of the INCLUSION project is the internal development of barrier-free transport



The main results of the project in Budapest:

- Development of the **employee training materials** with the involvement of the relevant stakeholder groups.
- **Equal opportunities training for 85 employees**
- Creation of an **online, public platform for receiving reports** from target groups requiring special care (**Járókelő.hu**)

| | |
|---------------------|-------------------------|
| BKK's role: | Project-partner |
| Budget: | 103.125 € (100%) |
| Project start: | 2017.10.01 |
| End of the project: | 2020.09.30 |



DANOVA Project: Innovative transportation services for blind and partially-sighted passengers in the Danube Region

The (expected) results of the project in Budapest:

- **Development of PRM corridor between Budapest downtown and Airport**, focusing on solutions to help visually impaired passengers
- **Accessibility audit** in and around the most important **bus stops (100E, 200E) providing access to the airport.**
- **Accessibility** audit and development **of BKK webpage**
- **Accessibility audit and development plan** (for the next year) **of the BudapestGO** (journey planner) website and applications



| | |
|---------------------|------------------------|
| BKK's role: | Project-partner |
| Budget: | 195.850 € (95%) |
| Project start: | 2020.07.01 |
| End of the project: | 2022.12.31 |



We make our decisions and develop our services in cooperation with national and local NGO-s and stakeholders organizations on accessibility issues

In order to ensure barrier-free transportation for our customers with reduced mobility, visual impairment, hearing impairment, and intellectual disability, we ask for the opinion of the following organizations:

- National Association of Associations of Disabled Persons (MEOSZ),
- Budapest Association of Disabled People (MBE),
- Hungarian National Association of the Blind and Visually Impaired (MVGYOSZ),
- National Association of the Deaf and Hard of Hearing (SINOSZ),
- National Association of the Deaf-Blind (SVOE),
- National Association of Autists (AOSZ),
- Down Association,
- Universal Design Information and Research Center (ETIKK) and its successor organization(s)

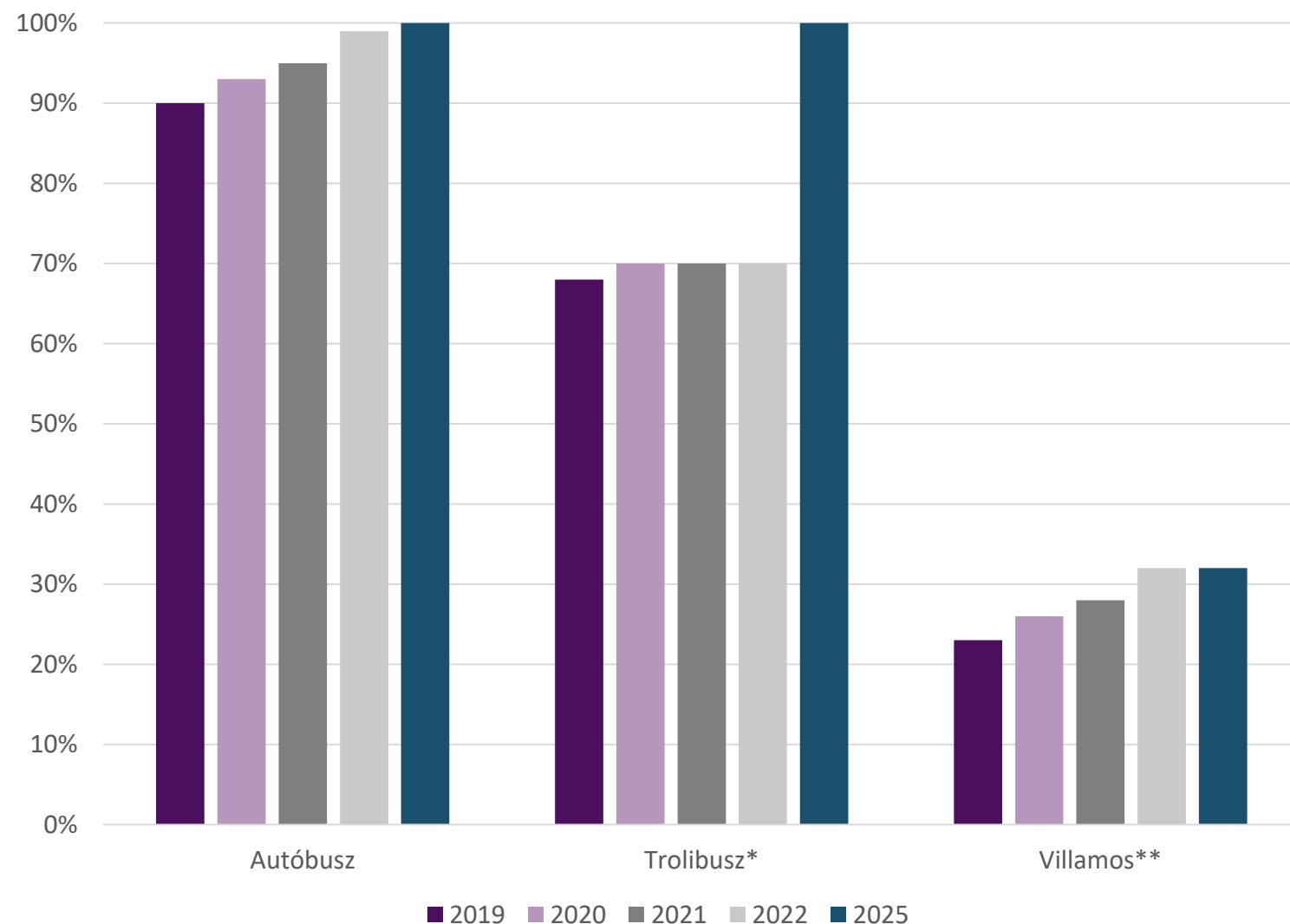
Continuous, mutual professional support is realized with our partner organizations during our various projects.

For example, in cooperation with the KockaCsoki Foundation, we participated in promoting the employment of autistic youth on the labor market.



We continuously improve the percentage of low-floor vehicles through public procurement calls

The bus and trolleybus fleet will be 100% low-floor by 2025



- In 2020-2021, BKK's Service Providers put **53 solo and 37 articulated new low-floor buses** into circulation
- In 2022, another **135 new low-floor** buses will arrive, of which 72 will be solo and 63 will be articulated.
- In 2020-2021, **3 modern low-floor trolleybuses** were purchased
- In 2022-23, another **48 low-floor trolleybuses** will arrive
- In 2020-2021, **26 new low-floor CAF trams** were put into service, and within the framework of the procurement contract, it is possible to purchase **another 51 trams**, depending on the available funds.
- There are already **more than 100 low-floor trams** in Budapest, you can see these vehicles on tram lines No. 1, No. 3, No. 4, No. 6, No. 14, No. 17, No. 19, No. 42, 50 and 69. According to the plans, **from 2023**, CAF trams will also run on lines 56-56A.





Barrier-free fixed track routes and stops in 2022

At a press conference on October 13, 2022, it was announced that, thanks to the BKV fleet update, **bus transport in Budapest will become completely low-floor by 2025.**



Akadálymentes, kötőtpályás útvonal
Barrier-free, fixed-rail route



Akadálymentes megálló (akadálymentes útvonalon)
Barrier-free stop (on accessible route)



Nem akadálymentes megálló (akadálymentes útvonalon)
Not barrier-free stop (on accessible route)



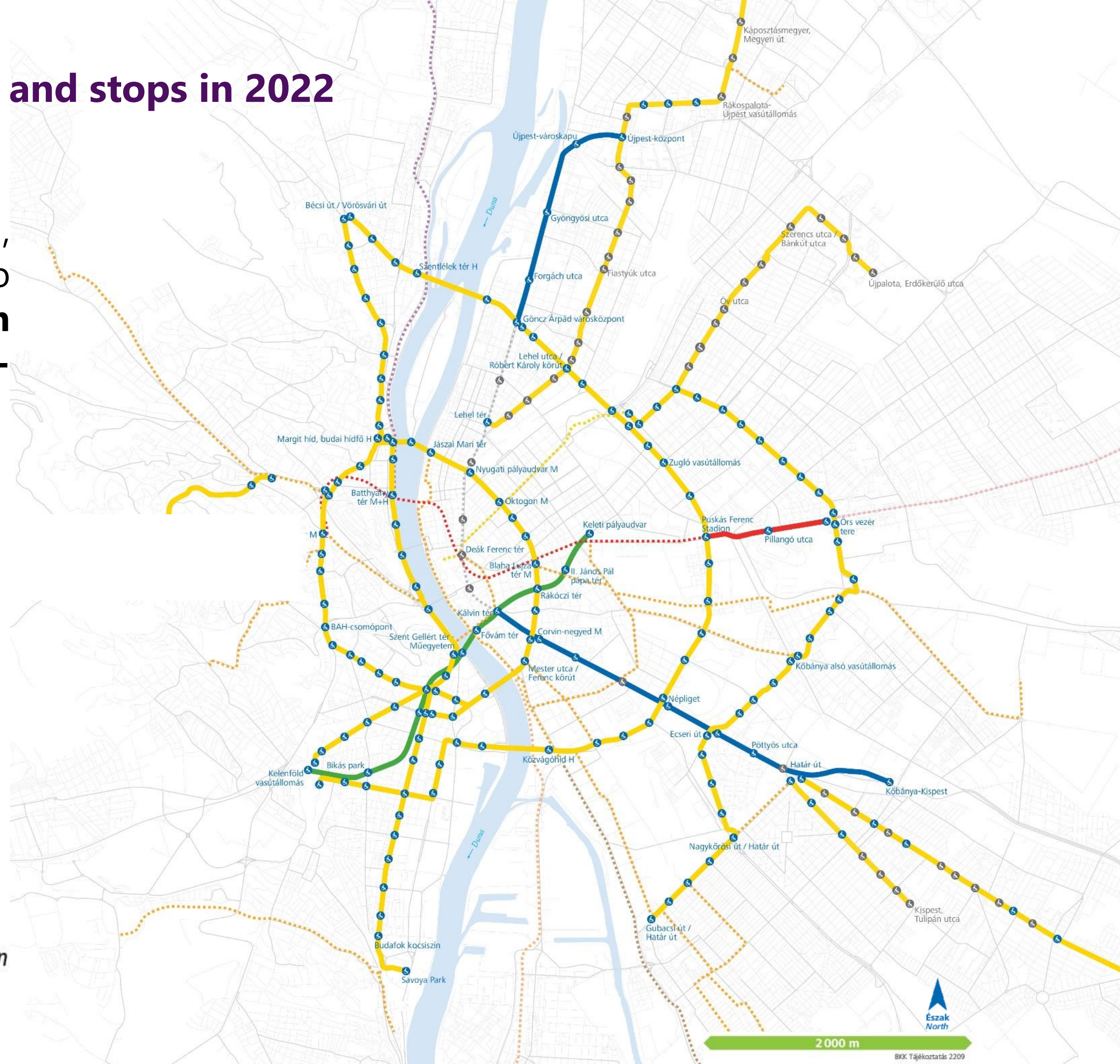
Akadálymentes vasúti kapcsolat
Step-free transfer point to the railways.



Nem akadálymentes útvonal
Not barrier-free route



Építés alatt álló akadálymentes vonal, építés alatt álló akadálymentes megálló
Barrier-free line under construction, barrier-free stop under construction





During the renovation of the M3 metro, instead of making 60% of the stations barrier-free, according to the current construction work, all stations will eventually be barrier-free.

- According to the original concept plans, **only 12 of the 20 stations would have been accessible**
- During the evaluation of the grant application, it was considered necessary to examine the accessibility of additional stations and to build them accordingly. **After reviewing the options, it was decided to make all stations accessible.**
- In addition to physical barrier-free access to metro stations, we also create **conditions for equal access for visually and hearing impaired people** (e.g. tactile guide strips, elevator push buttons, contrast of control surfaces, ATS systems built into escalators, etc.)
- One of the most special innovations of the renovation of the M3 metro line is **the installation of the inclined elevators designed for underground stations in the city centre.** In Hungary, there has not yet been an example of the device being used in public transport, and we do not even encounter the structure in public traffic.
- The technical content of the renovation project basically refers to the construction of **barrier-free access between the platform level and the subway entrance.**
- Where justified, **elevators are also installed in the subways connected to the stations,** in order to provide complete barrier-free access.

I will illustrate the above with some photos on the next slide.

Accessibility elements of the M3 metro line renovation





In connection with road and intersection renovations, we ensure barrier-free pedestrian traffic with recessed curbs, level pedestrian crossings, and tactile guide lanes

For example, Blaha Lujza square can be walked around at one level:

- The square can be **walked around without obstacles**, the driving lanes avoid the part of the square where the street furniture is scattered. The guide lane system marks all the bus stops around the square, as well as the entrance to the department stores on the square.
- Surface traffic at the intersection becomes barrier-free: **4 pedestrian crossings** serve the level crossing, **which are also equipped with light and sound signals**.
- A barrier-free toilet will be built on the square in the fall of 2022



- We have established **new pedestrian crossings** at nearly 40 intersections throughout the city, which are **always barrier-free for people using wheelchairs or strollers**.
- In addition, we installed traffic lights at 70 pedestrian crossings & in 33 junctions in order **to improve traffic safety**,
- and another 4 high-traffic junctions are currently being made safer and barrier-free in connection with the renovation of the M3 metro by establishing new pedestrian crossings controlled by traffic lights.



Thank you for your attention!

For questions:

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