Local assessment report – PORT OF KOTOR

Innovative transportation services for blind and partially sighted passengers in Danube region
DANOVA

June 2021

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1. INTRODUCTION

Visual impairment is a broad term that refers to any degree of vision loss that affects a person's ability to perform the usual activities of daily living and that cannot be corrected to normal vision, even if the person wears glasses or contact lenses. It is not a disease itself, but a result of disease, injury, or other trauma that affects the structures and functions of the visual system. The term "visual impairment" includes blindness and the term "visually impaired" is used to refer to both blind and partially sighted persons. When a person experiences limitations and impairments in interacting with the environment and/or performing tasks due to an impairment, we speak of a disability.

People with visual impairments may feel disabled if they do not have adequate access to supports and services and face barriers such as discrimination or inaccessible buildings or transportation. It has been estimated that 96% of the transport system in the EU is still not fully accessible to blind and partially sighted people (European Blind Union) and that accessibility is extremely low in many countries in the Danube Region. Furthermore, significant differences in the level of accessibility between countries and also between cities/regions within a country have been identified. As a result, over 30 million blind and partially sighted people cannot travel independently.

For blind and partially sighted passengers, the lack of accessibility features such as tactile surface indicators (TWSI), tactile orientation maps, large print and Braille signage, audio signage, screen reader friendly websites and applications makes it extremely difficult and, in some cases, impossible to use conventional transportation systems (airplanes, buses, trains, public transportation). In these cases, they rely on the assistance of a sighted person (their personal assistant, member of a staff or a random passer-by), which ensures their ability to travel, but still imposes some limitations compared to the travel experiences of sighted people.

Although there are laws, regulations, and procedures both at EU and country level, enforcement of these rules is often a problem and most countries in the Danube Region have difficulties in fully implementing the standards. The reasons are very often: lack of expertise of authorities in ensuring accessibility, general compliance of legislations in public tendering procedures, insufficient allocation of resources, etc.

DANOVA aims to improve the accessibility of airports, seaports, train stations and bus terminals for blind and partially sighted people by developing a range of new services and skills to enable full access to all transport information, facilities, and services. To improve the accessibility of transportation terminals, an assessment of the current status is required. Therefore, the DANOVA assessment methodology has been developed to guide the assessment process at all test sites by providing information on all elements that need to be considered. This Assessment report (including the Assessment grid) will assist the transportation terminal manager in developing an action plan addressing the most critical accessibility issues.

2. TRANSPORTATION TERMINAL

Short description

Port of Kotor passenger Terminal is constructed and finished in 2014. It is equipped and organized for port, police and custom department and has been used for touristic and Shorex agencies.

Terminal building consists two floors. Ground floor is occupied by port police department and custom department, and it's been used for check in and check out of passengers, luggage and visitors. Also, the other part of the same floor is organized for commercial use (e.g. agencies, free shops...).

On the second floor you can find the offices of the port security service and operations.

Figure 1: Passenger terminal entrance – view from the main street

Figure 2: Passenger terminal exit / entrance

Location

Passenger Terminal is places near Old Town of Kotor and is accessible via main road Jadranska Magistrala. During the summer season there can be significant traffic which can slow down the departure and entry of passengers to the Terminal.

On the south-eastern part of the Adriatic coast, the sea, following the currents of the former rivers, went 28 km inland, creating a unique bay, the Bay of Kotor (86 km2), consisting of two smaller bays, the outer Toplansko-Tivat and Kotor-Risan.Port of Kotor is located in the southeastern tip of the bay of the same name, at the place where the sea went deepest into the mainland, with geographical coordinates of 42 ° 25 N and 18 ° 47 'E. The city is located on the alluvium of the river Škurda which flows along its northern walls springs from its southern wall. From the east, it is surrounded by the slopes of Lovćen with the hill of Sveti Ivan (260 m), while from the southwest, the sea connects it with the Adriatic. Kotor can be reached by car, bus, boat and plane - via the airports in Tivat (8 km), Podgorica (90 km) and Ćilipi (73 km) or by train - via Bar (60 km). Kotor (6,633 inhabitants) is the seat of the municipality, cultural, educational, scientific, health, economic and sports center. Kotor has the status of a permanent border crossing and port for international maritime traffic.

Port of Kotor is located next to the Adriatic Highway and it is connected with places along the coast, as well as with cities in the interior.
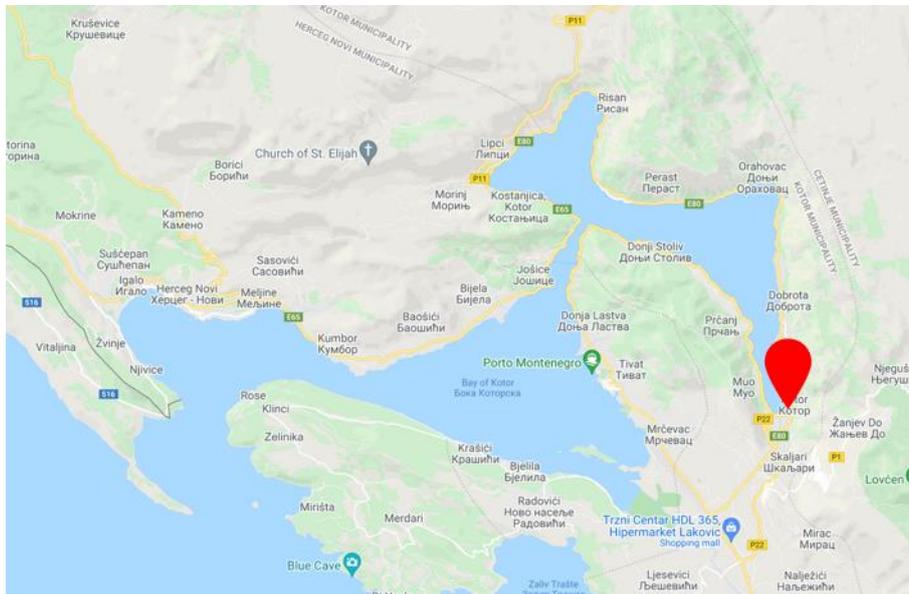
Figure 3: Location of the port of Kotor
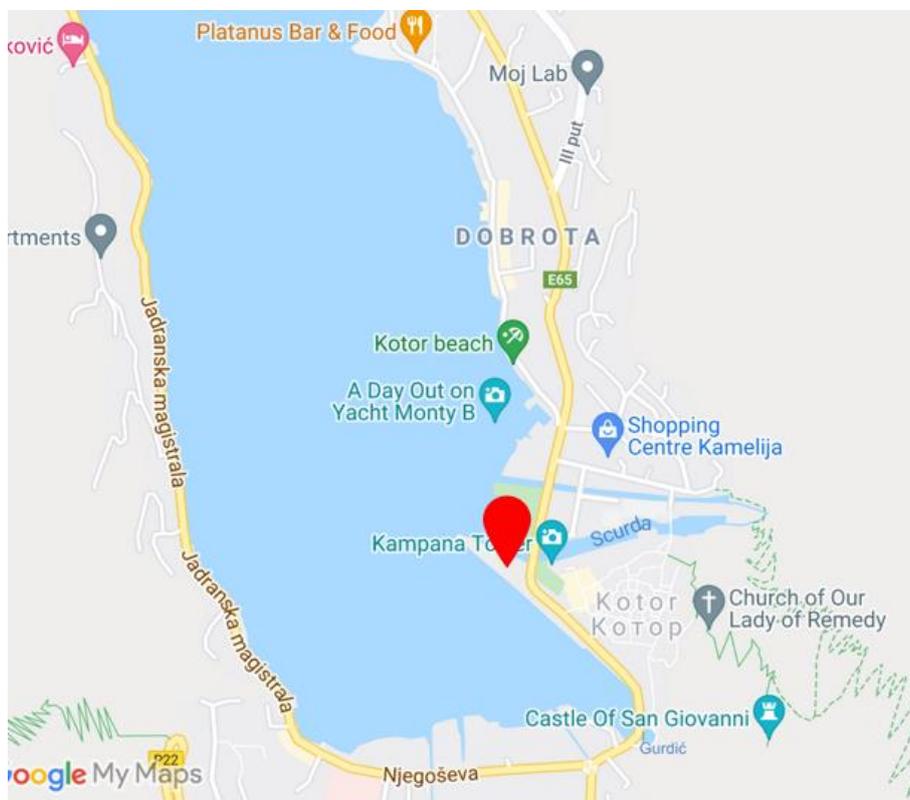
Figure 4: Port of Kotor Bay

Type of terminal: seaport

Size of terminal:

Passenger Terminal has two operational floors. First floor has two desks for check in and check out. One point is Custom department and other is for Police department. Terminal building ground floor has 260,05m2 and it's determined for passenger movement.

Arrival and depart is organized through marked paths and doors.

In addition, please find passenger turnover statistics.

Table 1: Passenger turnover 2015-2021

Year	*CALLS*	*PAX*
2015	412	442.029
2016	488	535.232
2017	430	532.387
2018	412	492.475
2019	464	613.747
2020	9	3.009

3. PRIORITIZATION OF INTERVENTIONS

Based on the assessment grid (see Appendix 1), interventions are proposed for all elements:

1. ranked with 1 (Hazardous, Inaccessible and Unsatisfactory) – highest priority for interventions.
2. ranked with 2 (Inaccessible and Unsatisfactory) – medium priority for interventions.
3. ranked with 3 (Unsatisfactory but acceptable) – low priority for interventions.

3.1. HIGHEST PRIORITY INTERVENTIONS

No.	Title	Module[1]	Building block[2]	Rationale (explanation)
1.	TWSIs Outside terminal (pedestrian crossing)	Approach to / departure from the site	Parking – car Parking – taxi Bus stop Paths and corridors	TWSIs should indicate the pedestrian crossings near the port terminal form both sides of the road. Since this is not in the jurisdiction of Port of Kotor, co-operation with stakeholders is necessary for implementing TWSIs in this area

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[1] DANOVA module of the intervention: *Approach and departure to and from the site; Entrance to the site; Inside circulation; Security screening and customs; Sanitary facilities; Shopping and catering facilities; Waiting areas; Departure point(s); Arrival point(s); Evacuation routes; Exit from the site*

[2] DANOVA building block of the intervention: *Parking – car; Parking – taxi; Bus stops; Tram stops; Train stops; Signs; Displays; Paths, corridors; Travellators / Passenger conveyers; Doors; Stairs; Ramps; Lifts; Escalators; Counters; Machines; Toilets; Service animal relief; Evacuation route.*

3.2. MEDIUM PRIORITY INTERVENTIONS

No.	Title	Module[3]	Building block[4]	Rationale (explanation)
1.	TWSIs within the terminal and adjoining building with toilets.	Entire site	Doors Signs Paths, Corridors (ticket office, the path to the building with the security and passport control, the path to the building with the toilets, the path to the terminal at the dock).	**There is no TWSIs outdoors or indoors.** In case of the departure, the TWSIs should lead from the stairs and the escalators starting at the top of the pedestrian subway (underpass) to the entrance and the ticket office of the site. For the arrivals, the same TWSIs are enough (the route is vice versa). For the departures, the TWSIs should lead to the entrance of the building where the security screenings and passport control are located. Since the toilets and the travel agency are located in the building next to it, it is important to place the TWSIs leading there. Outside TWSIs should lead up to the place where the terminal stand (arrivals/departures) is located. At that stand, the PRM staff from the ship will take over the passengers. In case of the arrivals, the position of the TWSIs is the same and can be used in the reverse direction. TWSIs to indicate: doors, stairs, curbs, TWSIs change of direction or junction, counters, stands, ticket office, travel agency room, toilets…
2.	TVSIs to public bus stops	Approach to / departure from the site	Bus Stop	**There is a public bus stop located around 300 meters from the entrance to the site. It could be beneficial to link these two locations with the TWSIs** **Tactile orientation plan at the bus stop providing information about the location of the bus station**, TWSIs, zebra crossings, taxi parking and entrances to the buildings (arrivals and departures) should be provided. Since this is not in the jurisdiction of Port of Kotor, coo-operation with stakeholders is necessary for implementing TWSIs in this area

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[3] State DANOVA module of the intervention: *Approach and departure to and from the site; Entrance to the site; Inside circulation; Security screening and customs; Sanitary facilities; Shopping and catering facilities; Waiting areas; Departure point(s); Arrival point(s); Evacuation routes; Exit from the site*

[4] State DANOVA building block of the intervention: *Parking – car; Parking – taxi; Bus stops; Tram stops; Train stops; Signs; Displays; Paths, corridors; Travellators / Passenger conveyers; Doors; Stairs; Ramps; Lifts; Escalators; Counters; Machines; Toilets; Service animal relief; Evacuation route*.

3.	Disability awareness training for staff	Entire site	Disability awareness training	There are **no accessibility policies** prescribed within the Company. The site is not involved in working directly with the passengers. It provides infrastructure for the ships to dock and provides room for security screenings, ticket office, passenger toilets and travel agencies. Therefore, **the site does not have the PRM service**. In the case of arrivals, the PRM service depends on the stakeholders (travel agencies) that use the site's infrastructure, and their PRM staff is responsible for the persons with reduced mobility. However, their responsibility lasts until the passengers disembark the ship and reach the terminal stand run by the site. **The recommendation is that at least one of the existing staff of the site (for example, security engineer or safety officer) attends the disability awareness training so he/she can assist PRM.** In the case of departures, one of the existing staff of the site trained in PRM can meet the person at the ticket office and provide assistance all the way to the terminal stand (security screening, passport control, travel agency, toilets), where the PRM staff from the stakeholders will take over
4.	Marking and signage	Entire site	Key points within the site (entrance, PRM corner, parking…)	**There are no colour stripes** on the floor that could help partly sighted people for easier navigation through Port of Kotor area. It should be implemented in the way to have as much contrast as possible from the floor surface for easy recognition. There are **no unified signs** in the port area that would enable passenger movement in the outdoor and indoor area, signs are often in form on A4 paper with no adequate font, illumination and glare.

3.3. LOW PRIORITY INTERVENTIONS

No.	Title	Module[5]	Building block[6]	Rationale (explanation)
4	Tactile orientation plan	Entrance to / exit from the site Inside circulation	Paths/Corridors	Tactile orientation plan of the layout that includes the passenger routs and directions for arrivals and departures could be beneficial. It could be placed before entering the site or at the ticket office.
5	Toilet signage	Entrance to / exit from the site Inside circulation	toilets - signs	The signs for the toilets (men, women, persons with disabilities) should be presented in large print/tactile letters and braille. The contrast between the background of the signs and the text should be high.
5	Creation of a comprehensive digital guide for the visually impaired passengers	Pre- and post-travel access to information	Website and smartphone-app	After the implementation of the interventions to the site that will improve its necessary accessibility features, it will be important to **create a comprehensive guide for the visually impaired passengers and make it available on the site's web pages and apps.** The guide should be digitally accessible to screen readers. Its content can be provided textually or in the form of the audio recordings. The example of the information that should be included in the guide: • how to ask for PRM assistance and what PRM assistance includes. For example, escort through the site – a) from the info desk to the departure point, b) from arrival point to the exit. Also, the description of situations where PRM staff can and cannot provide assistance. For example, the PRM staff can escort a person to the toilet, but cannot wait for the vessel with the person for more than 2 hours. The PRM staff can help a person navigate the catering facilities to eat and drink, but cannot assist in duty free shopping… • description on the TWSIs and tactile orientation plans (where to find them),

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[5] State DANOVA module of the intervention: *Approach and departure to and from the site; Entrance to the site; Inside circulation; Security screening and customs; Sanitary facilities; Shopping and catering facilities; Waiting areas; Departure point(s); Arrival point(s); Evacuation routes; Exit from the site*

[6] State DANOVA building block of the intervention: *Parking – car; Parking – taxi; Bus stops; Tram stops; Train stops; Signs; Displays; Paths, corridors; Travellators / Passenger conveyers; Doors; Stairs; Ramps; Lifts; Escalators; Counters; Machines; Toilets; Service animal relief; Evacuation route*.

				- the layout of the ground/first/second floor explained in text, - step by step direction on how to get to the departure points or how to exit the site when arriving by plane - the location of the toilets and how to find them by TWSIs - the information about the signage in Braille and where to find it - the explanation for the directional contrast stripes for the partially sighted - details about the amenities related to the site (for example, a list of shopping and catering facilities, rent-a-car stands, duty free shops, exchange office, travel agencies…).

4. ABOUT ASSESSMENT PROCESS

4.1. AUDIT TEAM

According to Application Form Dubrovnik Airport has been responsible to conduct assessment for accessibility to blind and partly sighted passengers for following partners:

➢ Dubrovnik Airport,
➢ Airports of Montenegro,
➢ Port of Kotor,
➢ Sarajevo Airport

In order to perform as quality assessment as can be done, Dubrovnik Airport identified audit team members to cover all needed fields in prescribed methodology. Audit team comprises of:

➢ technical representatives of Port of Kotor staff (Manager for international business) and Dubrovnik Airport staff (safety and compliance, passenger service), passage through port of Kotor was secured by compliance officer from Port of Kotor,
➢ technical experts from Croatian Blind Union with waste experience in conducting accessibility assessment,
➢ technical experts from CBU and representative of blind and party sighted member,
➢ technical expert from CBU for web accessibility assessment,
➢ other team members as needed in accordance to AF.

In order to get familiar with Port of Kotor and its specifics, Dubrovnik Airport has performed several on-line meetings with Port of Kotor operational staff and has asked them to fill general data of Assessment grid. This was done in initial planning phase after which Dubrovnik Airport made detail preparation phase for performing assessment in collaboration with CBU. Since operating activities of Port of Kotor is different than airport operations and activity, Dubrovnik Airport has also organised specific thematic on-line meetings in order to understand passengers flow and border line control at Port of Kotor.

During preparation phase all audit team members have attended assessment trainings organised by WP coordinator University of Maribor. Furthermore, several online internal meetings of audit team were held to discuss approach and testing plan for each specific location. Prior to performing assessment, Port of Kotor has prepared all necessary tables and adjusted them in order to follow real life passenger flow through landside and airside area. Once tables have been reviewed by Croatian Blind Union as an expert, on-field assessment has been arranged to take place at Port of Kotor in June 2021. ID documents and all needed data was sent in advance in order to speed up the process of issuing Guest ID's for audit team members in order to be able to asses arrival and departure zone accessibility once the border line is crossed.

Composition of audit team was as follows.

Leader:

Andreja Veljača: executive director of the Croatian Blind Union. Working in the field of promoting and improving the quality of life for visually impaired persons in Croatia. As a graduate lawyer, Andreja is closely acquainted with the legal framework related to the accessibility. Being legally blind, she is using the white cane for everyday orientation and mobility and has personal experience of barriers that visually impaired encounter while traveling. As a leader of the professional service in CBU, she shares the knowledge about the solutions and accessibility features promoting the independence of the visually impaired persons in every way.

Members:

Mladen Menićanin: assistive technology for the visually impaired specialist. His job description includes providing expert advice in production, installation and implementation of the accessibility features related to the blind and partially sighted persons. Accessibility features include tactile walking surface indicators, Braille and large print signage or other materials, tactile orientation plans etc.

Mladena Funtek: rehabilitation specialist for the visually impaired. In the past 8 years, Mladena has an experience in delivering rehabilitation programs to visually impaired persons with the goal of supporting them to become as independent as possible in every area of life. Her other roles include working with family members, different professionals and public in raising awareness about the visual impairment. In addition, as an orientation and mobility specialist, braille transcriptionist and tactile graphics designer she is familiar with the term of making environments, tools and information accessible. She is also delivering Visual Impairment Awareness training about the appropriate communication and guiding techniques while interacting with the visually impaired persons.

Bruno Tot: assistive technology and digital accessibility expert. Bruno is the employer of Croatian Blind Union. His job includes providing instructions to blind and partially sighted end users in using the technology, but also assessing the levels of digital accessibility and providing recommendations. He has a vast expertise in the area, and a lot of personal experience from using the technology in everyday life. Because of his visual impairment, which includes some residual vision, he relies on the techniques that are used by both blind (audio and braille output) and partially sighted persons (high contrast, screen enlargement).

Dubrovnik Airport audit team

Hrvoje Spremić, project manager of DANOVA. Project manager on several EU projects within DBV airport, however no previous experiences in respect of accessibility for blind and partly sighted.

Helena Drašković, thematic expert within DANOVA project, deputy operations center coordinator within DBV, no previous experience in respect of on accessibility for blind and partly sighted passengers.

Ivona Zec, thematic expert within DANOVA project, safety and compliance manager assistant within DBV

Port of Kotor audit team

Maja Danilović, manager for international business and project manager of DANOVA on behalf of Port of Kotor, no previous experience in respect of on accessibility for blind and partly sighted passengers

4.2. EXPERIENCES AND RECOMMENDATIONS

Assessment has been performed on 7. June 2021. During the assessment no major unexpected problems occurred, audit team was well prepared. Question that was raised during the assessment related to jurisdiction of the area in front of Port of Kotor for TWSIs implementation because these areas are not in jurisdiction of the Port of Kotor. Therefore, for installation of TWSIs involvement of other stakeholders (City of Kotor) is needed.

Also, parking areas bus station are not in jurisdiction of Port of Kotor, these are public grounds managed by City of Kotor, therefore assessment of accessibility of this departure points was not done.

It should be mentioned that Port of Kotor does not work directly with the passengers. It provides infrastructure for the ships to dock and only provides infrastructure for security screenings, travel agencies, ticket office as well as passenger toilets. Direct interaction with passengers is done by travel agencies, security agents and cruise operators. Port of Kotor does not have the PRM service so several sections of assessment were not applicable for Port of Kotor.

One of the points for discussion was direction of TWSIs from point of disembarkation as passengers are usually under responsibility of travel companies so tactile walking surfaces should lead from arrival dock to info desk of the travel agencies and cruise companies. Additionally audit team recommended that one or more employees of Port of Kotor are trained for providing support to passengers with mobility impairments so that they can assist them in dock area if needed.

There were no other issues that audit team has noticed during the assessment process or assessment methodology.

Measures identified have been prioritised in accordance to point 3. Prioritization of measures and implemented accordingly within DANOVA project according to the AF.

Figure 5: Assessment of accessibility of Port of Kotor

5. APPENDIX 1 - ASSESSMENT GRID

5.1. NATIONAL ENVIRONMENT

5.1.1. National regulations

Title/Name	Year adopted	Compulsory or recommended7	Related to EU/global standard (yes/no)	If yes, specify which one
Pravilnik O bližim uslovima i načinu prilagođavanja objekata za pristup i Kretanje lica smanjene pokretljivosti i lica sa invaliditetom	2013., 2015.	Compulsory	No	
Pravilnik o standardima pristupačnosti	2019.	Compulsory	No	

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7 If the document is of mandatory nature (meaning that it is compulsory) please state *"Compulsory"*. If the document provides guidelines/recommendations and it is not obligatory to comply with it, please state *"Recommended"*.

5.2. OFF-SITE ASSESSMENT

5.2.1. Site policies, service standards and awareness training

Accessibility policies			Assessment	Comments
Do policies on accessibility exist?	No		2 – inaccessible and unsatisfactory	Policies needs to be developed.
Do policies on accessibility include blind and partially sighted persons?	No		2 – inaccessible and unsatisfactory	
How are the policies implemented?	N/A		2 – inaccessible and unsatisfactory	
How is the implementation monitored	N/A		2 – inaccessible and unsatisfactory	
Does staff policy specifically require the staff to assist persons with visual impairments?	No, to be implemented		2 – inaccessible and unsatisfactory	
Has the staff been trained to assist persons with visual impairments in evacuation?	No, planned		2 – inaccessible and unsatisfactory	

Customer service standards			Assessment	Comments
Do customer service standards exist?	YES	International port policies	4 - Accessible and Acceptable	http://www.portofkotor.co.me/O-luci/dokumenta.html
Do customer service standards include blind and partially sighted persons?	YES	International and national regulations	4 - Accessible and Acceptable	http://www.portofkotor.co.me/O-luci/dokumenta.html
How are these service standards implemented?	According to Luka Kotor manual "Plan prihvatanja i upravljanja lučkim područjem" and International and national regulations		4 - Accessible and Acceptable	

How is the implementation monitored?	According to Luka Kotor manual "Plan prihvatanja i upravljanja lučkim područjem"	4 - Accessible and Acceptable	

Disability awareness training			Assessment	Comments
Is disability awareness training of staff members performed?	No		2 – inaccessible and unsatisfactory	Port of Kotor has no designated PRM service nor its staff is trained to perform such service. It is recommended that one ore more employees are trained for assisting persons with mobility impairments. .
Is every staff member trained?	No		2 – inaccessible and unsatisfactory	The recommendation is that at least one of the existing staff of the site (for example, security engineer or safety officer) attends the disability awareness training so he/she can assist PRM
Which aspects are covered in training?	No		2 – inaccessible and unsatisfactory	Once established, training should cover all aspects of PRM service.
Are specialized staff trainings performed (e.g., support for blind and visually impaired persons, for people with hearing disabilities, support for persons with reduced mobility etc)	No		2 – inaccessible and unsatisfactory	
Is visual impairment awareness training implemented?	No		2 – inaccessible and unsatisfactory	

5.2.2.Pre- and post-travel access to information

Website			Assessment	Comments
Does the audited site have its own website (stand-alone website)?	Yes.		4 - Accessible and Acceptable	https://www.portofkotor.co.me
Is website of the audited site compliant with W3C levels A/AA or AAA? (for stand-alone websites expert assessment is mandatory, for webpages within corporate websites, online tools can be used https://www.experte.com/accessibility to check accessibility of main webpage)	Yes	For now we don't have a possibility because in our country there are no adequate programs or professionals for implementation	4 - Accessible and Acceptable	☒ Compliance checked by the expert
Does the website provide information on the building (including accessible paths and facilities etc.) in suitable format (text)..	no		3 – Unsatisfactory but acceptable	After the implementation of the interventions to the site that will improve its necessary accessibility features, it will be important to create a comprehensive guide for the visually impaired passengers and make it available on the site's web pages and apps. The guide should be digitally accessible to screen readers. Its content can be provided textually or in the form of the audio recordings
Are there any online services accessible (e.g. live chat online)?	no		3 – Unsatisfactory but acceptable	Should be implemented
Are there any services offered at the audited site for blind and partially sighted persons) that can be booked online (e.g. personal assistance?). Is the application for booking them fully accessible?	no		3 – Unsatisfactory but acceptable	Should be implemented
If forms need to be filled in they can be filled electronically through an accessible software.	yes		2 – inaccessible and unsatisfactory	Technically possible, but far from optimal and acceptable. The form is difficult to access and then not properly optimized for accessibility.

Telephone services			Assessment	Comments
Are there any telephone services available?	yes	Information about site, weather and conditions concerning the arrival or departure, anchoring etc.	4 - Accessible and Acceptable	
If yes, are the services available 24/7?	yes		4 - Accessible and Acceptable	

Personalized assistive technologies			Assessment	Comments
Does the audited site support/enable use of personalized assistive technologies (such as AIRA)?	No		3 – Unsatisfactory but acceptable	

5.3. ON-SITE ASSESSMENT

5.3.1.Approach and departure to and from the site

PARKING - TAXI	Assessment		Comments
Are there accessible taxi parking bays reserved for persons with disabilities?	No	2 – inaccessible and unsatisfactory	Due to the fact that this is not in the jurisdiction of Port of Kotor, co-operation with stakeholders is necessary for implementing TWSIs in this area
Are the bays located at the main (accessible) entrance?	No	2 – inaccessible and unsatisfactory	
Are the bays compliant with national regulations in terms of: - size - location - signage	No	2 – inaccessible and unsatisfactory	
Is there TWSIs guidance in from taxi parking? Specifically, routes guiding from parking area to entry points of buildings and emergency routes.	No	1 - Hazardous, Inaccessible and Unsatisfactory	There is a taxi stop located around 10 meters from the entrance to the site. It could be beneficial to create link with TWSIs in the port
Is lighting adequate with no glare?	Yes	4 - Accessible and Acceptable	

BUS STOPS – Outside of perimeter of Port of Kotor	Assessment	Comments
Are alighting (disembarking) areas equipped for persons with disabilities?	N/A	Due to the fact that this is not in the jurisdiction of Port of Kotor, co-operation with stakeholders is necessary for implementing TWSis in this area
Is the space levelled, covered and out of the traffic lane?	N/A	
Does it have a step free route leading to entrance?	N/A	

Does not require the disabled person to cross the traffic lane?	N/A		
Does it have a TWSIs guidance path including directional, hazard warning and positional tiles directing to the entrance?	N/A		
There is adequate lighting and no glare.	N/A		
Are there acoustic information systems at place?	N/A		

ADDITIONAL RECOMMENDATION

Tactile orientation plan at the bus stop providing information about the location of the bus station, TWSIs, zebra crossings, taxi parkings and entrances to the buildings (arrivals and departures) should be provided.

PARKING - CAR - Outside of perimeter of Port of Kotor	Assessment	Comments	
Is a car-park available for visitors?	N/A		Due to the fact that this is not in the jurisdiction of Port of Kotor, coo-operation with stakeholders is necessary for implementing TWSIs in this area
Is the car-park clearly signed?	N/A		
Are there accessible parking bays reserved for persons with disabilities?	N/A		
Are the bays compliant with national regulations in terms of: - size - location - signage	N/A		
Are the bays located at the main (or accessible) entrance?	N/A		
Is there TWSIs guidance in the parking area? Routes guiding from parking area to entry points of buildings and emergency routes.	N/A		
Is lighting adequate with no glare?	N/A		

PATHS – from public access area to terminal and from terminal to ship docking area	Assessment		Comments
Is the floor slip-resistant in both wet and dry conditions?	Yes	4 - Accessible and Acceptable	
Is the floor level or with gradient according to regulations or standard (gentle slope (EN standard) or slope no more than 1:12 or a cross slope no more than 1:50 in the pathway (ISO standard))?	Yes	4 - Accessible and Acceptable	
Is there a colour contrast between the floor, walls, doors and the ceiling?	No	3 – Unsatisfactory but acceptable	There is no colour contrast on the floor.
Is there adequate light and no glare?	Yes	3 – Unsatisfactory but acceptable	Slight glare reflection possible due to the texture of the floor
Is the path free of any barriers or obstacles?	Yes	3 – Unsatisfactory but acceptable	Rubbish disposal can obstruct the path to toilets.
Are the paths maintained and kept free of unwanted barriers such as furniture, plants etc.?	Yes	4 - Accessible and Acceptable	

Is the path equipped with adequate tactile guidance (e. g. TWSIs) including directional, hazard warning and positional tiles provided for independent navigation?	No	1 - Hazardous, Inaccessible and Unsatisfactory	In case of the departure, the TWSIs should lead from the stairs and the escalators starting at the top of the pedestrian subway (underpass) to the entrance and the ticket office of the site. For the arrivals, the same TWSIs are enough (the route is vice versa). For the departures, the TWSIs should lead to the entrance of the building where the security screenings and passport control are located. Since the toilets and the travel agency are located in the building next to it, it is important to place the TWSIs leading there. Outside TWSIs should lead up to the place where the terminal stand (arrivals/departures) is located. At that stand, the PRM staff from the ship will take over the passengers. In case of the arrivals, the position of the TWSIs is the same and can be used in the reverse direction. Warning TWSIs should indicate: doors, stairs, curbs, TWSIs change of direction or junction, counters, stands, ticket office, travel agency room, toilets...
Is the path equipped with acoustic guidance?	No		no need

5.3.2.3.2. Entrance to the site

DOORS –Departures/Arrivals - Entrance/Exit	Assessment		Comments
Are automatic (preferably sliding) doors provided?	Yes	4 - Accessible and Acceptable	
There are no thresholds present at the door (ISO standard: less than 15 mm high).	Yes	4 - Accessible and Acceptable	
Do door frames contrast with the wall?	No	2 – inaccessible and unsatisfactory	Frames of the doors should be painted differently, in contrast to be more noticeable.
In case the doors are glass doors – do they have colour contrasting edging and door handles?	No	2 – inaccessible and unsatisfactory	The doors and the adjacent walls are made of glass. There are some markings on them, but they are not easily noticeable. During passengers present in port doors are always open.
Are Braille and tactile signs (TWSIs) provided at a door?	No	2 – inaccessible and unsatisfactory	There are no TWSIs marking the entrance of any doors, but they are needed. Both blind and partially sighted passengers will benefit from the TWSIs marking the entrance. The blind person using the white cane is not able to locate the entrance independently
Are Braille signs appropriately placed and of standardized size?	No	3 – Unsatisfactory but acceptable	There are no Braille markings.

SIGNS – Departures /Arrivals – Entrance/Exit		Assessment	Comments
Are visual directional signs placed in a way to constitute a logical orientation sequence from the starting point to different points of destination?	Yes	4 - Accessible and Acceptable	
Are visual signs easily understandable (designed to be simple and easy to interpret, the message is unambiguous)	Yes	4 - Accessible and Acceptable	
Are visual signs readable and legible for people with visual impairments?	No	2 – inaccessible and unsatisfactory	Inadequate colour and contrast, font size
Are visual signs well illuminated with no glare?	No	2 – inaccessible and unsatisfactory	There are no visual signs in most of the area as such, they are placed on A4 format
Is sufficient and adequate tactile guidance (e.g. TWSIs) provided along the relevant paths?	No	1 - Hazardous, Inaccessible and Unsatisfactory	No, there are no TWSIs Tactile orientation plan should be implemented
Are orientational signs accompanied with signs/information in relief (raised lettering)?	No	2 – inaccessible and unsatisfactory	Tactile orientation plan should be implemented
Is information in relief (raised lettering) appropriately placed and of standardized size?	No	2 – inaccessible and unsatisfactory	Tactile orientation plan should be implemented
Are orientational signs accompanied with signs/information in Braille?	No	2 – inaccessible and unsatisfactory	Tactile orientation plan should be implemented
Are Braille signs appropriately placed and of standardized size?	N/A		Not applicable for the signs (tactile orientation plan should compensate for this)
Is a complementary audible information system provided?	No	N/A	Voice announcement at the doors could be a plus

DISPLAYS – Departures/Arrivals- Entrance /Exit	Assessment	Comments
Is information on displays easily understandable (designed to be simple and easy to interpret, the message is unambiguous)	NO	2 – inaccessible and unsatisfactory	No display information
Are displays readable and legible for partially sighted people?	No	2 – inaccessible and unsatisfactory	
Are displays well illuminated with no glare?	No	2 – inaccessible and unsatisfactory	
Is tactile guidance (TWSIs) available alongside displays?	No	2 – inaccessible and unsatisfactory	
Is there sufficient visual guidance (signage, visibility of display etc.) available to detect display easily?	No	2 – inaccessible and unsatisfactory	
Is it possible to get very close to the display to read the information?		2 – inaccessible and unsatisfactory	

5.3.3. Inside circulation

PATHS, CORRIDORS – Departures/Arrivals		Assessment	Comments
Is the floor slip-resistant in both wet and dry conditions?	Yes	4 - Accessible and Acceptable	
Is the floor level or with gradient according to regulations or standard (gentle slope (EN standard) or slope no more than 1:12 or a cross slope no more than 1:50 in the pathway (ISO standard))?	yes	4 - Accessible and Acceptable	
Is there a colour contrast between the floor, walls, doors and the ceiling?	NO	2 – inaccessible and unsatisfactory	There is no adequate colour contrast
Is there adequate light and no glare?	No	2 – inaccessible and unsatisfactory	Glass surface contrast
Is the path free of any barriers or obstacles?	No	3 – Unsatisfactory but acceptable	Queue barriers could pose a problem to visually impaired passengers, as well as machines
Are the paths maintained and kept free of unwanted barriers such as furniture, plants etc.?	Yes	4 - Accessible and Acceptable	
Is the path equipped with adequate tactile guidance (e.g.TWSIs) including directional, hazard warning and positional tiles provided for independent navigation?	Yes	2 – inaccessible and unsatisfactory	There are no TWSIs within the perimeter of Port of Kotor, nor inside nor outside area
Is the path equipped with acoustic guidance?	No	2 – inaccessible and unsatisfactory	No need

SIGNS – Departures/arrivals - outdoors		Assessment	Comments
Are visual directional signs placed in a way to constitute a logical orientation sequence from the starting point to different points of destination?	Yes	4 - Accessible and Acceptable	
Are visual signs easily understandable (designed to be simple and easy to interpret, the message is unambiguous)	Yes	4 - Accessible and Acceptable	
Are visual signs readable and legible for people with visual impairments?	NO	3 – Unsatisfactory but acceptable	Inadequate colour and contrast, font size
Are visual signs well illuminated with no glare?	NO	3 – Unsatisfactory but acceptable	There are no visual signs in most of the area as such, they are placed on A4 format
Is sufficient and adequate tactile guidance (e.g. TWSIs) provided along the relevant paths?	NO	2 – inaccessible and unsatisfactory	There are no TWSIs within the perimeter of Port of Kotor, nor inside nor outside area
Are orientational signs accompanied with signs/information in relief (raised lettering)?	NO	2 – inaccessible and unsatisfactory	Not applicable for the signs (tactile orientation plan could provide it).
Is information in relief (raised lettering) appropriately placed and of standardized size?	NO	2 – inaccessible and unsatisfactory	Not applicable for the signs (tactile orientation plan could provide it).
Are orientational signs accompanied with signs/information in Braille?	NO	2 – inaccessible and unsatisfactory	Not applicable for the signs (tactile orientation plan could provide it).
Are Braille signs appropriately placed and of standardized size?	NO	2 – inaccessible and unsatisfactory	Not applicable for the signs (tactile orientation plan could provide it).
Is a complementary audible information system provided?	NO	2 – inaccessible and unsatisfactory	No (tactile orientation plan could provide it, or PRM corner for visually impaired)

COUNTERS- Departures/Arrivals (Information desk)		Assessment	Comments
Does the counter contrast in colour with the adjacent background?	NO	2 – inaccessible and unsatisfactory	
Is the counter-top adequately illuminated?	NO	2 – inaccessible and unsatisfactory	
Is the counter to surface non-reflective?	yes	4 - Accessible and Acceptable	
Is there sufficient visual guidance (signage, visibility of the doors etc.) available to detect and identify the counter easily?	NO	2 – inaccessible and unsatisfactory	There is no info desk for passengers, there is just one counter for passengers
In case of glass empanelled counter is there a microphone that is used by the staff?	NO	2 – inaccessible and unsatisfactory	
Is there live assistance available at the counter to guide persons to their destination?	YES	4 - Accessible and Acceptable	
TWSIs lead directly to the counters – or – there is one counter designated to all people with disabilities and it is equipped with accessibility features?	NO	1 – hazardous, inaccessible and unsatisfactory	Just one counter available for passengers There are no TWSIs within the perimeter of Port of Kotor, nor inside nor outside area

COUNTERS- Departures/Arrivals (Police/Custom)		Assessment	Comments
Does the counter contrast in colour with the adjacent background?	NO	2 – inaccessible and unsatisfactory	
Is the counter-top adequately illuminated?	NO	2 – inaccessible and unsatisfactory	
Is the counter to surface non-reflective?	NO	2 – inaccessible and unsatisfactory	
Is there sufficient visual guidance (signage, visibility of the doors etc.) available to detect and identify the counter easily?	no	3 – Unsatisfactory but acceptable	There is no info desk for passengers or counters for ticket purchase, there are two counters, one for immigration and one for border control
In case of glass empanelled counter is there a microphone that is used by the staff?	NO	2 – inaccessible and unsatisfactory	
Is there live assistance available at the counter to guide persons to their destination?	YES	4 - Accessible and Acceptable	
TWSIs lead directly to the counters – or – there is one counter designated to all people with disabilities and it is equipped with accessibility features?	NO	1 – hazardous, inaccessible and unsatisfactory	Just one counter available for passengers
There are no TWSIs within the perimeter of Port of Kotor, nor inside nor outside area

5.3.4. Security screening and customs

SIGNS – security screening – departures/arrivals	Assessment	Comments
Are visual directional signs placed in a way to constitute a logical orientation sequence from the starting point to different points of destination?	NO	2 – inaccessible and unsatisfactory	
Are visual signs easily understandable (designed to be simple and easy to interpret, the message is unambiguous)	NO	2 – inaccessible and unsatisfactory	
Are visual signs readable and legible for people with visual impairments?	no	3 – Unsatisfactory but acceptable	Font should be larger, and contrast more pronounced
Are visual signs well illuminated with no glare?	no	3 – Unsatisfactory but acceptable	There is a lot of glare from glass surfaces
Is sufficient and adequate tactile guidance (e.g. TWSIs) provided along the relevant paths?	no	2 – inaccessible and unsatisfactory	
Are orientational signs accompanied with signs/information in relief (raised lettering)?	no	2 – inaccessible and unsatisfactory	Tactile orientation plan providing the layout of the indoor area should include the security screenings position
Is information in relief (raised lettering) appropriately placed and of standardized size?	no	2 – inaccessible and unsatisfactory	Should be provided on the tactile orientation plan
Are orientational signs accompanied with signs/information in Braille?	no	2 – inaccessible and unsatisfactory	Should be provided on the tactile orientation plan
Are Braille signs appropriately placed and of standardized size?	no	2 – inaccessible and unsatisfactory	Should be provided on the tactile orientation plan
Is a complementary audible information system provided?	no	2 – inaccessible and unsatisfactory	No need

COUNTERS - Security		Assessment	Comments
Does the counter contrast in colour with the adjacent background?	NO	2 – inaccessible and unsatisfactory	
Is the counter-top adequately illuminated?	NO	2 – inaccessible and unsatisfactory	
Is the counter to surface non-reflective?	NO	2 – inaccessible and unsatisfactory	
Is there sufficient visual guidance (signage, visibility of the doors etc.) available to detect and identify the counter easily?	no	3 – Unsatisfactory but acceptable	For partially sighted they are hard to locate and notice the numbers
In case of glass empanelled counter is there a microphone that is used by the staff?	NO	2 – inaccessible and unsatisfactory	
Is there live assistance available at the counter to guide persons to their destination?	YES	4 - Accessible and Acceptable	
TWSIs lead directly to the counters – or – there is one counter designated to all people with disabilities and it is equipped with accessibility features?	NO		Just one counter available for passengers

5.3.5.Sanitary facilities

TOILETS- Departures –Landside – Check-in area		Assessment	Comments
Accessible toiles are available on all floors of the building?	Yes	4 - Accessible and Acceptable	
Accessible toilets are clearly marked?	No	3 – Unsatisfactory but acceptable	They should me marked more specifically with visual signage
The accessible toiles have signs in Braille?	No	3 – Unsatisfactory but acceptable	Should be directly on the doors indicating (toilet for man, women, people with disabilities)
Toilet door must be outward opening, double hinged or sliding type.	Yes	4 - Accessible and Acceptable	
The floor-surface of the toilet is non-slippery?	Yes	4 - Accessible and Acceptable	
The toilet is well illuminated with no glare?	Yes	4 - Accessible and Acceptable	
There is a colour contrast between the floor, wall and sanitary fittings?	NO	2 – inaccessible and unsatisfactory	
Is there an alarm system within easy reach to alert persons outside, in case of emergency?	No	2 – inaccessible and unsatisfactory	
The door can be locked from inside but also released from outside in case of emergency	No	2 – inaccessible and unsatisfactory	
It is kept clean and well-maintained.	Yes	4 - Accessible and Acceptable	

Is there sufficient visual guidance (signage, visibility of the doors etc.) available to detect and identify the toilets easily?	No	2 – inaccessible and unsatisfactory	Some signs marking the toilets are not properly positioned. They are not located on the door, but several centimetres away, which can cause confusion (sometimes on the left/right wall on the sides)

SIGNS – Departures/Arrivals		Assessment	Comments
Are visual directional signs placed in a way to constitute a logical orientation sequence from the starting point to different points of destination?	Yes	2 – inaccessible and unsatisfactory	It is a bit difficult to orientate. The signs for the toilets (men, women, persons with disabilities) should be presented in large print/tactile letters and braille. The contrast between the background of the signs and the text should be high.
Are visual signs easily understandable (designed to be simple and easy to interpret, the message is unambiguous)	Yes	2 – inaccessible and unsatisfactory	The signs are usually in A4 format sticked to the wall
Are visual signs readable and legible for people with visual impairments?	No	3 – Unsatisfactory but acceptable	Font should be larger, and contrast more pronounced
Are visual signs well illuminated with no glare?	no	3 – Unsatisfactory but acceptable	There is a lot of glare from glass surfaces
Is sufficient and adequate tactile guidance (e.g. TWSIs) provided along the relevant paths?	no	2 – inaccessible and unsatisfactory	TWSIs could lead from PRM waiting areas to the toilet
Are orientational signs accompanied with signs/information in relief (raised lettering)?	no	2 – inaccessible and unsatisfactory	The sanitary facilities should be marked on the tactile orientation plan placed in the PRM section
Is information in relief (raised lettering) appropriately placed and of standardized size?	No	2 – inaccessible and unsatisfactory	Tactile orientation plan
Are orientational signs accompanied with signs/information in Braille?	No	2 – inaccessible and unsatisfactory	Tactile orientation plan
Are Braille signs appropriately placed and of standardized size?	No	2 – inaccessible and unsatisfactory	Tactile orientation plan

Is a complementary audible information system provided?	no	2 – inaccessible and unsatisfactory	Corner for the visually impaired

5.3.6. Exit from the site

See chapters 5.3.1 and 5.3.2.