

Milano



ACCESSIBLE ARCHITECTURE IN EXPO TIMES

Milan, a city that becomes
accessible... starting from Expo 2015

*May 2015, 25/th
Politecnico di Milano*

Milano

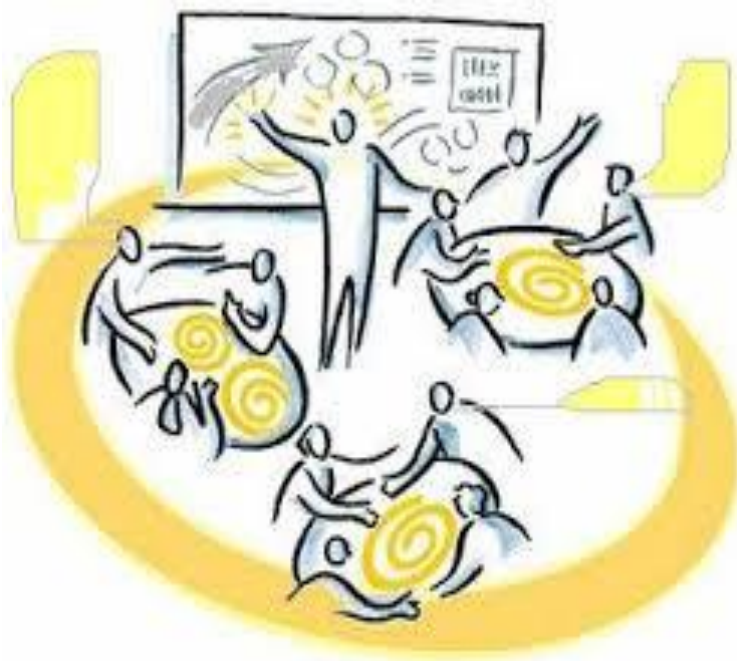


Universal Exposition 2015: opportunities and challenges





THE TASK FORCE FOR ACCESSIBILITY



March
2014
31/th

Setting up of the Task force
for accessibility for EXPO
Milano 2015 , composed of
many partners and
stakeholders

F. Bompreszi was designed
as Associations'
spokesperson for Expo
Accessibility

October
2014
24/th

Adoption of the City
Administration Resolution 2083
that recognizes the work of the
Task Force and specifies its
activities



City
Administration
Resolution
2083

Guidelines define:

- Areas of interest of the Task Force and its organisation
- Main objectives and goals of the Task Force
- Areas of interest and operative objectives of each working group
- Methodology and progressive steps

Main Objectives



To develop and support the processes for:



Promoting and improving reception, welcome and accessibility for people w. d. and for reduced mobility people (people with special needs generally speaking) to Expo and to our city «nobody excluded »



Activating, enhancing and making permanent and structured the coordination and co-operation between the Municipality of Milan and disability stakeholders, taking advantage of their specific and deep competences , having attention to different disabilities and needs



Identifying and sharing priorities and objectives to address projects and interventions that will be defined/presented/carried out by the Municipality of Milan as well as by the Municipality together with other partners

Task Force Components



- Comune di Milano
- Regione Lombardia
- ASL Milano
- Hospitals
- AREU
- University
- Società Municipalizzate
- Non profit Sector
- Associations
- Enterprises

General Dept.: Social policies and Health culture; Mobility, Transportation, Local Marketing and Productive activities, Arts and Culture, Technical infrastructure, Tourism, etc.





Task Force's items

1	Accessible itineraries And Mobility	Ensuring accessibility to all paths connected to Expo and the best fruition of the City during Expo time
2	Accessible reception	Ensuring good capacity of hotels, as well as commercial and touristic subjects to be welcoming and warm with p.w.d
3	Emergency and Safety	Make information about emergency and safety accessible and known
4	Coordination with Expo management	To ensure common view and same approach to accessibility in any relevant aspect
5	Welcoming services	To guarantee that information services will be able to give information accessible, integrated, complete and clear to p.w.d.
6	Accessible information	To ensure that information website and other information and communication instruments will be accessible



- **EXPOFACILE.IT** is the main project realised for Expo time
- It is promoted by **the Regional Administration of Lombardy** and the **Local Municipality of Milan** and carried out by the **main Lombardy associations of persons with disabilities** with the **support of Unicredit Foundation**
- In the website are collected, organized and presented **useful information for visitors to EXPO 2015 with disabilities or with specific needs**
- Specific information on **transportation**
- Information from reliable surveys on accessibility of **hotels , restaurants , museums and monuments** (using *village for all* methodology- V4A® is the International Quality Brand Hospitality for All)
- Information about city **accessible itineraries** that allow p.w.d. to visit artistic and historical sites and best places in Milano



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Milano 2015

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“ Information for tourists with disabilities and special needs ”

News



Expo, the Mobilty Center hires mobility scooters and wheelchairs

Mobility Center is a service hire that allows persons with disability or seniors with mobility impairment to move autonomously in the Expo area, using four wheel mobility scooters and hand wheel chairs.



"Info Disabilità Expofacile" at Expo 2015



The "Info Disabilità Expofacile" service, which will be available for the duration of Expo 2015 on the exhibition site itself, is the information point provided by the Lombardy Regional Council for visitors with disabilities and special needs.



Accessible Tourism in Milan 9 itineraries



Expo 2015, reduction ticket for certain categories of visitors

Concession tickets are available for certain categories of visitor and, where applicable, those accompanying them, including

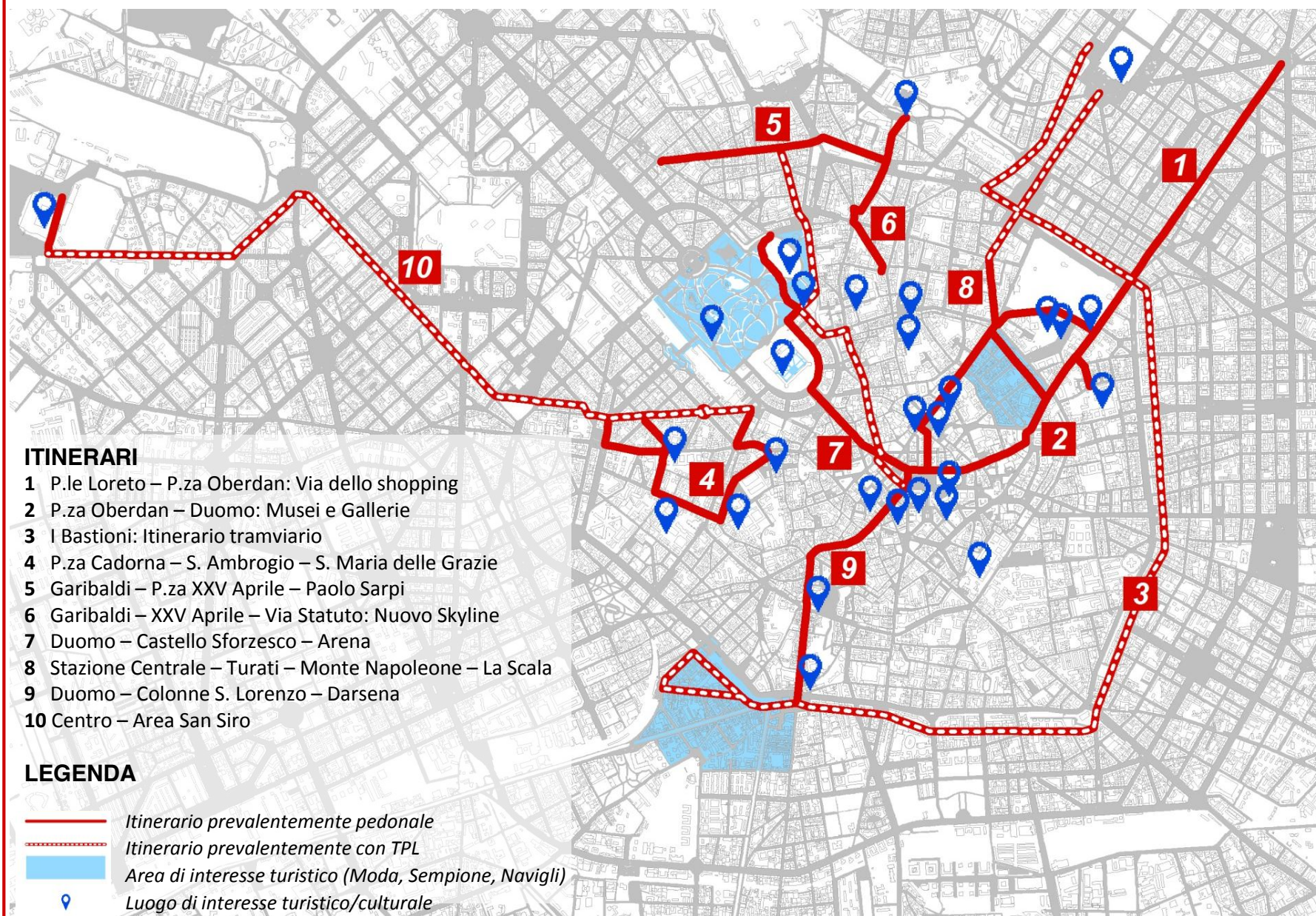


Database



- And also information useful in **emergency situations** and for the **safety of tourists** with disabilities as well as information concerning Chemists, health districts, First aid, hospitals, assistive technologies, equipment, etc.
- The website is presented in two versions , **English** and **Italian** and can be downloaded with an App
- It can be accessed from the websites of the Lombardy Region , Expo 2015, Expo in the city , Ledha - Fand , APP tourism Lombardy Region, etc.

10 accessible itineraries





10 ITINERARIES

- **the itineraries** are identified to offer **tourists w.d.** the opportunity to discover the beauties of Milan, taking into account that - like many large cities - it is not fully accessible, but not "impossible" to visit either
- Along the itineraries, **various works have been completed and others are in progress, aimed at tackling the most pressing problems** and improving accessibility, being aware that it has not been possible to make everything fully accessible in time for the Expo
- But ..Pavements along the itineraries are now accessible as well as bus stops...



10 ITINERARIES

- For each itinerary the website provides a **brief description** of the most interesting places to visit (churches, museums, buildings), and it suggests a route that can lead p.w.d. to the various points of interest, specifying accessible metro, bus or “tram” to reach them, and accessible stops.
- People are also informed about traffic lights along the route that are generally equipped with beeper for people visually impaired; if they are not present, it is specified in the text.

PROJECTS FOR ACCESSIBILITY OF PEOPLE WITH SENSORY DISABILITY



- In the occasion of EXPO 2015 the City Administration of Milan is financing 11 projects to promote accessibility to Expo and to Milan for people with sensory disability, implemented by Associations or Cooperatives.

Projects are aimed at realizing Expo Guide for blind people in Braille, or at ensuring sign language guides in museums, or at organizing visit at Expo site, etc.

The Administration of Milan has allocated almost 80.000 €.



MAKE THE CITY MORE WELCOMING

- Awareness and training workshops have been organised and offered to people working in the commercial, touristic and sector
- Awareness and training workshops have been also addressed to museum operators, tourists' guides , operators of call centers and information points
- In **EXPOFACILE.IT** site it is also available a platform aimed at workers wishing to develop their abilities in the reception of people with disabilities and special needs (www.milanoaccogliente.it)
- People can also contact the site and inform us about specific requirements by email at info@expofacile.it
- Information campaign with videos and brochures has been implemented to make the web site well known

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Comune
di Milano

Expo But not only Expo



➤ Delibera G.C. n. 440 the 7th of March 2014
Guidelines for elaborating and realising the Local Plan to eliminate architectural barriers (P.E.B.A.) provided by Law n. 41 /1986

An internal technical working group has been set up and it is composed by referent of competent Sectors of Administration
The Social Policies Dep – Disability S. is responsible for the dialogue and co-operation with Disability takeholders in the wake of the methodology adopted for Expo

Work in progress

10,8 millions Euro allocated to remove the architectural barriers, including:

3,8 millions Euro to the first access to primary schools

3 millions Euro to upgrade the lifts in the council houses and in the underground stations

1 millions Euro to improve the bus stations



Car parks: The City Administration of Milan issues the blue European parking permits to exhibit in order to circulate through the whole city, including the traffic-restricted areas

Taxies: Thanks to a grant provided by the City Administration of Milan more than 20 new taxies accessible for people w.d. are circulating.
We plan to increase this number
They have much longer schedule than the ordinary taxies

Milano



**THANK YOU
FOR YOUR ATTENTION**