D.3.3.1 Pilot Action Evaluation Report

DANOVA NEXT
Smart Transport Network for the accessibility of Passengers with disabilities and reduced mobility in the Danube Region through innovative services

Mai 2026

Dissemination level	***Public***
Activity	***A.3.3. – Impact Evaluation***
Deliverable	***D.3.3.1 Pilot Evaluation Guide***
Coordinating partner	***WU Vienna University of Economics and Business***
Contributors	***Emily Egger, Amelie Wieland, Manuel Tuscher***
Due date of deliverable	***15.05.2026***
Actual date of deliverable	***17.05.2026***
Status (F: final, D: draft)	***F***
File name	***DANOVA NEXT D.3.3.1 Pilot Evaluation***

TABLE OF CONTENTS

TABLE OF CONTENTS 2
1. Introduction 3
2. General Information about the Pilot Action Evaluation 4
3. KPIs of Implemented Pilot Measures 5
3.1 Mandatory for All Project Partners 5
3.2 Built Environment and Equipment Enhancements 6
3.3 Digital & Navigation Solutions 9
3.4 Organizational Solutions 12
4. Evaluation of Pilot Implementation 13
4.1 Mandatory KPIs for All Project Partners 13
4.2 Built Environment and Equipment Enhancements 18
4.3 Digital & Navigation Solutions 21
4.4 Organizational Solutions 23
5. Summary of Reported KPIs by Transport Partners 26
5.1 Built Environment and Equipment Enhancements 26
5.2 Digital & Navigation Solutions 28
5.3 Organisational Solutions 29
Annex 1: Mandatory KPIs for all project partners 1
Annex 2: Built environment and equipment enhancements 3
Annex 3: Digital & Navigation Solutions 6
Annex 4: Organizational solutions 8
Annex 5: List of relevant Measures/Solutions for each Transport Partner 9

1. Introduction

The DANOVA NEXT project operates within the framework of the Interreg Danube Region Programme 2021–2027, a component of the European Union's Cohesion Policy aimed at fostering cross-border cooperation and regional development. The primary objective of DANOVA NEXT is to enhance transport accessibility for passengers with disabilities and reduced mobility (PRM) across the Danube Region.

DANOVA NEXT is oriented towards designing and carrying out coordinated pilot initiatives, as well as creating a macro-regional strategy aimed at improving accessibility in the transport sector. The Strategy for Accessible Transport in the Danube Region will support organisations in addressing accessibility-related issues and goals over the medium and long term. It will also function as a practical reference for policymakers, transport service providers, and other relevant actors, assisting them in aligning their efforts and implementing transport solutions that are inclusive and accessible to all.

Interreg Danube Region Programme (DRP)

The Interreg Danube Region Programme is a European Union initiative that supports transnational cooperation in the Danube region. It unites 14 countries, comprising both EU Member States and non-EU countries, in a joint effort to address shared challenges and explore common opportunities. The programme aims to improve policy development, innovation, environmental protection, and social inclusion across the region. It is funded by the European Regional Development Fund (ERDF), IPA (Instrument for Pre-accession Assistance), and ENI/NDICI (European Neighbourhood Instrument/ Neighbourhood, Development, and International Cooperation Instrument).

Purpose of the document:

The Pilot Action Evaluation Report assesses the impact of the pilot actions implemented by all transport partners through an analysis of the KPIs measured before and after implementation. It provides a summary of the Key Performance Indicators (KPIs) that were established to systematically evaluate the outcomes and effects of each measure conducted in the pilots. Additionally, the report compares the KPI values recorded prior to implementation with those measured afterward, drawing conclusions about the effectiveness of the pilot actions. This report serves as a comprehensive conclusion on the success of the pilot initiatives, offering a structured and analytical approach to impact assessment.

2. General Information about the Pilot Action Evaluation

After the agreed pilot actions were implemented, each transport partner completed a pilot evaluation reporting the measured KPIs in a separate document. The partners provided concise descriptions of the pilot actions they carried out and submitted data on the relevant KPIs both before and after implementation. These KPIs had been established prior to the pilot phase to ensure consistent and systematic measurement of outcomes. Detailed information regarding each partner's pilot actions and the corresponding KPI data can be found in Deliverable D.3.3.1 Pilot Evaluations.

This Pilot Action Evaluation Report is based on the pilot evaluation documents submitted by all partners. The collected KPIs have been analysed by comparing the figures recorded after implementation with those measured beforehand. Additionally, the report compares KPIs across different transport partners who implemented the same pilot actions, allowing for a broader assessment of effectiveness and impact. This comparative analysis helps to identify best practices and areas for improvement, providing valuable insights into the overall success of the pilot initiatives. By systematically evaluating and contrasting the KPI data, this report aims to present a clear and evidence-based understanding of the pilot actions' outcomes, supporting future efforts to enhance accessibility in transport across the Danube Region.

3. KPIs of Implemented Pilot Measures

The following section outlines and describes all the KPIs that have been measured throughout the project. The KPIs are categorized into four groups: mandatory KPIs applicable to all project partners, KPIs related to build environment and equipment enhancements, KPIs addressing digital and navigation solutions, and KPIs concerning organizational solutions. A summary of which pilot action was implemented by each transport partner and the corresponding KPIs can be found in Annex 5: List of relevant Measures/Solutions for each Transport Partner.

3.1 Mandatory for All Project Partners

The mandatory KPIs apply to all project partners and include general app testing to ensure that information remains up to date, accurate, and continuously available, as well as the monitoring of user experience, including indicators such as the number of website visitors. They further require ensuring website and mobile accessibility, establishing a Disability Advisory Committee to integrate the perspectives of persons with disabilities, and setting up thematic tables to facilitate structured exchange and continuous stakeholder collaboration.

Danova Next App - testing

A key intervention was the testing and promotion of the DANOVA NEXT web application, designed to support barrier-free travelling through more accessible route planning and better orientation in transport environments.

During the app testing phase, particular attention was given to the *availability and timeliness of information*, ensuring that users could access accurate and up-to-date content at all times. In addition, *user satisfaction* and overall experience were evaluated, alongside analytics such as the number of users accessing the web page.

Website & Mobile Accessibility

Within the project website, an accessibility section was created to provide structured and up-to-date accessibility-related information, serving as an important reference point for users seeking barrier-free transport data and guidance. The testing of the website and mobile application further focused on the *availability and timeliness of information* across both platforms. In addition, the *number of website visits and page views* within a given time period was monitored using tools such as Google Analytics, providing valuable insights into user engagement and usage patterns.

Disability Advisory committee

A Disability Advisory Committee is to be established to ensure continuous and structured engagement with representatives of persons with disabilities. The committee will serve as

a platform for consultation, enabling stakeholders to provide input on accessibility measures, identify existing barriers, and contribute to the inclusive development of infrastructure and services. Through this initiative, long-term improvements in accessibility and user experience can be effectively supported.

Thematic tables

Thematic tables are to be established to facilitate focused discussions on key areas of accessibility and inclusion. These working groups will bring together relevant stakeholders to address specific topics such as communication, mobility, infrastructure, and digital accessibility. By enabling structured and topic-specific exchange, the thematic tables will support the development of targeted solutions and contribute to the continuous improvement of accessible services and environments.

3.2 Built Environment and Equipment Enhancements

TWSI and Braille Signage

Budapest Airport (PP2) installed tactile strips on the outdoor pedestrian paths of the departure and arrival concourses for visually impaired and blind passengers. Tactile strips are installed on approximately 400 meters of both concourse levels. This further assist passengers in navigating towards the entrances of Terminal 2.

The **regional port authority of Pula (PP7)** installed tactile guidance strip, including two stair sections, near the catamaran ticket sales area to help visually impaired and blind individuals navigate safely to the maritime border crossing point.

The impact is evaluated by reporting on the *coverage* of TWSI and Braille Signage usage before and after the implementation.

Hearing Loop Systems and Devices

Dubrovnik Airport (LP1) purchased 5 fixed and 5 mobile hearing loop devices which are placed on all key areas of DBV terminal such as: info desk on landside and airside area, entry to security control area, lost and found, airport ticket office, gates (Schengen and Non-Schengen). The hearing loop system transmits audio signals directly to hearing aids with T-coil, reduces background noise, reverberation and improving speech clarity for users.

Airports of Montenegro (PP3) implemented a hearing loop system at the information desk / PRM meeting point. The hearing loop system enables direct audio transmission to hearing aids, reducing background noise and improving speech clarity.

Sarajevo International Airport (PP4) has already implemented hearing loop system and devices before the DANOVA NEXT project.

Port of Kotor (PP6) installed an induction loop system at the police counter in the passenger terminal's transit zone. This system is designed to improve communication for state control authorities during the boarding and disembarkation of passengers who use hearing aids.

The **regional port authority of Pula (PP7)** installed a specially designed digital information display with an integrated hearing loop system to support deaf and hard-of-hearing users.

At **Municipality of Maribor (PP8)**, due to technical constraints of the ticket office layout, integrated hearing loop and intercom systems were implemented where appropriate.

Czech Smart City Cluster (PP9) installed a hearing loop system at the Prague Main railway station.

The impact of the pilot action is measured by reporting on the *coverage* of absolute number of loops installed compared to the total are and the number of communication points.

Vertical ramp

Dubrovnik Airport (LP1) implemented a vertical ramp for PRM passengers and enables an accessible alternative to stairs and escalators. The implementation ensures smoother and safer movement for wheelchair users and other with limited mobility.

The project partner reported on the *coverage* of vertical ramps before and after the project implementation.

Portable stair climbing device

Public Transport Company Bratislava (PP10) purchased a stair climbing device and a compatible wheelchair to facilitate access for PRMs.

Figures on the number of stair climbing devices and compatible wheelchairs before and after the pilot action were reported by the project partner to measure the *coverage*.

(Non-Metallic) wheelchairs

13 Plastic wheelchairs are available throughout the terminal for general mobility support at the **Dubrovnik Airpor**t **(LP1)**. The objective is to ensure smooth transfer of passengers in airport terminal and to raise comfort of PRM when going through security control.

Non-metallic wheelchairs were introduced by **Airports of Montenegro (PP3)** at the passenger terminal security checkpoint, allowing users to pass through walk-through metal detectors (WTMD) without triggering alarms and ensuring a more efficient and less intrusive screening process.

Sarajevo International Airport (PP4) procured wheelchairs to strengthen operational capacity for providing assistance to PRM. The implementation supports the practical implementation of improved PRM assistance practices.

Chisinau International Airport Eugen Doga (PP5) has implemented airport standard professional wheelchairs which are primarily intended for transfer passengers within the terminal. Further they implemented evacuation wheelchairs for evacuating PRM passengers during emergencies, following established emergency procedures.

Port of Kotor (PP6) has purchased three non-metal wheelchairs. Used to facilitate the movement of persons with reduced mobility within the embarkation and disembarkation area, as well as their passage through metal detectors. It provides full coverage of the entire area.

The **regional port authority of Pula (PP7)** procured one wheelchairs and made it available at the port for emergency situations and to assist PRM during their stay and movement within the port area.

The impact is evaluated by reporting on the *ratio of non-metallic chairs to the total number* before and after the pilot implementation.

Specialized wheelchairs for aircraft boarding

Dubrovnik Airport (LP1) procured three new specialized wheelchairs for aicraft boarding which are designed for use in narrow aisles and aircraft cabines. These are extremely narrow, non-folding chairs with specialized handlebars and brakes, designed specifically to move down the aircraft aisle.

Figures reported on the *coverage* of specialized wheelchairs for aircraft boarding are used to evaluate the pilot's impact.

Adjusted corner and info desk for other PRMs

Dubrovnik Airport (LP1) upgraded PRM corner with info desk and totem to improve comfort, visibility and accessibility for passengers requiring assistance.

Airports of Montenegro (PP3) implemented a wheelchair-accessible Lost and Found counter in the Arrivals area of the passenger terminal. It features a lowered counter with adequate knee clearance, accessible signage, and an integrated hearing loop system, and is connected to the existing TWSI system.

Municipality of Maribor (PP8) implemented 15 m^2 (out of130 m^2) of lowered service counter to improve accessibility for wheelchair users and enable more independent use of ticketing and information services.

Public Transport Company Bratislava (PP10) has upgraded all its sales points to ensure full coverage, and every location is now fully accessible (barrier-free).

The impact is evaluated by analysing the reported figures on the *coverage* comparing the area covered to the total area.

Accessible seating and rest areas

Dubrovnik Airport (LP1) upgraded PRM corner with seating area and PRM seats to improve comfort, visibility and accessibility for passenger requiring assistance. Dubrovnik Airport reported on the *coverage* provided before and after the pilot implementation.

Electric vehicle purchase

Airports of Montenegro (PP3) procured two low-chassis electric vehicles to facilitate easier boarding, used for transporting PRM passengers and stretcher cases between the terminal and the aircraft.

Port of Kotor (PP6) have been acquired two specialized electric vehicles to assist persons with disabilities as well as for potential interventions in case of medical emergencies and injuries.

The project partners reported on the *coverage* and *utilisation* of the vehicles to allow evaluation of the project impact.

Tyflomaps for selected urban transport locations.

Czech Smart City Cluster (PP9) developed four tactile maps for selected urban transport locations: Václav Havel Airport Prague, Prague Main Railway Station, Prague Bus Terminal Zličín and Pilsen Central Railway Station. Comparing the *coverage* measured before and after the pilot implementation allows an evaluation of the impact.

3.3 Digital & Navigation Solutions

The implemented digital and navigation solutions are designed to enhance transport accessibility for PRM by leveraging digital advancements. These solutions focus on increasing the accessibility of displays and improving software installations and user interfaces, thereby making navigation through transport sites more intuitive and user-friendly.

Pilot Navigation App for barrier-free traveling

Budapest Airport (PP2) has implemented an indoor navigation application called "GateWay", designed to support passengers while navigating through the airport. While the application is particularly tailored to assist persons with reduced mobility (PRM), wheelchair users, visually impaired passengers, and the Deaf community by providing clear, accessible routes and concise instructions to minimize physical challenges, it is equally suitable and beneficial for non-PRM passengers. The application offers comprehensive indoor navigation throughout Terminal 2, including screen reader functionality for visually impaired passengers, visual instructions for Deaf passengers, and tailored support for PRM and wheelchair users. To ensure reliable navigation, approximately 600 beacons have been installed throughout the terminal.

Chisinau International Airport Eugen Doga (PP5) implemented the "Your Accessible Flight" mobile application to support passengers with disabilities and reduced mobility (PRM). The application provides structured accessibility information regarding airport infrastructure, passenger services, and PRM assistance procedures, while also introducing a digital accessibility layer aimed at improving passenger guidance, communication, and overall travel experience. The platform supports both passengers and airport stakeholders by facilitating easier access to accessibility-related information across the passenger journey, including terminal navigation, assistance services, and operational procedures. In addition, the application integrates real-time flight information and AI-supported accessibility guidance to enhance usability, awareness, and accessibility-oriented decision support.

Czech Smart City Cluster (PP9) developed and launched a navigation app accessible via www.wheelapp.cz, which provides route information including curb heights, slope measurements, surface passability, and temporary accessibility disruptions. The pilot software application enables personalised barrier-free routing for individuals with physical impairments, enhancing their independent mobility.

The impact of these pilot actions was measured by tracking *app utilisation* and *user satisfaction*. This data supports a better understanding of the navigation applications' effectiveness and how well the pilot actions were adopted by passengers.

Improved FIDS displays

To ensure that essential transport information, such as timetables and port-related services, is accessible to all passengers, the **regional port authority of Pula (PP7)** installed an inclusive information display equipped with assistive technologies like text-to-speech and hearing loop systems. This installation enables blind and visually impaired users, as well as Deaf and hard-of-hearing passengers, to access real-time information.

The transport partners reported on the *coverage* of these enhanced FIDS displays by comparing the number of accessible displays to the total number of displays, allowing for a clear quantification of the improvement.

Intercom System Installation

Chisinau International Airport Eugen Doga (PP5) installed intercom units in the parking area and near terminals to facilitate two-way audio and video communication between passengers with disabilities and reduced mobility and the Call Centre operational staff. Additionally, passengers are able to contact handling agents who provide assistance. Upon arrival, passengers with disabilities and reduced mobility can directly communicate with staff to request assistance.

The **Municipality of Maribor (PP8)** procured and installed intercom systems at the lowered information counters to assist PRM. Some of the intercom systems acquired were integrated with hearing loop technology to further enhance accessibility.

The impact of this pilot action is assessed by providing *coverage data*, which includes the absolute number of accessible call points and a comparison of the total area served relative to the number of communication points installed.

Upgrading monitors inside terminals

Chisinau International Airport Eugen Doga (PP5) replaced four monitors with displays with adequate size and colour contrast to facilitate information transmission for elderly passengers and passengers with visual impairments.

The impact is measured by comparing the *coverage* before with the coverage reported after the pilot implementation.

Assistance management software

Sarajevo International Airport (PP4) introduced a PRM assistance management software that provides a digital solution for managing and coordinating assistance requests for PRM. The software tracks PRM passengers to enhance communication among airport services and enable more efficient allocation of human resources. This system replaces the previously predominantly manual and fragmented coordination processes with a centralised digital platform that supports structured management of PRM assistance. The improvement is evaluated by comparing the *coverage* of displays equipped with the assistance management software before and after the pilot implementation. Coverage is measured by the proportion of displays fitted with the software relative to the total number of displays.

Voice-assisted interface in ticket vending machines

The **Public Transport Company Bratislava (PP10)** has installed hardware and software that enable audio communication in ticket machines to assist passengers with visual impairments in purchasing tickets. Additionally, a call centre operator is available to provide remote assistance for ticket purchases. The *coverage* of this pilot action is reported by comparing the number of accessible ticket vending machines to the total number of machines. This allows for a clear quantification of the improvement for passengers with disabilities.

Digital Information Totem with Sign Language Videos

Airports of Montenegro (PP3) introduced a digital interactive totem within the passenger terminal that provides pre-recorded videos in sign language. The content is designed to convey information on key airport procedures, thereby supporting independent navigation and enhancing understanding of essential travel processes. This

pilot action aims to deliver information in an accessible and user-friendly format to address the needs of the local Deaf community. The impact of this pilot action is assessed by *coverage* metrics, which include the absolute number of information totems installed and their distribution relative to the total area of the terminal allowing quantification of the improvement.

E-Gate System

Sarajevo International Airport (PP4) implemented an E-gate system aimed at enhancing and promoting more inclusive passenger processing. This system facilitates increased assistance when required and enables smoother transit through the airport by removing unnecessary barriers. It contributes to more efficient terminal operations while ensuring accessibility and inclusive use for PRM.

3.4 Organizational Solutions

Organizational solutions have been implemented to enhance institutional capacity, stakeholder cooperation, and long-term sustainability of accessibility improvements. These solutions include the establishment of disability advisory committees, thematic tables, staff training programs, and the collection of external audits.

Staff training programs

Dubrovnik Airport (LP1), Airports of Montenegro (PP3), Sarajevo International Airport (PP4), **Chisinau International Airport Eugen Doga (PP5),** the **regional port authority of Pula (PP7),** and the **Municipality of Maribor (PP8)** implemented staff training programs to address the lack of structured and formal training, which had previously limited the consistency and quality of assistance provided. These training sessions aim to enhance staff knowledge and skills to ensure inclusive, respectful, and effective support for passengers with disabilities. The program covered appropriate communication, awareness of the specific needs and barriers faced by passengers with disabilities, and practical guidance for providing assistance in real-life situations. The impact of the staff training programs on improving transport accessibility is measured by reporting *coverage*. Coverage is quantified as the proportion of staff members who have completed the training.

Audits and support

Budapest Airport (PP2), Chisinau International Airport Eugen Doga (PP5) and **Sarajevo International Airport (PP4)** reported on the *number of audits* and *number of complaints* received concerning the transport accessibility for passengers with disabilities and reduced mobility before and after the implementation of the pilot actions. The audits provide external accreditation confirming the effective internal establishment and implementation of pilot actions. Therefore, the audits have contributed to enhancing the

availability of publicly accessible information in advance and have also facilitated the identification of future development priorities.

4. Evaluation of Pilot Implementation

By evaluating the reported KPIs detailed in the preceding section, the impact of the pilot actions implemented by the transport partners is quantitatively assessed. This evaluation involves comparing data collected prior to implementation with data obtained post-implementation to demonstrate the effects of the pilot actions on the accessibility of each transport partner's site. Additionally, KPIs reported by individual partners are compared with those from other transport partners who implemented the same pilot actions. This comparative analysis evaluates the partners' efforts in enhancing transport accessibility for passengers with disabilities and reduced mobility. A summary of which pilot action was implemented by each transport partner and the corresponding KPIs can be found in Annex 5: List of relevant Measures/Solutions for each Transport Partner.

4.1 Mandatory KPIs for All Project Partners

Danova Next App - testing

The DANOVA NEXT web application was tested during 14 workshops with a total number of 123 participants and through an online survey involving 189 participants, while a dedicated promotion campaign helped increase user reach and feedback collection. The DANOVA NEXT web application has been visited by 726 users during the promotion campaign (3 days in December 16-19.12.2025). Additionally, from 19.12.2025-19.03.2026 a total of 1206 visitors visited DANOVA NEXT app.

Website & Mobile Accessibility

Dubrovnik Airport (LP1) has created a separate accessibility web page section within the project that includes all DTIS data identified. In testing period from 1.12.2025-20.6.2026, DBV passenger info web section where PRM accessibility data link is present has been visited 1,599 times with an average spent time of 29 seconds.

Budapest Airport (PP2) has developed a dedicated section on its website to provide accessibility information aimed at facilitating travel for PRM. The page incorporates all relevant data identified through the Digital Transport Information System (DTIS) and, although it lies outside the formal scope of the project, it complements project activities and generates meaningful synergies with its objectives.

The subdomain of **Airports of Montenegro (PP3)** provides up-to-date and operationally relevant information on PRM assistance, airport procedures, and accessibility features. User engagement is monitored in a data protection–compliant manner via server logs, which show 878 visits to the Montenegrin-language page and 77 visits to the English-language page in the most recent one-month period.

Sarajevo International Airport (PP4) website accessibility improvements contribute to improved access to information for PRM.

Chisinau International Airport Eugen Doga (PP5) has a digital web application platform "Your Accessible Flights" for users and represents a completely new accessible communication service.

Port of Kotor (PP6) ensures fully accessible availability of information. From November 2025 to April 2026, the website recorded 5.4k visits, 307 interactions, and 1.1k searches.

Regional port authority of Pula (PP7) has ensured the availability and actuality of information. Following implementation, the absolute number of website visits increased to 26, while social media engagement rose to 776 visits on Facebook and 1,355 on Instagram.

Municipality of Maribor (PP8) has been created separate accessibility web page section within the project that includes all DTIS data identified. In testing period from 1.12.2025-30.04.2026, Marprom's passenger info web section where PRM accessibility data link is present has been visited 287 times. Accessibility information related to the Main Bus Station and urban transport services was structured according to the needs of different disability groups and tested with end users during the implementation phase. The Marprom website was upgraded to improve accessibility and integration with the DANOVA NEXT application.

Czech Smart City Cluster (PP9) published relevant project information and accessible via CSCC website and project channels and regular updates ensured for DANOVA NEXT related content. CSCC acts as an association representing stakeholders and is not responsible for the development or operation of accessibility-oriented digital platforms. Therefore, KPIs are assessed from the perspective of information dissemination rather than technical accessibility compliance.

Public Transport Company Bratislava (PP10) ensured that all information provided in the website is available and up to date.

Project partners	Website & Mobile Accessibility
Dubrovnik Airport (LP1)	Separate accessibility web page section has been created; in testing period the web page has been visited 1,599 times with average spent time of 29 seconds.
Budapest Airport (PP2)	Separate accessibility web page section has been created
Airports of Montenegro (PP3)	Separate accessibility web page section has been created; server logs for the most recent one-month period show 878 visits to the Montenegrin-language page and 77 visits to the English-language page.
Sarajevo International Airport (PP4)	Website accessibility improvements support better access to information for PRM passengers.

Chisinau International Airport Eugen Doga (PP5)	Digital web application platform YOUR ACCESSIBLE FLIGHTS Separate accessibility web page section has been created web site accessibility improvement support better access to accessibility information
Port of Kotor (PP6)	Fully accessible of information, website recorded 4.4k visits, 307 interactions and 1.1 k searches from November 2025 to April 2026.
Regional port authority of Pula (PP7)	The availability and actuality of the information are ensured, and website visits have increased to 26. Social media engagement comprises 776 visits on Facebook and 1,355 on Instagram.
Municipality of Maribor (PP8)	Separate accessibility web page section has been created; in testing period the web page has been visited 287 times.
Czech Smart City Cluster (PP9)	Relevant project information published and accessible via CSCC website and project channels.
Public Transport Company Bratislava (PP10)	All information provided in the website is available and up to date.

Disability Advisory committee

The disability committee was currently established on **Dubrovnik Airport (LP1)** level, waiting to be included in City of Dubrovnik Commission

Budapest Airport (PP2) held two accessibility forums, which addressed the design-stage testing of an indoor navigation application for Liszt Ferenc International airport, plans for the installation of outdoor tactile paving. On the second occasion these developments were tested by the participants.

Accessibility and PRM-related matters are addressed through the existing national Facilitation Committee coordinated by the Civil Aviation Agency of Montenegro. The next step for **Airports of Montenegro (PP3)** is the establishment of a local Airport Facilitation Committee.

Within the DANOVA NEXT Project, a Disability Advisory Committee was established by **Sarajevo International Airport (PP4)** enabling structured dialogue and consultation with representatives of persons with disabilities.

Chisinau International Airport Eugen Doga (PP5) has already established an Airport Facilitation Committee, and accessibility as well as PRM-related matters are addressed within the existing Airport FAL coordinated by the CAA Rep. of Moldova.

Following **Port of Kotor (PP6)** establishment of the committee, the initiative is now actively being advanced.

The **regional port authority of Pula (PP7)** established the committee by the City of Pula during the tenure of DANOVA NEXT. An employee of LUP became a member of the council.

Municipality of Maribor (PP8) integrated the existing Council for Disabled Persons of Municipality of Maribor into the DANOVA NEXT pilot implementation process and acted as the Disability Advisory Committee.

Czech Smart City Cluster (PP9) established a disability advisory committee with three representatives: Radek Seifert (ELSA ATELION, Centre of assistive technologies, representing persons with visual impairment), Petr Červenka (Masaryk University, Centre of assistance for special needs), and Jana Jančová (DANOVA NEXT).

Public Transport Company Bratislava (PP10) approached local organizations representing persons with various types of disabilities. Subsequently, DPB organized a meeting and established a Disability Advisory Committee, in which persons with disabilities were represented—two representatives from the Union of the Blind and Partially Sighted of Slovakia, as well as two individuals representing deaf and non-verbal passengers.

Project partners	Disability Advisory committee
Dubrovnik Airport (LP1)	Established and waiting to be included in City of Dubrovnik Commission
Budapest Airport (PP2)	First two events were held.
Airports of Montenegro (PP3)	Accessibility and PRM-related matters are addressed through the existing national Facilitation Committee coordinated by the Civil Aviation Agency of Montenegro.
Sarajevo International Airport (PP4)	Disability Advisory Committee was established within the DANOVA NEXT project, enabling structured dialogue and consultation with representatives of persons with disabilities.
Chisinau International Airport Eugen Doga (PP5)	Has already established an Airport Facilitation Committee.
Port of Kotor (PP6)	The committee has been formally established.
Regional port authority of Pula (PP7)	The committee was established by the City of Pula during the tenure of Danova Next.
Municipality of Maribor (PP8)	The existing Council for Disabled Persons of the Municipality of Maribor, active since 2011, was integrated into the DANOVA NEXT pilot

	implementation process and acted as the Disability Advisory Committee.
Czech Smart City Cluster (PP9)	Established a disability advisory committee with three representatives to ensure continues consultation and validation of pilot actions from the perspective of target groups.
Public Transport Company Bratislava (PP10)	Organized a meeting and established a Disablility Advisory Commitee in which persons with disabilities were represented

Thematic tables

Thematic table was held with transportation actors in the form of a Danova Next Stakeholder Forum.

Thematic tables were established by **Dubrovnik Airport (LP1), Budapest Airport (PP2), Sarajevo International Airport (PP4)**, **Chisinau International Airport Eugen Doga (PP5), Port of Kotor (PP6), and Municipality of Maribor (PP8)** to support discussion, coordination and monitoring of accessibility-related topics and pilot implementation.

Airports of Montenegro (PP3) organized three thematic meetings with organizations representing persons with disabilities, applying a targeted approach to adress the specific needs of different disability groups. The meetings included the presentation of DANOVA NEXT project results, consultative discussions, and the collection of user feedback, including feedback on the level of satisfaction with the implemented pilot activities. The focus was on communication barriers, sign language solutions, accessibility of information, mobility challenges, infrastructure accessibility, assistance procedures, user experience, and the overall accessibility of airport infrastructure.

The **regional port authority of Pula (PP7)** held a round table as part of the test site visit. The discussion focused on the development and further improvement of accessibility within the port area.

Czech Smart City Cluster (PP9) established thematic tables with four representatives: Josef Kocourek (Czech Technical University – Faculty of Transportation), Miroslav Svitek (National Centre of Transportation 4.0), Roman Dostál (DANOVA NEXT, transport expert), and Tomáš Janča (DANOVA NEXT).

Public Transport Company Bratislava (PP10) DPB organized a meeting in the form of Thematic Tables, in which stakeholders, including national and regional policymakers, participated. Representatives from the Ministry of Transport, the Union of Transport, Posts and Telecommunications of the Slovak Republic, and the Railway Company of Slovakia took part in the meeting. During the session, best practices from the DANOVA NEXT project were shared, along with examples of solutions implemented by relevant

infrastructure service providers that may support DPB in improving services for persons with disabilities.

Project partners	Thematic tables
Dubrovnik Airport (LP1)	Established on individual level with service providers
Budapest Airport (PP2)	Workshop was held.
Airports of Montenegro (PP3)	Three thematic meeting were established with disability organizations, covering hearing impairments, multiple sclerosis and PRM/PWD accessibility.
Sarajevo International Airport (PP4)	Thematic tables were established to support discussion, coordination and monitoring of accessibility-related topics and pilot implementation.
Chisinau International Airport Eugen Doga (PP5)	Three thematic meeting were established with disability organizations, covering hearing impairments, multiple sclerosis and PRM/PWD accessibility.
Port of Kotor (PP6)	Thematic tables were established.
Regional port authority of Pula (PP7)	A round table was held as part of the test site visit.
Municipality of Maribor (PP8)	Thematic consultation meetings enabled exchange of experiences between transport operators, disability organisations, public authorities, and other stakeholders.
Czech Smart City Cluster (PP9)	Three thematic tables were established with four representatives to provide a structured platform for expert discussion, knowledge exchange and validation of proposed measures.
Public Transport Company Bratislava (PP10)	Organized a meeting in form of thematic tables, in which stakeholders, including national and regional policymakers, participated.

4.2 Built Environment and Equipment Enhancements

TWSI and Braille Signage

After the implementation **Budapest Airport (PP2)** has an absolute length of approximately 400 meters of tactile pavement markings on the curbside and approximately 1,100 meters indoors, resulting in a total coverage of 1,500 meters. Prior to the pilot implementation, approximately 1,100 meters were installed indoors.

The **regional port authority of Pula (PP7)** installed an absolute distance of 23 m tactile guidance strip, including two stair sections (9 m wide).

Hearing Loop Systems and Devices

Dubrovnik Airport (LP1) has a total of ten hearing loops, corresponding to a relative coverage of 0.15% of the total area and communication points.

Airports of Montenegro (PP3) has implemented two hearing loops in total, covering 2/2 key communication points. One loop was delivered as a dedicated intervention at the Information Counter / PRM Assistance Point, covering the central hall landside terminal area (1,650 m^2), while the second was integrated within the Accessible Lost and Found Counter, which also serves as a designated PRM meeting point, covering the arrivals area (970 m^2).

After the implementation the absolute number of loops at **Port of Kotor (PP6)** increased to one and cover 50m2.

The **regional port authority of Pula (PP7)** installed a specially designed digital information display with an integrated hearing loop system, achieving 100% coverage in relation to the number of communication points.

Municipality of Maribor (PP8) procured one intercom and five intercoms with integrated hearing loops. At the main bus station ticket office, six communication points are available, of which two are equipped with hearing loops. At the funicular ticket office, one communication point is available and equipped with a hearing loop. In addition, two communication points at Municipality of Maribor are both equipped with hearing loops.

Czech Smart City Cluster (PP9) has installed hearing loop systems at selected ticket and information counter at Prague Main Railway Station. A total of 12 loops were installed at the most relevant communication points, improving the quality and clarity of communication for passengers using hearing aids or cochlear implants. The relative coverage compared to the total area and number of communication points is 71%, corresponding to 12 out of 17 counters.

Sarajevo International Airport (PP4) has already implemented hearing loop system and devices before the DANOVA NEXT project.

Vertical ramp

Dubrovnik Airport (LP1) has implemented a vertical ramp system to improve accessibility, achieving coverage of approximately 50% of stairways where assistance is required and no elevator is available.

Portable stair climbing device

Public Transport Company Bratislava (PP10) purchased one stair climbing device and one compatible wheelchair to facilitate access for PRMs at the Main Train Station and at

ticket sales points in Bratislava. The device is mobile and can be used wherever it is needed. Prior to this pilot action, no stair climbing devices were available.

(Non-Metallic) wheelchairs

Dubrovnik Airport (LP1) has implemented a total of 13 non-metallic (plastic) wheelchairs, corresponding to a coverage of 13 out of 18 gates, docks, and access points. In addition, these non-metallic wheelchairs represent a ratio of 13 out of 60 within the overall wheelchair.

Airports of Montenegro (PP3) has implemented a total of six non-metallic wheelchairs, corresponding to a coverage of 6 out of 6 gates, docks, and access points. These non-metallic wheelchairs represent a ratio of 6 out of 15 within the total wheelchair.

Sarajevo International Airport (PP4) procured 18 non-metallic wheelchairs as part of the pilot actions aimed at enhancing PRM assistance capacity, reducing waiting times, and improving service availability during peak traffic periods. Of the total fleet of 71 wheelchairs, 18 are non-metallic models. Prior to the implementation of the pilot action, no non-metallic PRM wheelchairs were available at the airport.

Chisinau International Airport Eugen Doga (PP5) has implemented airport a total of 10 standard professional wheelchairs. Further they implemented an absolute number of two evacuation wheelchairs and a coverage compared to number of stairs on the 2nd level of terminal within 2 out of 2.

Port of Kotor (PP6) has a total coverage with an absolute number of three non-metallic wheelchairs, corresponding to a ratio of 100%.

The **regional port authority of Pula (PP7)** has a total of one non-metallic wheelchair, corresponding to a coverage ratio of 2 in relation to the number of gates, docks, and access points.

Specialized wheelchairs for aircraft boarding

Dubrovnik Airport (LP1) has a total of four specialized wheelchairs, corresponding to a ratio of 4 out of 18 gates, reflecting the level of availability in relation to the overall infrastructure.

Adjusted corner and info desk for other PRMs

Dubrovnik Airport (LP1) has a coverage of 129 m^2 out of 159 m^2 of the total area.

Airports of Montenegro (PP3) upgraded the lost-and-found counter through the introduction of a dedicated service segment for persons with disabilities, ensuring wheelchair accessibility, induction-loop support, and integration with the existing TWSI for users with different accessibility requirements.

Municipality of Maribor (PP8) has a coverage of 15 m^2 out of 130 m^2 of the total area.

Public Transport Company Bratislava (PP10) operates all 6 out of 6 sales points, guaranteeing complete coverage of 100%, with every location fully accessible (barrier-free).

Accessible Seating and rest areas

Dubrovnik Airport (LP1) has an absolute number of accessible areas, including one area with basic accessibility, two accessible seating areas with priority seating, and wheelchair spaces with a coverage of 60%.

Electric vehicle purchase

Airports of Montenegro (PP3) has purchased two PRM electric vehicles established a dedicated accessible mobility solution for the terminal–apron route. While no baseline utilisation data was available, operational evidence confirms that both vehicles are now used flexibly upon request, with allocation adjusted to the specific mobility and assistance needs of PRM passengers.

Port of Kotor (PP6) has an absolute number of 3 vehicles and in total it provides full coverage of the entire area.

Tyflomaps for selected urban transport locations.

Czech Smart City Cluster (PP9) implemented four tactile maps, covering key transport nodes. These orientation tools were designed to help blind and partially sighted passengers better understand the spatial layout, key access routes and transfer logic of complex transport environments. Coverage in relation to main transport nodes/points of interest is 57%, corresponding to 4 out of 7 main transport nodes.

4.3 Digital & Navigation Solutions

Digital and navigation solutions have been implemented to improve mobility and accessibility for passengers with disabilities and reduced mobility through the introduction of advanced technologies. Transport partners have deployed navigation applications, enhanced software systems, and upgraded display interfaces to facilitate information dissemination and assist with route finding.

Pilot Navigation App for barrier-free traveling

The pilot navigation application for barrier-free traveling, introduced by **Airport Budapest (PP2)** as part of a pilot action, was tested by 20 users. Overall, the feedback collected indicated high satisfaction with the application's performance. In terms of interface usability, 67% of users reported that the application was easy to use, while 78% found the instructions clear and helpful, and the location displays accurate. Respondents included passengers with visual impairments (22%), wheelchair users (11%), individuals

who are deaf or hard of hearing (11%), as well as users not belonging to these categories (56%).

Prior to implementation, there was no integrated digital platform available at **Chisinau International Airport Eugen Doga (PP5)** providing comprehensive accessibility support or real-time flight information for PRM, and accessibility-related information was fragmented across multiple sources. No AI-supported assistance or structured user validation had been conducted. Following the introduction of the "Your Accessible Flight" (YAF) platform, accessibility information was consolidated across 14 passenger journey categories, real-time flight data was integrated, and AI-driven guidance features were implemented to enhance passenger support. Pilot demonstrations with PRM users and stakeholders yielded positive feedback, highlighting improved usability, centralized information access, and enhanced passenger guidance. Overall, these developments significantly advanced accessibility-oriented passenger services and stakeholder engagement.

Additionally, the pilot navigation app developed by the **Czech Smart City Cluster (PP9)** recorded approximately 150 to 300 users, with 500 to 1,000 sessions during the pilot phase. According to a survey conducted, 80 to 90% of pilot users provided positive feedback, confirming the successful establishment of barrier-free routes throughout Prague.

Improved FIDS displays

The **regional port authority of Pula (PP7)** has installed a digital display at the port to improve accessibility to centralized, inclusive navigation and multimodal transport information for passengers with disabilities. Before this installation, the port did not have any advanced FIDS screens. With a total of two displays at the port, 50% are now equipped with enhanced accessibility features.

Intercom System Installation

Chisinau International Airport Eugen Doga (PP5) installed three accessible call point intercom systems, covering all three key assistance areas, including the main terminal building and the airport parking facility. Before the implementation of this pilot action, no accessible call point systems were available.

The **Municipality of Maribor (PP8)** procured one intercom system and five intercom systems with integrated hearing loops to enhance communication quality between passengers and staff. Regarding ticket offices at the main bus stations, three out of six communication points have been equipped with intercom systems. At the funicular ticket office, one communication point is available and equipped with an intercom system. Additionally, at the Municipality of Maribor, both communication points (two out of two) are equipped with intercom systems. This results in a relative coverage of 67% of

communication points being equipped with intercom systems. Prior to the pilot action, no intercom systems were available.

Upgrading monitors inside terminals

Chisinau International Airport Eugen Doga (PP5) replaced four monitors out of a total number of 67 displays with improved colour contrast between text and background and adequate size to improve visibility for passengers as part of the pilot action implementation.

Assistance management software

Sarajevo International Airport (PP4) has introduced a digital management software for PRM assistance to enhance the quality of services provided. This software facilitates real-time coordination of assistance requests, thereby improving the allocation of human resources and minimizing response times. Prior to this implementation, no such PRM assistance management software was in use.

Voice-assisted interface in ticket vending machines

The **Public Transport Company Bratislava (PP10)** installed 40 voice-assisted interfaces in ticket vending machines throughout the city of Bratislava. Out of a total of 285 ticket machines across the entire service area, 14% have been modified to facilitate the ticket purchasing process for passengers with visual impairments. Prior to the implementation of the pilot action, no voice-assisted interfaces were available.

Digital Information Totem with Sign Language Videos

Airports of Montenegro (PP3) installed an information totem featuring sign-language videos to enhance information accessibility. The totem includes seven video recordings in Montenegrin sign language. This single communication point covers an area of 1,650 m^2 within the central hall of the landside terminal and represents a novel accessible communication service, as no information totems with sign-language videos were available prior to the pilot action.

E-Gate System

Sarajevo International Airport (PP4) introduced an E-gate system which enables the automated processing of passengers before the security checkpoint. Prior to the pilot action, the airport referred to a manual passenger processing at control points. The E-gate system improves passenger flow and reduces waiting times, while supporting inclusive terminal operations.

4.4 Organizational Solutions

Organizational solutions have been implemented to strengthen institutional capacity, foster stakeholder collaboration, and ensure the long-term sustainability of accessibility

improvements. By enhancing staff knowledge and securing support from external stakeholders through audits, the transport partners have established organizational structures that promote the advancement and increased awareness of transport accessibility for passengers with disabilities and reduced mobility.

Staff training programs

Dubrovnik Airport (LP1) conducted staff training programs for 46 members of the operational department across four separate sessions held in February 2026. Although staff training was already established prior to the pilot implementation, it was enhanced by incorporating insights gained from the DANOVA NEXT projects.

Airports of Montenegro (PP3) mandates that all personnel with direct passenger contact complete compulsory PRM assistance training. This requirement encompasses between 326 and 346 positions at Podgorica Airport, including 246 positions within the Ground Handling Department and 80 to 100 positions in the Security Department. Out of a total workforce of 550 employees at Podgorica Airport, approximately 60% have thus completed the PRM training. These training sessions are conducted regularly to ensure that staff possess the necessary knowledge and skills to provide appropriate assistance. Although staff training was already established prior to the pilot action, the most recent sessions have incorporated additional content related to newly introduced accessibility measures and improvements implemented through the DANOVA NEXT initiatives. This integration facilitates the effective incorporation of these measures into operational processes. Furthermore, Airports of Montenegro organized a dedicated training session in collaboration with the Association of Youth with Disabilities of Montenegro, which was attended by 15 participants.

Sarajevo International Airport (PP4) conducted staff training for employees involved in PRM assistance. 322 employees completed the training representing 45.3% of the total workforce. Prior to the pilot action, training on accessibility and PRM assistance was not systematically organized. These training sessions have facilitated the effective utilization of newly introduced equipment and systems, thereby enhancing the quality of PRM services.

Chisinau International Airport Eugen Doga (PP5) implemented mandatory PRM assistance training for all airport personnel who have direct contact with passengers, in accordance with national regulations and ECAC Doc. 30. This training encompasses airport staff, ground handling personnel, border police, and customs officers. Although staff training was already in place prior to the pilot action, the project has incorporated additional information regarding newly introduced accessibility measures and improvements into the training sessions. Consequently, trainers provide comprehensive insights into the upgraded infrastructure, equipment, and procedures. The training for trainers was conducted in June 2025 and provided by SKY WISE SOLUTION.

The **regional port authority of Pula (PP7)** reported that 15 employees completed training programs designed to enhance service quality for passengers with disabilities and reduced mobility. Employee feedback on the training was positive, leading to the commitment to conduct further programs for new staff members. These training initiatives contribute to more consistent and professional service delivery, increased staff confidence when assisting PRM, and the promotion of a more welcoming and inclusive environment within the port. Prior to the implementation of the pilot action, no staff training programs aimed at improving transport accessibility had been conducted at the port.

The **Municipality of Maribor (PP8)** reported that 35% of its staff participated in the training programs. In particular, out of a total of 170 bus drivers, 60 completed the training. These programs contributed to enhancing the awareness and communication skills of urban transport staff concerning the needs of passengers with disabilities and reduced mobility.

Audits and support

Budapest Airport (PP2) received both the ACI Accessibility Enhancement Accreditation (AEA) and the Access4you certification, affirming the airport's corporate commitment to accessibility. The ACI AEA programme provides airports with a continuous improvement pathway in terms of accessibility for passengers with disabilities. While regulatory audits were conducted biennially prior to the implementation of the pilot action, two additional audits (Access4you and ACI AEA) were carried out during the DANOVA NEXT project. According to an online survey, 100% of respondents regarded accessibility audits as beneficial for barrier-free travel. Feedback related to transport accessibility for PRM recorded 17 submissions in 2024, 35 in 2025, and 18 in 2026, with approximately 80% of this feedback classified as complaints.

Prior to the implementation of the pilot action, **Sarajevo International Airport (PP4)** did not systematically monitor complaints. Following the pilot action, the airport reported improved monitoring of accessibility measures, facilitated by organizational initiatives and enhanced feedback management through internal reviews.

Chisinau International Airport Eugen Doga (PP5) reported an audit carried out in June 2025 by authorized experts from SKY Wise Solution 2024 using the DANOVA methodology assessing the accessibility, physical infrastructure, and services at the Airport. The assessment is to be repeated before and after major infrastructure or equipment upgrades.

5. Summary of Reported KPIs by Transport Partners

5.1 Built Environment and Equipment Enhancements

Implemented measure or solution	Key Performance Indicators (KPIs)	Before Implementation	After Implementation
TWSI and Braille Signage	Coverage: - absolute distance	**1100 m** *PP2 BUD: 1100 m* *PP7 LUP: 0 m*	**1541 m** *PP2 BUD: 1500 m* *PP7 LUP: 23 + 2*9 m*
Hearing Loop Systems and Devices	Coverage: - absolute number of loops	**0** *LP1 DBV: 0 loops* *PP3 APM: 0 loops* *PP4 SIA: already implemented* *PP6 POK: 0 loops* *PP7 LUP: 0* *PP8 MOM: 0* *PP9 CSCC: 0*	**31 loops** *LP1 DBV: 10 loops* *PP3 APM: 2 loops* *PP6 POK: 1 loop* *PP7 LUP: 1 loop* *PP8 MOM: 5 loops* *PP9 CSCC: 12 loops*
Vertical ramp	Coverage: - absolute number	**0** *LP1 DBV: 0*	**1** *LP1 DBV: 1*
Portable Stair Climbing Device	Coverage: - absolute number of devices and compatible wheelchairs	**0** *PP10 DPB: 0*	**1 device + 1 wheelchair** *PP10 DPB: 1 device + 1 wheelchair*

Implemented measure or solution	Key Performance Indicators (KPIs)	Before Implementation	After Implementation
(Non-Metallic) wheelchairs	Coverage: - absolute number	**0** *LP1 DBV: 0* *PP3 APM: 0* *PP4 SIA: 0* *PP5 IS AIC: 0* *PP6 POK: 0* *PP7 LUP: 0*	**53** *LP1 DBV: 13* *PP3 APM: 6* *PP4 SIA: 18* *PP5 IS AIC: 12 (10 standard + 2 evacuation chairs)* *PP6 POK: 3* *PP7 LUP: 1*
Specialized wheelchairs for aircraft boarding	Coverage: - absolute number - coverage compared to number of gates	**1)** **1** *LP1 DBV: 1* **2)** **1/18** *LP1 DBV: 1/18*	**1)** **4** *LP1 DBV: 4* **2)** **4/18** *LP1 DBV: 4/18*
Adjusted corner and info desk for other PRMs	Coverage - area covered compared to total area	**0 m^2/289 m^2 + 5/6 sales points** *LP1 DBV: 0 m^2/159 m^2* *PP3 APM: 0 m^2* *PP8 MOM: 0 m^2/130 m^2* *PP10 DPB: 5/6 sales points*	**144 m^2/289 m^2 + 6/6 sales points** *LP1 DBV: 129 m^2/159 m^2* *PP3 APM: lost and found counter, no figure given* *PP8 MOM: 15 m^2/130 m^2* *PP10 DPB: 6/6 sales points*

Implemented measure or solution	Key Performance Indicators (KPIs)	Before Implementation	After Implementation
Accessible Seating and rest areas	Coverage: - absolute number of accessible areas - percentage of accessible areas compared to all areas	1) **3 basic** *LP1 DBV 3 basic* 2) **0%** *LP1 DBV: 0%*	1) **1 basic + 2 priority** *LP1 DBV: 1 basic + 2 priority* 2) **60% wheelchair space** *LP1 DBV: 60%*
Electric vehicle purchase	Coverage: - absolute number of vehicles	**1** *PP3 APM: 0* *PP6 POK: 1 (for technical stuff)*	**5** *PP3 APM: 2* *PP6 POK: 3 (for assistance of PRM)*
Tyflomaps for selected urban transport locations.	Coverage: - absolute number of locations equipped with tyflomaps	**0** *PP9 CSCC: 0*	**4** *PP9 CSCC: 4*

5.2 Digital & Navigation Solutions

Implemented measure or solution	Key Performance Indicators (KPIs)	Before Implementation	After Implementation
DANOVA NEXT Web-App	Coverage: - Number of transport terminals providing information on accessibility to the DANOVA NEXT web-app	**0**	**10**
Pilot Navigation App for barrier-free traveling (outdoor or indoor)	Coverage: - Number of apps	**0** *PP2 BUD: 0* *PP5 IS AIC: 0* *PP9 CSCC: 0*	**3** *PP2 BUD: 1* *PP5 IS AIC: 1* *PP9 CSCC: 1*
Improved FIDS displays or monitors	Coverage - absolute number procured	**0** *PP7 LUP: 0*	**1** *PP7 LUP: 1*
Intercom System Installation	Coverage: - number of intercom systems	**0** *PP5 IS AIC: 0* *PP8 MOM: 0*	**9** *PP5 IS AIC: 3* *PP8 MOM: 6*
Upgrading monitors inside terminals	Coverage: - number of accessible displays	**0** *PP5 IS AIC: 0*	**4** *PP5 IS AIC: 4*

Implemented measure or solution	Key Performance Indicators (KPIs)	Before Implementation	After Implementation
Assistance management software (i.e. tracking software)	Coverage: - Number of installations	**0** *PP4 SIA: 0*	**1** *PP4 SIA: 1*
Voice-assisted interface in ticket vending machines.	Coverage: - number of accessible machines compared to total number	**0/285** *PP10 DPB: 0/285*	**40/285** *PP10 DPB: 40/285*
Digital Information Totem with Sign Language Videos	Coverage: - Number of digital information totems with accessible information	**0** *PP3 APM: 0*	**1** *PP3 APM: 1*
E Gate System	Coverage: - Number of E Gate Systems	**0** *PP4 SIA: 0*	**1** *PP4 SIA: 1*

5.3 Organisational Solutions

Implemented measure or solution	Key Performance Indicators (KPIs)	Before Implementation	After Implementation
Staff training programs	Coverage: - Number of trainings carried out - Number of persons trained	*LP1 DBV: established* *PP3 APM: established (326-346 employees)* *PP4 SIA: established* *PP5 IS AIC: established* *PP7 LUP: not established* *PP8 MOM: not established*	**At least 458 newly trained staff members** *LP1 DBV: 46 employees, 4 sessions* *PP3 APM: 15 participants* *PP4 SIA: 322 employees* *PP5 IS AIC: improved, no figures given* *PP7 LUP: 15 employees* *PP8 MOM: 60 employees*
Audits	Coverage: - Number of audits performed	*PP2 BUD: regulatory audits every two years*	**3** *PP2 BUD: 2* *PP5 IS AIC: 1*

Interreg Danube Region

Co-funded by the European Union

DANOVA NEXT

ANNEX 1: MANDATORY KPIS FOR ALL PROJECT PARTNERS

Measure / Solution	KPIs	Before Implementation	After Implementation	Comment
Danova Next App - testing	1. **Availability of information** 2. **Actuality of information** 3. **User satisfaction and experience Analytics** (how many persons accessed web page)			
Disability Advisory committee	**Established (YES/NO)**			
Thematic tables	**Established (YES/NO)**			

Interreg Danube Region

Co-funded by the European Union

DANOVA NEXT

Measure / Solution	KPIs	Before Implementation	After Implementation	Comment
Website & Mobile Accessibility	1. **Availability of information** 2. **Actuality of information** 3. **Number of website visits/views in a given time** (Google analytics)			

Interreg Danube Region

Co-funded by the European Union

DANOVA NEXT

Annex 2: Built environment and equipment enhancements

Measure / Solution	KPIs	Before Implementation	After Implementation	Comment
TWSI and Braille Signage	**Coverage:** **1.** absolute distance **2.** absolute number			
Hearing Loop Systems and Devices	**Coverage:** **1.** absolute number of loops **2.** coverage compared to the total area and the number of communication points			
Vertical Ramp	**Coverage:** number of stairways with need of vertical ramps			
Portable Stair Climbing Devices	**Coverage:** absolute number of devices and compatible wheelchairs			

Measure / Solution	KPIs	Before Implementation	After Implementation	Comment
(Non-Metallic) wheelchairs	**Coverage:** **1.** absolute number **2.** coverage compared to number of gates, docks, access points 3. **Ratio of non-metallic chairs to total number**			
Specialized wheelchairs for aircraft boarding	**Coverage:** **1.** absolute number **2.** coverage compared to number of gates			
Adjusted corner and info desk for other PRMs	**Coverage** (area covered compared to total area)			
Accessible Seating and rest areas	**Coverage:** 1. absolute number of accessible areas 2. - percentage of accessible areas compared to all areas			

Measure / Solution	KPIs	Before Implementation	After Implementation	Comment
Electric vehicle purchase	**1. Coverage** **2. Utilisation of vehicles**			
Tyflomaps for selected urban transport locations.	**Coverage** (in relation to all points of interest**)**			

Interreg Danube Region

Co-funded by the European Union

DANOVA NEXT

Annex 3: Digital & Navigation Solutions

Measure / Solution	KPIs	Before Implementation	After Implementation	Comment
Pilot Navigation App for barrier-free traveling (Either outdoor or Indoor)	1. **Utilisation** 2. **User satisfaction**			
Improved FIDS displays	**Coverage** (number of accessible displays compared to total number)			
Intercom System Installation	**Coverage** (number of intercom systems installation compared to total number of touch points)			
Upgrading monitors inside terminals	**Coverage** (number of accessible displays compared to total number)			

Measure / Solution	KPIs	Before Implementation	After Implementation	Comment
Assistance management software (i.e. Tracking software)	**Coverage** (number of accessible displays compared to total number)			
Voice-assisted interface in ticket vending machines.	**Coverage** (number of accessible machines compared to total number)			
Digital Information Totem with Sign Language Videos	**Established (YES/NO)**			
E-Gate System	**Established (YES/NO)**			

Interreg Danube Region

Co-funded by the European Union

DANOVA NEXT

ANNEX 4: ORGANIZATIONAL SOLUTIONS

Measure / Solution	KPIs	Before Implementation	After Implementation	Comment
Staff training programs	**Coverage** (share of staff with training)			
Audits and Support	1. **Number of audits** 2. **Number of complaints**			

Interreg Danube Region

Co-funded by the European Union

DANOVA NEXT

ANNEX 5: LIST OF RELEVANT MEASURES/SOLUTIONS FOR EACH TRANSPORT PARTNER

Measure / Solution	Air: Budapest	Air: Chisinau	Air: Dubrovnik	Air: Montenegro	Air: Sarajevo	Port: Kotor	Port: Pula	Urban: Maribor	Urban: Prague	Urban: Bratislava
Danova Next App - testing	x	x	x	x	x	x	x	x	x	x
Disability Advisory committee	x	x	x	x	x	x	x	x	x	x
Thematic tables	x	x	x	x	x	x	x	x	x	x

Interreg Danube Region

Co-funded by the European Union

DANOVA NEXT

Measure / Solution	Air: Budapest	Air: Chisinau	Air: Dubrovnik	Air: Montenegro	Air: Sarajevo	Port: Kotor	Port: Pula	Urban: Maribor	Urban: Prague	Urban: Bratislava
Website & Mobile Accessibility	x	x	x	x	x	x	x	x	x	X
TWSI and Braille Signage	x						x			
Hearing Loop Systems and Devices			x	x	x	x	x	x	x	
Vertical Ramp			x							

Interreg Danube Region

Co-funded by the European Union

DANOVA NEXT

Measure / Solution	Air: Budapest	Air: Chisinau	Air: Dubrovnik	Air: Montenegro	Air: Sarajevo	Port: Kotor	Port: Pula	Urban: Maribor	Urban: Prague	Urban: Bratislava
Portable Stair Climbing Devices										x
(Non-Metallic) wheelchairs		x	x	x	x	x	x			
Specialized wheelchairs for aircraft boarding			x		x					
Adjusted corner and info desk for other PRMs			x	x				x		x

Interreg Danube Region

Co-funded by the European Union

DANOVA NEXT

Measure / Solution	Air: Budapest	Air: Chisinau	Air: Dubrovnik	Air: Montenegro	Air: Sarajevo	Port: Kotor	Port: Pula	Urban: Maribor	Urban: Prague	Urban: Bratislava
Accessible Seating and rest areas			x							
Electric vehicle purchase				x		x				
Tyflomaps for selected urban transport locations.									x	

Interreg Danube Region

Co-funded by the European Union

DANOVA NEXT

Measure / Solution	Air: Budapest	Air: Chisinau	Air: Dubrovnik	Air: Montenegro	Air: Sarajevo	Port: Kotor	Port: Pula	Urban: Maribor	Urban: Prague	Urban: Bratislava
Pilot Navigation App for barrier-free traveling (Either outdoor or Indoor)	x	x							x	
Improved FIDS displays							x			
Intercom System Installation		x						x		

Interreg Danube Region

Co-funded by the European Union

DANOVA NEXT

Measure / Solution	Air: Budapest	Air: Chisinau	Air: Dubrovnik	Air: Montenegro	Air: Sarajevo	Port: Kotor	Port: Pula	Urban: Maribor	Urban: Prague	Urban: Bratislava
Upgrading monitors inside terminals		x								
Assistance management software (i.e. Tracking software)					x					
Voice-assisted interface in ticket vending machines.										x

Interreg Danube Region

Co-funded by the European Union

DANOVA NEXT

Measure / Solution	Air: Budapest	Air: Chisinau	Air: Dubrovnik	Air: Montenegro	Air: Sarajevo	Port: Kotor	Port: Pula	Urban: Maribor	Urban: Prague	Urban: Bratislava
Digital Information Totem with Sign Language Videos				x						
E-Gate System					x					
Staff training programs		x	x	x	x		x	x		
Audits and Support	x	x			x					

Interreg
Danube Region

Co-funded by
the European Union

DANOVA NEXT