



## **CITY IDENTITY**

### City name

City of Luxembourg

### Country

LU

### City size: (number of inhabitants)

112850

### Short description of city

The city of Luxembourg has been built on a rock in 963AD. Its narrow streets make the accessibility challenging to our technical departments, but the heads of the municipality succeeded in making this town more and more accessible.

The municipality commits itself beyond its responsibility to constantly improve accessibility for every person (e.g. people with specific needs (hereafter SN) and old people) and therefore works to create an action plan based on the UN convention on the rights for persons with disabilities as well as listen to people's wishes and therefore offered in 2016 five theme evenings where citizens could discuss and share their ideas.

## **SCOPE OF THE INITIATIVES**

### Accessibility to the built environment and public spaces

1. Theme evening during awareness raising weeks dealing with the accessibility of buildings, buses and paths, followed by 3 workshops (accessibility of public buildings, restaurants, shops, housing and toilets/ Accessibility of transport/ Accessibility of paths, public places and planning of construction work).
2. Modifications on request: (e.g. SN parking spaces, particular route accommodation/workplace)
3. Sound signal in street lights and modification of the pavement: systematically installed during new modifications. Continuous efforts will be made until the totality of passages will be identically modified and accessible.
4. Culture and sport events: adapted environment/structures (toilets, areas for people with SN, transport, ramps). Public viewings (Euro, World Cup...) screens with sub-titles for people with hearing-impairment. At the fair, Christmas market and pilgrimage: arrangements (ramps, toilets ...), internet broadcasting ([www.fouer.lu](http://www.fouer.lu) and [welcome.lu](http://welcome.lu)) and fully accessible App. Wheelchairs and walkers available. Marathon: area for people with SN.
5. Consultation of ADAPTH (specialised technical body) for new constructions. EureWelcomeLabels of the cities infrastructures and organised celebrations.
6. Complementary accessible toilet for important events.

### Accessibility to transportation and related infrastructures

1. Theme evening during awareness raising weeks covering the subject of accessible transportation.
2. All our buses are low-floor buses equipped with a ramp (48 manual, 88 electrical) allowing access for

- people with reduced mobility (hereafter RM). All new buses have an electric ramp. Since 2012: guaranteed full accessible central line and guaranteed paths to the buses (tactile strips, pushbuttons...)
3. Bus-stops: systematically made accessible. Quick response in case of an arrangement application.
  4. Smartphone application (in progress) valuable to all users, where valuable information (bus timetables, location,...) can be received through QR- , NFC code and iBeacon and thus improve the cities accessibility.
  5. Rollibus and Call-a-bus: mini buses that pick up people at home (reduced fare for people with wheelchair). During special events, these buses circulate as special shuttles (people with RM, families with baby buggy, seniors...).
  6. Intermodal transport control system (ITCS): visual and voice announcements in the buses, screens with announcements on bus stops, announcements through internet or text message.
  7. 391 Parking spaces for people with RM.
  8. RM actions during the Mobility Week (information stands, test drive in a wheelchair, blindness simulation ...).

### Accessibility to information and communication, including information and communication technologies

1. Different theme evenings where concerned people could share their experience and wishes. One evening was about communication with 3 workshops (1. Accessibility of documents, websites and applications, 2. Opportunities new technology offers and 3. Media and cultural events for all).
2. Referent "specific needs": link between departments /contact for organisations and concerned people.
3. Awareness raising weeks:
  - raise the public awareness
  - create a dialogue
  - active inclusion of concerned people
  - reduce the fear of others
4. Participatory committee: Active involvement of concerned people. Working groups (accessibility, communication, heightening awareness). Some priorities:
  - activities directed more actively towards the public.
  - accessibility of PDF documents on the municipalities' website.
5. Accessibility of the website www.vdl.lu: specific arrangements, new App in progress.
6. Information/regular contacts with "Info-Handicap (EureWelcomeLabels).
7. Information meetings and city council meetings are translated into German sign language and broadcasted on the internet.
8. German sign-language courses: 76 courses, 700 participants, 634 certificates.
9. Communication centre for hearing-impaired/deaf people (in progress).
10. Cooperation with tourist office/ museums.

### Accessibility to public facilities and services

1. "Integration and specific needs" department.
2. Accessibility of the "Bureau of population", registry office and other offices. More will be made accessible.
3. Home service of the "Bureau of population" and the senior citizens department.
4. Priority of employing people with a handicapped worker status. In 2013, 8 of 35 workstations for workers have been assigned to people with this status. 13 people with learning disabilities have previously been progressively. The overall percentage of employees with specific needs in the municipality is 5,28% (in 2015: 5,14%).
5. Online forms on www.vdl.lu
6. All new constructions respect the regulations of the accessibility for people with SN.
7. Renovation for better accessibility (e.g. public toilets/Eurokey)
8. EureWelcomeLabels for all facilities: progressively realised with Info-Handicap.

#### 9. Accessible polling stations:

- free "election bus" (people with RM, seniors)
- possibility to vote in a sitting position
- additional parking spaces for people with RM
- all polling stations accessible
- detailed map
- available information (www.vdl.lu) and telephone
- communication (press...)

10. Specifications from ADAPTH: very effective and comprehensive working tool, used by our architects, taking into account the SN.

## **OWNERSHIP / LEVEL OF COMMITMENT**

Please describe your overall approach and global strategy to improve accessibility in your city and how the policy is implemented.

It was a political wish to use the term "specific needs" for not focussing on anyone's weakness. It is our aim to have a town where everyone can live comfortably ("design for all").

Four aspects are of most importance to the college of aldermen:

- a. Involvement of people with SN (reflection days, participatory committee, awareness raising weeks...), definition of priorities
- b. Taking into account all kinds of SN
- c. Activities have to be done in a very wide field
- d. Systematisation of achievements

Achieved by:

1. Support of the alderman in charge of the field of SN and the college of aldermen.
2. Setting up of the participatory committee and its working groups.
3. Creation of the "integration and SN" department (end of 2012).
4. Referent "SN" whose mission is to welcome, listen, accompany, coordinate and to set up new projects (since 2008).
5. Transversal work between the SN department and other departments.
6. Common assessment and setting of priorities in cooperation with associations and people with SN.
7. Dedicated team and support from other departments.
8. Actions directed towards the public to involve everyone.

## **IMPACT**

How has the city's policy improved equal access and the quality of life of people with disabilities?

1. Sign language courses: distribution of 634 diplomas. Since 2012 the translation of the city council meetings in sign language was very much appreciated and makes political decisions accessible to hearing impaired people.
2. Meeting days: - more than 20 associations were present. Followed records and common priorities fixed. In 2016, these traditional meeting days were split in 5 different theme evenings, each one dealing with a specific subject. Shared ideas and information received during these evenings will be taken into account for the creation of our action plan.
3. Accessibility of cultural and sports events: regular presence of people with SN (RM and learning disability, in need of a protected area).
4. Participatory committee: involvement in projects and setting of priorities; opinion requests and proposals to the city council and college of aldermen.
5. Awareness raising weeks contributing to a harmonious living together and a different view.
6. The priority of hiring people with a handicapped worker status contributes to the equality of

opportunity.

### How do these initiatives benefit, beyond persons with disabilities, also wider parts of the population?

Besides people with SN, a lot of other people like pregnant women, seniors, parents with a baby buggy... can profit from arrangements made during special events as well as measures taken to improve the accessibility (ramps, lifts, modified sidewalks...) in general.

The adapted toilets also offer a diaper changing facility.

Contact between people with SN and other people is beneficial for all (see sign-language course). People with no SN find also advantages in our awareness raising weeks. They created a dialogue and the population could familiarise with the different types of SN and at the same time lose fear towards an unknown situation (e.g. dinner in the dark, guided tour for deaf people, blind people and people with learning disabilities).

As a result of internal as well as external awareness raising, the concept of handicap has evolved to a concept of "city for all". The appellation of the department "SN" is an indication for this.

## QUALITY AND SUSTAINABILITY OF RESULTS

### How do you ensure the quality and sustainability of accessibility measures?

1. Participatory committee including working groups: define priorities, supervision of achievements, reference group that can be contacted by politicians or departments for giving an opinion about everything dealing with SN.
2. Annual reflection day/evenings.
3. Annual budget for improving the accessibility
4. Conventions that guarantee the continuity of the commitment
5. Development of an action plan (in progress with the cooperation of the participatory committee)
6. Participation in the development process of the national "SN" plan
7. Annual awareness raising weeks
8. Mandatory consultation of the specifications of ADAPTH (for our architects)

### What are your plans and initiatives to continue these efforts in the future?

1. Creation of an action plan based on the UN convention on the rights for persons with disabilities.
2. Continuity and systematic achievements respecting the political strategy
3. Continuity of the functioning of the participatory committee with its working groups
4. See the projects listed in the framework plan.
5. Projects for the future
  - \*Communication centre for the deaf and hearing-impaired people in cooperation with the Ministry of Family and Integration.
  - \*Awareness raising projects
  - \*Improvement of communication and information for people with SN
  - \*Accessibility of shops and restaurants (project in cooperation with the Commercial Union of the City of Luxembourg and the Trade Association Horesca and steered by the participatory committee)
  - \*Inventory of the adapted toilets in town (autumn 2014 in cooperation with the participatory committee)

## INVOLVEMENT OF PERSONS WITH DISABILITIES AND RELEVANT PARTNERS

Please describe the involvement of persons with disabilities, their representative organisations and accessibility experts in both the planning, implementation and maintenance of city's policies and initiatives aimed at increased accessibility.

The involvement of individuals with SN as well as associations, represents a political and strategic priority

that can be found in all our activities:

- Days of reflection
- Awareness raising weeks
- Participatory committee
- Participation in the creation of an action plan by attending theme evenings.
- Cooperation with Info-Handicap, ADAPTH and other associations
- Test phases in connection with the concerned: with different departments

**Do you carry out awareness raising or information activities around accessibility? Do you exchange and share experience and good practices with other cities at local, regional, national and/or European level?**

Awareness raising weeks from the 26th of April to the 7th of June 2016. Activities:

- dinner in the dark
- open air afternoon sports in the city centre: dance in wheelchair, workshops, sitting volleyball, trikes
- action day in the city centre: stands, demo of guide dogs, workshop of the senses, music played by a blind artist, street theatre from Dadofonic
- 5 theme evenings with workshops.
  1. Communication-speaking to and understand each other and the possibility of participation
  2. Accessibility of buildings, buses and paths.
  3. Awareness raising or how differences can be used.
  4. Autonomy and inclusion- how municipalities can contribute
  5. Accessibility of cultural and sports events and offered services and activities.
- exhibition in the Theatre: information about concerned associations
- broadcasting of the movie "Inklusion-JoX Nee" with audio description followed by an open discussion translated in german sign language.
- awareness raising of the medias
- guided tour in the museum for blind, deaf people as well as people with learning disabilities
- guided tour in town
- Inclusion Gala: concerts an theatre with artists that have special needs with livestream

Mobility week and Musicfestival.

Connections with other towns.

## **WHY DOES YOUR CITY DESERVE THE AWARD?**

**Please provide a short presentation of your overall accessibility policy and actions. Please explain why your results and your city's accessibility policy are extraordinary and why you believe to deserve the Award.**

The municipality is very dynamic, and for making this town more comfortable we offer a big variety of actions. A strong commitment from our politicians and departments as well as a transversal work allows quick and adapted achievements. The basic principles including the involvement of concerned people (definition of priorities, planning, setting up, assessment and control) are exemplary. The municipality shows commitment in different fields like accessibility, communication, professional integration, awareness rising of the public, meeting point...

For making the city more accessible for all, the municipality goes with a lot of enthusiasm beyond its legal missions. The sign language courses, the awareness raising weeks, the creation of a referent as well as a "SN" department are examples of projects that have been voluntarily established. All these projects and

activities are fully funded by the municipality of Luxembourg and coordinated with the concerned people. Slowly but steadily, the city is becoming an example of "Design for all".

## **SUPPORTING MATERIAL**

### Upload files

- 01 a city for all 2016 French
- 02 a city for all 2016 German
- 03 activity report 2015
- 04-Brochure- Mobility for all
- 05 cahier de charges accessible construction
- 06 flyer German sign language courses
- 07 press review 2015-2016 awareness raising and sign language courses
- 08 press review 2015-2016
- 09 participatory committee
- 10 Awareness raising weeks - pictures of the action day in city center

### Add links

#### Specific needs

[http://www.vdl.lu/besoins\\_specifiques.html](http://www.vdl.lu/besoins_specifiques.html)

#### Parking spaces

<http://www.topographie.lu/client/index.jsp?lang=fr#> (« Points d'intérêts », « Mobilité », « Parking mobilité réduite »).

#### Videos

<https://vimeo.com/168979025>

[https://vimeo.com/173752647?utm\\_source=email&utm\\_medium=vimeo-cliptranscode-201504&utm\\_campaign=28749](https://vimeo.com/173752647?utm_source=email&utm_medium=vimeo-cliptranscode-201504&utm_campaign=28749)

#### Emissions 2015

Claudia monti

<http://tele.rtl.lu/emissionen/live-planet-people/3035713.html> claudia monti planet rtl

#### Translation City Council

<http://www.vdl.lu/Politique+et+Administration/Conseil+communal/Livestream+du+conseil+communal.html>

#### Accessibility :

[http://fouer.lu/fr/acces\\_et\\_mobilite/mobilit-rduite](http://fouer.lu/fr/acces_et_mobilite/mobilit-rduite)

[http://fouer.lu/fr/infos\\_pratiques/mobilit-rduite](http://fouer.lu/fr/infos_pratiques/mobilit-rduite)

<http://www.info-handicap.lu/index.php/fr-FR/documents/bulletin-de-liaison/754-201607-ed-speciale/file>

<http://www.eurewelcome.lu/index.php/welcome-lu-database>

search région : Ville de Luxembourg

-Bibliothèque

- Centre de loisirs « Schéiss »
- Centre sportif Belair
- Centre Sportif et Culturel Tramsschapp
- Cinémathèque
- Conservatoire de Musique de Luxembourg
- Grand Théâtre de la Ville de Luxembourg
- Hall Victor hugo
- Hôtel de Ville VdL
- Luxembourg City Tourist Office
- Musée d'Histoire de la Ville de Luxembourg
- Octavemärtchen 2016
- Photothèque
- Piscine Bonnevoie
- Rocade VdL
- Schueberfouer 2016
- Stade Josy Barthel
- Villa Vauban-Musée d'Art de la Ville de Luxembourg

1. a city for all 2016 French.pdf
2. a city for all 2016 German.pdf
3. activity report 2015.pdf
4. Awareness raising weeks - pictures of the action day in city center.pdf
5. Brochure - Mobility for all.pdf
6. cahier des charges accessible construction.pdf
7. flyer german sign language courses.pdf
8. participatory committee.pdf
9. press review 2015-2016 awareness raising and sign language courses.pdf
10. press review 2015-2016.pdf

[http://www.vdl.lu/besoins\\_specifiques.html](http://www.vdl.lu/besoins_specifiques.html)

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<http://tele.rtl.lu/emissiounen/live-planet-people/3035713.html>

<http://www.vdl.lu/Politique+et+Administration/Conseil+communal/Livestream+du+conseil+communal.html>

[http://fouer.lu/fr/acces\\_et\\_mobilite/mobilit-rduite](http://fouer.lu/fr/acces_et_mobilite/mobilit-rduite)

[http://fouer.lu/fr/infos\\_pratiques/mobilit-rduite](http://fouer.lu/fr/infos_pratiques/mobilit-rduite)

<http://www.info-handicap.lu/index.php/fr-FR/documents/bulletin-de-liaison/754-201607-ed-speciale/file>

<http://www.eurewelcome.lu/index.php/welcome-lu-database>

## **CONTACT PERSON, WEB LINKS AND POSTAL ADDRESS**

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**Official city website**

<http://www.vdl.lu>

**Organisational webpages devoted to accessibility**

see some of the links before