

# The Significance of "Guidelines" in Barrier-Free Policy

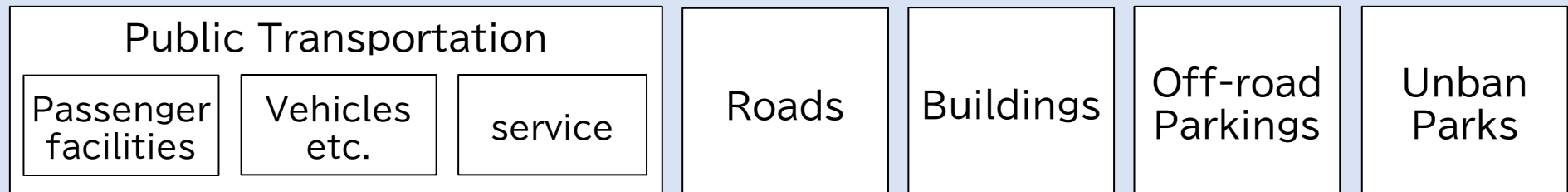
~Through Support as a Consultant~

Sun-beam Co. Ltd



**Law** : Act on Promotion of Smooth Transportation, etc., of Elderly Persons, Disabled Persons, etc. (Barrier-free Law)  
高齢者、障害者等の移動等の円滑化の促進に関する法律（バリアフリー法）

**Accessibility Standards** (移動等円滑化基準): Mandatory Standards for Construction/Renovation



**Guidelines** : Ideal approach + Reference Materials (Manuals, Practical examples)

## Sector-Wide Guidelines

- Guidelines for Better Barrier-Free Public Transportation
- Architectural Design Standards Taking into Consideration Smooth Use by Elderly People and Persons with Disabilities
- Guidelines for Services by Public Transport Operators etc.

## Specific Theme

- Guidelines for Barrier-Free in Airport Passenger Terminal Buildings
- Guidelines for Barrier-Free in Passenger Ships
- Guidelines for Appropriate Use of Accessible Parking Spaces
- Guidelines for Safe and Smooth Station Use at Unstaffed Stations
- Guidelines for Implementing Specific Educational and Awareness Projects

## Characteristics

- Outlines ideal approaches, key initiatives, and practical examples (hard & soft) under existing standards. (\* Non-binding, no penalties.)
- A reference for local governments and businesses to implement accessible infrastructure.
- Balances the needs of affected individuals with business and stakeholder realities.

⇒ **Various surveys are necessary for guideline development.**

## Survey(example)

### Preliminary Survey

Desk Research

On-Site Survey

Usage Survey

### Needs Survey (PRM / businesses)

Interview

Stakeholder Survey

On-Site Survey  
with PRM

### Detailed Case Review

#### Case Study

- Domestic/International
- Public Facility/Private Facility

**Guideline**

**Supporting through research and technical advice**

## Purpose

⇒ Presents ideas for clarifying who is eligible for use, securing parking spaces and examples of initiatives to prevent inappropriate use.

- Fact-finding survey on accessible parking spaces
- Questionnaires and interviews with disabled persons
- Interviews with parking facility managers
- Hearings with prefectures
- Overseas case study (on-site survey in the US, hearings with local institutions, university etc.)
- Holding of committees consisting of persons with disabilities, academics, parking facility managers, etc.

 MLIT

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**Frequency of parking in Accessible Parking Spaces**

Frequency	Percentage
Never parked in Accessible Parking Spaces	19.4%
Never driven a car before	52.0%
More than once a month, 1-5%	8.5%

**Reason for parking**

Reason	Percentage
I was in a hurry	0.8%
There were no other parking spaces available	9.4%
Conveniently located near entrance/exit	5.9%
wheelchair user	2.4%
Riding with a wheelchair user	15.2%
The disabled person was wheelchair	18.2%
Riding with the disabled even if not wheelchair	43.8%
Not particularly necessary	1.2%
Other	5.9%

(2022 Internet Monitor Questionnaire on MLT [N=68], excluding non-respondents)



Wheelchair user only

A notice indicating that parking eligibility for accessible parking is limited to wheelchair users.

Make a 3 parking lots

Wheelchair users can get in and out of a general parking lot.

In cases where there are only a few parking spaces in the facility, etc., it might be desirable not to limit parking eligibility for accessible parking spaces to wheelchair users.

LED照明による減炭素表示

## Case 2: Guidelines for the implementation of specific projects for education and awareness-raising

### Purpose

- Enable municipalities, etc. to implement 'specific projects for education and awareness-raising' \* in a planned, continuous and smooth manner.

⇒ In addition to the significance and key points of specific projects for education and awareness-raising, standard methods, desirable implementation methods and case studies are presented on specific ways of proceeding

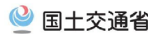
\* Projects related to 'barrier-free mindset' implemented by municipalities, facility installation managers, etc. based on the Barrier-Free Basic Concept, which was established following the amendment of the Barrier-Free Law in 2020.

### Conducted surveys, etc.

- Survey on the current situation of local authorities
- Interviews with local authorities and private companies working on barrier-free mental health, etc.

### Outline of the Guideline

Summary of guidelines for the implementation of specific projects for education and awareness-raising



- The Barrier-Free Law was amended in 2020 to establish the Specific projects for education and awareness-raising, which is a project related to "mental barrier-free" to be implemented by municipalities and facility installation managers, etc., based on the plans (barrier-free basic concept) prepared by municipalities to create barrier-free facilities on an area-wide and integrated basis.
- In order to promote the continuous, systematic, and smooth implementation of specific projects for education and enlightenment in municipalities, etc., these guidelines provide a manual on standard methods and desirable implementation methods for specific procedures.
- It is expected that various initiatives will be implemented in the future with reference to these guidelines as well.

#### Structure of the Guidelines

##### < Main body of guidelines >

The significance of implementing specific projects for educational enlightenment, the need for planned and continuous implementation, the importance of gaining understanding of "barrier-free mind" and "social model of disability," the significance of participation by persons with disabilities, and points to consider when implementing such projects in cooperation with schools.

##### < The Specific projects for education and awareness-raising >

###### ① School Cooperative Education Programs

Projects related to the implementation of educational activities in cooperation with schools to deepen the understanding of children, etc. (e.g.) Barrier-free classes by municipalities, etc., using school sites, etc.

###### ② Understanding, Cooperation, and Enlightenment Programs

Businesses related to the implementation of educational activities necessary to promote the understanding of residents and other concerned parties or to secure their cooperation (e.g.) Holding barrier-free workshops and seminars for residents with disabled persons as lecturers, etc.

##### < Implementation Manuals >

The standard and desirable implementation methods for four representative initiatives that are expected to be implemented as specific projects for education and awareness-raising are presented, including how to proceed, key points and considerations in planning, specific implementation methods, and feedback methods, while introducing case studies.

(Barrier-free classroom section)



(Town walk inspections, etc. section)



(Symposia and seminars section)



(Publicity and awareness-raising section on appropriate use, etc. section)



### Contents of Implementation Manuals

- Significance and objectives
- Considerations for implementation
- Devices and considerations for implementation, etc.
- Specific way of proceeding, etc.
- Introduction of case studies
- \* Composition differs depending on the section.



## Case 3: Guidelines for the safe and smooth use of stations when stations are unmanned.

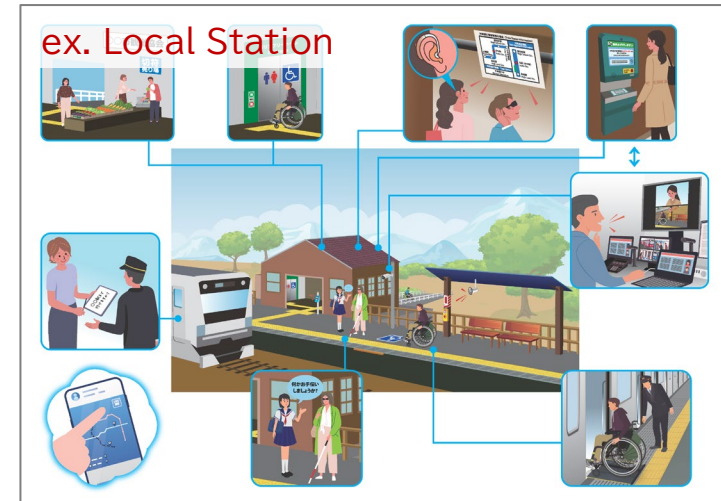
### Purpose

- Ensure that disabled persons and others do not encounter safety and convenience problems when using unmanned stations.
- ⇒ Provides guidelines for initiatives required for the safety and smooth use of stations that are to be unmanned in the future by persons with disabilities etc., and introduces practical examples.

### Conducted sureveys, etc.

- Survey of the current situation at unmanned stations
- Hearing from persons with disabilities
- Grasping and organising examples of effective initiatives at unmanned stations by railway operators, etc.
- Illustrate 'desirable image' of unmanned stations

### Desirable image of unmanned stations



### Practical examples



## After development of “Guidelines for the safe and smooth use of stations when stations are unmanned”

- Social welfare organisations that have learned about the guidelines are commissioned by railway operators to provide assistance at unmanned stations (e.g. ticket check-in, cleaning, boarding and alighting assistance **during the hours when the station is unmanned**).
- Universal Action Programme for learning about the practice of reasonable accommodation, using the time when the corporation carries out its commissioned work.
- The programme was structured to make maximum use of station facilities (platforms, trains, halls)
  - Inviting persons with disabilities as lecturers (remote lectures)
  - Practical learning of solutions to problems such as getting in and out of train stations, etc.
  - A large number of participants, including welfare facility staff, company employees and high school students, took part.



Participants experiencing getting in and out of a wheelchair. (1, March 2024)

- In Japan, Accessibility Standards and Guidelines complement Barrier-Free law to advance accessibility policies.
  - Guidelines outline ideal approaches, key initiatives, and practical examples to ensure accessibility.
  - To improve accessibility continuously, they carefully balance the needs of people with disabilities, older adults, local governments and businesses.
- ⇒ As consultants, we support this process through research and technical advice.