

Interview/Focus Group Discussion - Disability Organisation

Considerations

The provided **consent form** should be signed by all the respondents taking part in the interview or discussion.

Identified Respondents: list of local organisations

Introduction

Thank you for taking the time to participate in this research activity. **Your opinion is essential to help us improve the accessibility and overall visitor experience at the Christo and Jeanne-Claude Center.**

Through this discussion, we aim to gather information on the challenges visitors face during their visit and identify possible improvements to ensure a more inclusive experience for everyone....

Questions

1. Introduction

Could you tell us briefly about your work and that of your organisation in promoting accessibility in the city?

2. Accessing cultural and artistic sites

What **features or tools** (e.g., tactile maps, acoustic signals, accessible guides, informational materials in Braille/digital formats/subtitles, sign language interpreters) do you consider essential for improving accessibility **in cultural and artistic sites** for blind/low-vision/deaf/hard-of-hearing/reduced mobility users?

In your opinion, what priority changes would make the experience at such sites more accessible and inclusive?

How do you think **technological and digital innovations** can help provide useful solutions to enhance the accessibility of these sites?

3. The Christo and Jeanne-Claude Center

How familiar are you with the Christo and Jeanne-Claude Center? If you are familiar with it, according to your opinion, **how inclusive is the demo site** for individuals with physical, sensory, or cognitive disabilities?

Are there any **specific barriers (physical, architectural, social, or operational)** that could discourage individuals with disabilities, such as blind/low-vision/deaf/ hard-of-hearing/reduced mobility users from visiting the museum?

4. Best practices

Have you observed any **best practices** in other museums that could be applied here to improve accessibility?

5. Policy considerations

What **local or EU-level policies** should be considered when designing or retrofitting cultural spaces to improve accessibility? Are there specific accessibility standards (local, national, or EU-level) that the demo site should aim to meet?

Do you **feel there are gaps in existing policies or guidelines** that need to be addressed to improve accessibility in museums?

6. Active mobility and transportation

- a. How do **people with disabilities reach the museum** in terms of transportation (e.g., on foot, with a motorised vehicle such as a car or electric scooter, by public transport, using micromobility options¹ such as cargo e-bikes or e-scooters, or other means)?
- b. How **accessible do you believe the museum's transportation means are for people with disabilities?** Please complete this table for each means of transport available in the area.

	1 = Not accessible at all (Very difficult to find, access, or use)	2 = Poorly accessible (Some challenges in finding, accessing, or using)	3 = Fairly accessible (Generally easy to find, access, or use)	4 = Very accessible (Very easy to find, access, and use)
People with Visual impairment - Conditions affecting sight, such as blindness, low vision, color blindness, or difficulty with light sensitivity				
People with Reduced mobility - Challenges with physical movement, including wheelchair use, reliance on a cane or walker, difficulty using stairs, or limited range of motion.				
People with Hearing impairment - Conditions such as deafness, being hard of hearing, tinnitus (ringing in the ears), or reliance on assistive devices like hearing aids.				
People with Speech impairments - Difficulty in speaking clearly, stuttering, or loss of the ability to speak.				

¹ Micromobility refers to small, lightweight vehicles like bicycles, e-scooters, and e-bikes, typically used for short trips in urban areas.

People with Cognitive or intellectual impairments- Conditions affecting learning, memory, problem-solving, or intellectual functioning.				
People with Multiple Disabilities - A combination of two or more disability types, creating unique accessibility challenges.				

- c. What do you feel are the **primary gaps related to the provision of active mobility services**² (e.g., accessible sidewalks, pedestrian crossings, wheelchair-friendly pathways, non-motorized bicycles) for people with disabilities in the specific area?
- d. Are there any **micromobility modes**³ (e.g. cargo e-bikes or e-scooters) available in the museum area? If yes, are they accessible to people with disabilities?
- e. If **inclusive micromobility options (e.g., cargo e-bikes or e-scooters)** were available in the area or city, do you think people with disabilities would use them?
- Yes
 - No
 - Not sure
- If yes, which people with disabilities do you believe would use them?
- f. What is the **main concern** you have about using micromobility options related to people with disabilities that you represent? Please briefly explain why.
- Safety concerns
 - Lack of secure parking
 - Cost of renting/using micro-mobility services
 - Not familiar with how to use these services
 - I do not have any concerns
- g. What **features** would the people with disabilities you represent like to see in **inclusive micromobility options** (such as cargo e-bikes or e-scooters) to enhance their mobility experience?
- Easy access (ramps, elevators)
 - Space for mobility devices (wheelchairs, scooters, etc.)
 - Comfort (comfortable seats, adequate space, etc.)
 - Technological support (navigation system, app for monitoring vehicle location, etc.)
 - Others (please specify)
- h. How important is it to you that an inclusive vehicle uses sustainable or eco-friendly technologies?
- Very important
 - Important

² Active mobility services refer to transportation options and infrastructure that prioritize human-powered modes of travel, such as walking and cycling, as well as their integration with public transport systems.

³ Micromobility refers to small, lightweight vehicles like bicycles, e-scooters, and e-bikes, typically used for short trips in urban areas.

- Not very important
- Not important